NDIHMA JURIDIKE • PRAVNA POMOĆ
LEGAL AID

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Qeveria –Vlada-Government

Ministria e Drejtësisë-Ministarstvo Pravde-Ministry of Justice
Agjencia për Ndihmë Juridike Falas-Agencija za Besplatnu Pravnu Pomoć
Agency for Free Legal Aid

ANNUAL WORK REPORT

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TABLE OF CONTENT

1. EXECUTIVE SUMMARY ..... **ERROR! BOOKMARK NOT DEFINED.**
2. LEGAL FRAMEWORK ..... **ERROR! BOOKMARK NOT DEFINED.**
2.1. Existing legal basis 7
2.2. Improving the legal basis ..... **Error! Bookmark not defined.**
2.3. Legal difficulties in accomplishing the mission of AFLA 9
3. AGENCY FOR FREE LEGAL AID (AFLA) 10
3.1. Vision 11
3.2. Mission 11
3.3. Competences of AFLA 11
3.4. Authorized services ..... **Error! Bookmark not defined.**
3.5. Criteria for providing free legal aid 12
3.5.1. Eligibility criterion ..... **Error! Bookmark not defined.**
3.5.2. Financial criterion ..... **Error! Bookmark not defined.**
3.5.3. Legal criterion ..... **Error! Bookmark not defined.**
3.5.4. Special beneficiary categories of free legal aid ..... **Error! Bookmark not defined.**
4. INSTITUTIONAL ORGANIZATION ..... **ERROR! BOOKMARK NOT DEFINED.**
4.1.1. Executive Director 16
4.2. Middle Management 16
4.2.1. *Department of Finance and General Services of AFLA* 17
4.2.2. Department of Free Legal Services 17
4.3. Human Resources 18
4.3.1. Number of employees 19
4.4. Needs for new employees 20
4.5. Training 21
4.6. Practical learning ..... **Error! Bookmark not defined.**
5. ASSETS 23
5.1. Information Technology ..... **Error! Bookmark not defined.**
5.2. Archive 24
6. AFLA ACTIVITIES FOR THE REPORTING PERIOD 25
6.1. Capacity building and enhancing the free legal aid system 25
6.2. Improving quality of free legal aid services 26
6.3. Strengthening legal information and empowering citizens ..... **Error! Bookmark not defined.**
7. REGIONAL OFFICES FOR FREE LEGAL AID (ROFLA) AND MOBILE OFFICES FOR FREE LEGAL AID (MOFLA) 28
7.1. Competencies and responsibilities of ROFLA and MOFLA 28
7.2. Regional Office for Free Legal Aid in Prishtina and Mobile Offices for Free Legal Aid in Fushë Kosova, Drenas, Graçanica, Podujeva and Lipjan 29
7.3. Regional Office for Free Legal Aid in Prizren and Mobile Offices for Free Legal Aid in Dragash and Suhareka 31
7.4. Regional Office for Free Legal Aid in Peja and Mobile Offices for Free Legal Aid in Deçan, Istog and Klina 32
7.5. Regional Office for Free Legal Aid in Mitrovica and Mobile Office for Free Legal Aid in Skenderaj, North Mitrovica, Leposavic, Zvecan and Zubin Potok 34
7.6. Regional Office for Free Legal Aid in Gjilan and Mobile Office for Free Legal Aid in Kamenica 36
7.7. Regional Office for Free Legal Aid in Ferizaj and Mobile Office for Free Legal Aid in Shtime, Kaçanik and Hani i Elezit 37

7.8. Regional Office for Free Legal Aid in Gjakova and Mobile Office for Free Legal Aid in Malisheva 38
8. PROVISION OF FREE LEGAL SERVICES BY AFLA 39
8.1. Provision of legal services by AFLA officials 41
8.2. Provision of legal services by lawyers engaged by AFLA 48
8.3. Comparative overview of the provision of legal services in 2021, 2022, 2023 ..... **Error! Bookmark not defined.**
9. BUDGET AND FINANCE 54
9.1. AFLA budget allocated from the budget of the Republic of Kosovo 54
9.2. Donations managed by AFLA 61
9.3. Activities of the Procurement Office 62
9.3.1. Procurement activities for supplies and services 63
10. AUDIT 65
11. COOPERATION OF AFLA WITH LOCAL AND INTERNATIONAL INSTITUTIONS/ ORGANIZATIONS 65
11.1. Cooperation of AFLA with local institutions 66
11.2. Cooperation of AFLA with international institutions 68
12. CHALLENGES IN THE SYSTEM OF FREE LEGAL AID FOR 2023 – PLANNING FOR 2024 71
13. RECOMMENDATIONS 72

ACRONYMS

AFLA	Agency for Free Legal Aid
ROFLA	Regional Office for Free Legal Aid
MOFLA	Mobile Office for Free Legal Aid
MoJ	Ministry of Justice
KBA	Kosovo Bar Association
AoJ	Academy of Justice
KIPA	Kosovo Institute for Public Administration
GIZ	Deutsche Gesellschaft fuer Internationale Zusammenarbeit
USAID	The United States Agency for International Development
KFMIS	Kosovo Financial Management Information System
PFC	Public Framework Contract
IT	Information Technology

1. EXECUTIVE SUMMARY

The Work Report of the Agency for Free Legal Aid (AFLA) for 2023 presents the capacities and one-year work related to the provision of free legal aid in the justice system in the Republic of Kosovo.

The Constitution of the Republic of Kosovo defines free legal aid as a constitutional category and *Article 31 paragraph 6 stipulates that* "Free legal aid will be provided to those without sufficient financial means, if such aid is necessary, to ensure effective access to justice."

Free legal aid in Kosovo was originally provided by the European Agency for Reconstruction Agency from 2001-2005, through the "Free Legal Aid in Civil and Administrative Matters" project, implemented by the Kosovo Bar Association and realized by the local NGOs. After the completion of the project, the reports presented found that the overwhelming majority of the Kosovo population meets the criteria to benefit from free legal aid services.

For this reason, the European Agency for Reconstruction funded the "Establishing an Inclusive System of Free Legal Aid in Kosovo" project, implemented by the German Agency – ICON Institute. The implementation of the project played an essential role in institutionalizing Legal Aid in our country.

In 2006, the Legal Aid Commission (LAC) was established, which acted in accordance with the *UNMIK Regulation 2006/36* on Legal Aid, while in 2012, in line with *Law No. 04/L-017 on Free Legal Aid*, the AFLA was established.

AFLA is the most important institution in the integrated Legal Aid system in terms of providing Free Legal Aid. The number and variety of requests of Legal Aid users illustrate the need and importance of the sustainability of this institution.

The Law on Free Legal Aid regulates the creation of a functional system for Free Legal Aid in Civil, Criminal, Administrative and Minor Offence proceedings which ensures effective access to justice for citizens with insufficient financial means.

AFLA has faced significant challenges in achieving its objectives as a result of the lack of budget for the extension of Legal Aid throughout the territory of the Republic of Kosovo in accordance with *Article 22* of the Law on Free Legal Aid, which foresees the establishment of Regional and Mobile Offices for Free Legal Aid to cover the entire territory of the Republic of Kosovo, so that citizens who do not have sufficient financial means to ensure efficient access to the justice system can benefit from the Free Legal Aid services.

Currently, free legal aid is provided through 7 (seven) regional offices for free legal aid operating in: ROFLA in Prishtina, Mitrovica, Peja, Prizren, Gjilan, Gjakova and Ferizaj, and through 14 (fourteen) mobile offices operating in the following municipalities: Fushë Kosova, Drenas, Deçan, Istog, Suhareka, Dragash, North Mitrovica, Zveçan, Leposavic, Zubin Potok, Malisheva, Graçanica, Skënderaj and Kamenica. These offices are financed from the budget of the Republic of Kosovo. Free legal aid is also provided through 6 (six) mobile offices financially supported by GIZ until June 30, 2023, which have been operating in the following municipalities: Podujeva, Klina, Lipjan, Shtime, Kaçanik and Hani i Elezit, by enabling the employment of 4 (four) officials who provided free legal aid. The Agency for Free Legal Aid also has a Mobile Clinic, which carries out awareness and information campaigns for citizens.

AFLA has not fully complied with Article 22 of the Law on Free Legal Aid, which provides that in order to achieve full coverage in the entire territory of the Republic of Kosovo, Mobile Offices in all municipalities of Kosovo should be opened. **AFLA's budget request to open Mobile Offices in 6 municipalities has met with support from the Ministry of Justice. With the last budget circular of 2024, 4 (four) legal official positions were provided for the mobile offices supported by GIZ, and 1 (one) legal official position was also allowed for the opening of a mobile office in another municipality.**

However, free legal aid should be provided in all municipalities of the Republic of Kosovo because failure to open these offices represents unequal access to justice for all citizens of these municipalities, who are in a poor economic situation.

In accordance with the Law on Free Legal Aid, Law No. 08/L-063 amending and supplementing the Laws related to the Rationalization and Establishment of Accountability Lines of the Independent Agencies, with the aim of accomplishing the mission of the NJFA, all activities in 2023 have been oriented towards providing free legal aid to all citizens of the Republic of Kosovo.

2. LEGAL FRAMEWORK

States have an international obligation, through the institution of Free Legal Aid, to guarantee access to justice for all persons in need, based on predetermined criteria related to the financial impossibility of providing Legal Aid. "*European Convention on Human Rights*", *Article 6 (3) (c), the right to free legal aid is guaranteed in cases where the accused does not have sufficient means to pay for Legal Aid and in cases where the interest of justice requires this*. Similarly, Article 47 of the Charter of Fundamental Rights of the European Union defines that legal aid is provided to those lacking sufficient means, and to the extent that such aid is necessary to ensure effective access to justice.

2.1. Existing legal basis

The legal framework for the operation of the AFLA is the Constitution of the Republic of Kosovo, which defines legal aid as a constitutional category, more specifically, *Article 31 paragraph 6 defines that* "Free legal aid shall be provided to those who do not have sufficient financial means if such aid is necessary to provide effective access to justice." The basic Law No. 04/L-017 on Free Legal Aid regulating the establishment of a functional free legal aid system in civil, criminal, administrative and minor offence proceedings, has granted effective access to justice for citizens who do not have sufficient financial means. During 2022, legal changes were made to the parties

benefiting from free legal aid, as well as to the operation of the Agency for Free Legal Aid. In March 2022, Law No. 08/L-035 on amending and supplementing Law No. 04/L-017 on Free Legal Aid entered into force, and in September 2022 Law No. 08/L-063 on amending and supplementing the Laws related to the Rationalization and Establishment of Accountability Lines of the Independent Agencies entered into force, which aims to amend and supplement the following laws on the rationalization and establishment of the Accountability Lines of Agencies Independent.

2.2. Improving the legal basis

The entry into force of Law No. 08/L-063 on amending and supplementing Law No. 04/L-017 on Free Legal Aid entered into force, and in September 2022 Law No. 08/L-063 on amending and supplementing the Laws related to the Rationalization and Establishment of Accountability Lines of the Independent Agencies has created an opportunity for assessing the needs for amending sub-legal acts of the Agency for Free Legal Aid, therefore the drafting of sub-legal acts planned for 2023 was successfully completed during this year, three of which have also been signed by the Ministry as in the following:

- Regulation on complaints procedure for free legal aid
- Regulation on setting the criteria for providing authorized legal services by non-governmental organizations
- Administrative Instruction on the content of free legal aid application form.
- Two acts defining the procedures of engaging lawyers and their fees have been merged into a single act, and the final draft was submitted on 27 September 2023. It is now in the consultation stage.
- Draft Regulation on Internal Organization of AFLA was submitted to DMPO; it was returned to AFLA with comments, and the comments were addressed as requested by DMPO.

- The strategic plan of the Agency for Free Legal Aid 2021-2025 has been reviewed and the required changes were made after rationalization of AFLA.
- The responsible officer has been appointed, and the working group for the drafting of the Integrity Plan of AFLA has been appointed by decision.

Further, **in accordance with Regulation MoJ No. 05/2023 on setting the criteria for the provision of free legal aid by NOGs entering into partnership with the Agency for Free Legal Aid,** all the required actions have been completed, and six NGOs have met the criteria set by the regulation. Now we are in the stage of concluding Partnership Agreements.

The Ministry has also taken the decision for the establishment of the working group that will draft the Concept Document on Free Legal Aid, and three workshops have been held.

2.3. Legal difficulties in accomplishing the mission of AFLA

The main legal difficulty in accomplishing the mission of AFLA is the failure to implement *Article 22 of the Law on Free Legal Aid* which provides that, in order to achieve full coverage in the entire territory of the Republic of Kosovo, Mobile Offices are to open in all municipalities of Kosovo. In order to fulfil the legal obligation, we have submitted draft proposals to donors, and we have managed to provide free legal aid through 6 (six) other mobile offices financially supported by GIZ until 30 June 2023, operating in the following municipalities: Podujeva, Klina, Lipjan, Shtime, Kaçanik and Hani i Elezit, employing 4 (four) officials who provided free legal aid.

In order to achieve the fulfilment of the legal obligation continuously through the budget requirements, we have requested for the necessary budget to be allocated for the opening of Mobile Offices, therefore, in the budget planning of 2024, a budget has been allocated to ensure the extension of free legal aid to 6 (six) municipalities, where with the latest budget circular, 4 (four) legal official positions were provided for the

mobile offices supported by GIZ, and 1 (one) legal official position was also allowed for the opening of the mobile office in Vushtrri.

However, the Ministry of Justice has to consider providing the budget funds for the opening of Mobile Offices for Free Legal Aid in all municipalities of the Republic of Kosovo, thus enabling the extension of legal aid throughout Kosovo.

In the event that the required importance is not given in terms of fulfilling the legal obligation and ensuring its extension throughout the territory of the Republic of Kosovo, the citizens of the 10 municipalities of the Republic of Kosovo with the poorest economic status will be left without equal access to justice, and due to the lack of financial means they will not be able to realize their rights guaranteed by the Constitution, Laws and other sub-legal acts.

3. AGENCY FOR FREE LEGAL AID (AFLA)

AFLA is an executive agency within the Ministry of Justice, the only one in the Republic of Kosovo, responsible for the organization and provision of free legal aid. It exercises its function and responsibility in accordance with Law No. 04/L-017 on Free Legal Aid, which entered into force in March 2012, Law No. 08/L-035 on amending and supplement Law No. 04/L-017 on Free Legal Aid, and Law No. 08/L-063 on amending and supplementing the laws related to the Rationalization and Establishment of Accountability Lines of the Independent Agencies.

These laws regulate the establishment of a functional free legal aid system in Civil, Criminal, Administrative and Minor Offence proceedings, which ensures effective access to justice for citizens with insufficient financial means.

3.1. Vision

People in need and marginalized groups in the Republic of Kosovo have equal access to justice and are provided quality free legal aid by the AFLA and its supporting partners.

3.2. Mission

AFLA is committed to providing free legal aid by ensuring equal access to justice for all citizens of the Republic of Kosovo, especially for marginalized groups.

AFLA remains committed to serving all those who meet the criteria defined by law to be provided free legal aid, especially respecting the principles of justice and the rule of law.

3.3. Competences of AFLA

In line with the Law on Free Legal Aid, free legal aid is provided for the following types:

- information and legal advice related to legal procedures;
- compilation of documents and all other technical assistance related to the completion of the case; and
- representation in Civil, Criminal, Administrative and Minor Offence proceedings.

3.4. Authorized services

Authorized services of free legal aid are provided within the framework of primary and secondary legal aid.

Primary legal aid includes the following services:

- Legal information and advice related to legal procedures,
- Compilation of documents and all other technical assistance related to the completion of the case,
- Representation in Civil, Criminal, Administrative and Minor Offence proceedings,
- Protection and representation in all stages of the criminal procedure,
- Information and legal advice related to criminal proceedings,
- Information, legal advice and assistance in mediation and arbitration procedures as provided by applicable laws.

Secondary legal aid includes the following services:

- Compilation of documents and all other technical assistance related to the completion of the case,
- Representation in Civil, Criminal, Administrative and Minor Offence proceedings.

3.5. Criteria for providing free legal aid

Free legal aid is provided to all persons who meet the criteria set as follows:

- Eligibility criteria,
- Financial criteria, and
- Legal criteria.

3.5.1. Eligibility criteria

According to the eligibility criteria, the following are entitled to receive free legal aid:

- Citizens of the Republic of Kosovo who are residents in the territory of the Republic of Kosovo,

- All persons with temporary stay in the Republic of Kosovo,
- Other persons as defined by law or the regulations of international law, which are also bounding for Kosovo,
- Persons who are provided free legal aid based on reciprocity.

3.5.2. Financial criteria

According to the financial criteria, legal advice can be:

- Primary, and
- Secondary

Primary legal aid is provided to all persons who benefit from the right to social assistance, or are in a similar situation to persons who benefit from the right to social assistance, while secondary legal aid is provided to all persons whose total family income is lower than the average family income.

3.5.3. Legal criteria

According to the legal criteria, legal aid is provided by evaluating the merits of the case such as:

- Actual value of the application,
- Argumentative power of the evidence presented by the applicant, and
- Chance of success of the request.

3.5.4. Special categories of free legal aid beneficiaries (according to the Law amending and supplementing Law No. 04/l-017 on Free Legal Aid)

Depending on the criteria set by Articles 8 and 9 of the basic law, free legal aid is provided to the following:

1.1. persons who were sexually abused during the war in Kosovo in 1998-1999;

1.2. victims of domestic violence;

1.3. victims who witnessed violence, who are dependent on victims of domestic violence;

1.4. victims of gender-based violence;

1.5. victims of any type of sexual violence, including sexual harassment;

1.6. victims of human trafficking;

1.7. minor victims;

1.8. children living in social care institutions;

1.9. children under guardianship seeking to initiate proceedings without the consent of their legal guardian or against their legal guardian;

1.10. persons whose rights have been violated through an action or inaction that constitutes discrimination, based on the decision of the competent body according to the law in force on protection from discrimination;

1.11. journalists, independent journalists, photojournalists, cameramen and editors who work in/for media licensed by the Independent Media Commission (IMC) and/or member media in the Press Council of Kosovo (PCK).

4. INSTITUTIONAL ORGANIZATION

The approved organogram presents the need for new recruitments to fulfil the requirements of the relevant legal provisions for specific positions, which do not exist in the AFLA. In order to meet the legal requirements and for the proper functioning of the AFLA, nearly the majority of officials are engaged in two or more roles in addition to the position for which they were recruited.

With the entry into force of Law No. 08/L-063 on amending and supplementing the Laws related to the Rationalization and Establishment of Accountability Lines of the Independent Agencies, the AFLA is now an integral part of the relevant Ministry of Justice, while its organizational structure is as follows:

Executive:

- Executive Director
- Department of Finance and General Services

- Department of Legal Services
- Division of Free Legal Aid
- Regional Offices for Free Legal Aid
- Mobile Offices for Free Legal Aid

The following positions in the AFLA are occupied:

- Executive Director position **(vacant)**

The following positions in the Department of Central Administration are occupied:

- Director of the Department of Finance and General Services
- Senior Financial Officer
- Senior Procurement Officer
- Expenditure Officer
- Budget Funds Commitment Officer
- Information Technology Officer, and
- Archive Officer

The following positions are occupied in the Department of Legal Services:

- Director of the Department of Legal Services,
- Head of Division of Free Legal Aid,
- Legal Officer in the Department of Legal Services – 2 (two) positions,
- Legal Officers in the Division of Free Legal Aid – who are allocated in Regional and Mobile Offices for Free Legal Aid - 19 (nineteen) positions,
- Legal Officer in the Division of Free Legal Aid, who are allocated in 2 (two) regional offices for free legal aid.

The approved organogram presents the need for new hires to fulfil the requirements of the relevant provisions for specific positions that do not exist in the AFLA. ***In order to meet the legal requirements for proper functioning, nearly all officials exercise two or more responsibilities in addition to the position for which they were recruited.***

4.1. Executive Director

The Executive Director is a body of the Agency and is responsible for the administration, functioning and management of the Agency. The competences and responsibilities of the Executive Director are defined by the Law on Free Legal Aid.

During this reporting period, the Office of the Executive Director for Legal Aid (OED) has continuously developed its activities and adhered to the standard operating procedures defined by Law No. 04/L-017 on Free Legal Aid, ensuring the provision of free legal aid to citizens of the Republic of Kosovo in a difficult economic situation, and at the same time ensuring that the legal aid provided is efficient, comprehensive, flexible and sustainable. Along these lines, it enables equal access to justice for the citizens who meet the criteria defined by law.

The AFLA has taken care to fulfil its mission, taking the necessary actions to raise awareness, with the aim of protecting the interests of all citizens who, due to the lack of material resources, have been denied equal access to justice, especially vulnerable groups (children, minorities, victims of domestic violence, the elderly, persons with disabilities, displaced persons, etc.), through the provision of free legal aid.

4.2. Middle Management

The AFLA operates with two departments:

- Department of Finance and General Services, and
- Department of Legal Services.

4.2.1 *Department of Finance and General Services of AFLA*

Department of Finance and General Services is led by the Director of the Department which is also a management level and includes the sectors responsible for ensuring general services such as financial, procurement, information technology, staff, archive and logistics services for the implementation of programme objectives of the AFLA.

This department has ensured coordination, preparation, drafting, implementation, reporting and evaluation of the AFLA budget, as well as the timely coordination and implementation of financial obligations of the AFLA.

4.2.2. Department of Free Legal Services

The AFLA has a Department of Legal Services which during 2023 has managed, coordinated and controlled the work of free legal services, by ensuring the effective and efficient implementation within the deadlines. Further, it has meticulously implemented the policies and rules for providing free legal aid, ensuring an effective, efficient, comprehensive, flexible and sustainable system.

During 2023, the Department of Legal Services has developed a series of activities to ensure the provision of free legal aid in accordance with the Law on Free Legal Aid, ensuring that free legal services are professional and as close as possible to citizens. The Department of Legal Services is headed by the Director of the Department of Legal Services.

Division of Free Legal Aid

The Division of Free Legal Aid operates in the AFLA. During 2023, it managed and supervised the Legal Aid services of the Regional Offices for Free Legal Aid and the Mobile Offices for Free Legal Aid. During this reporting period, care has been taken for the smooth running of the work in ROFLA and MOFLA, and the professional

advancement of legal services. It also developed cooperation with the relevant institutions with the aim of coordination to facilitate access to and equal representation in justice for the beneficiaries of free legal aid.

4.3. Human resources

The human resources within the AFLA have been dedicated to the full implementation of the legal function of the AFLA for building the capacities and professional skills of the staff.

The employees of the AFLA are the most important resource and include staff directly involved in providing free legal aid, professional staff and administrative staff dealing with other general services.

The Personnel Office has taken care of fulfilling the working conditions for the employees, as well as their professional training, sending them to adequate training, depending on the individual needs of the employees in accordance with the questionnaire and the training plan for 2023.

The trainings were supported by GIZ, USAID, UNHCR, EUKOJUST, Academy of Justice, KIPA and the budget of the Agency.

In 2023, the human resources of the AFLA performed the following tasks:

- Maintain hard copies and online copies of personnel files,
- Draft different documents and reports on human resources,
- Draft the Personnel Plan,
- Draft the Personnel Training Plan for 2023,
- Conduct personnel performance appraisal according to the legislation in force,
- Issue the appointment act for the Legal Officer position in the Mobile Office for Free Legal Aid in Skenderaj,

- Recruitment with an open competition for the Legal Officer position in the Mobile Office for Free Legal Aid in Lipjan and Shtime with the support of donor GIZ,
- Recruitment with an internal competition – parallel mobility within the category of the Legal Officer position in the Regional Office for Free Legal Aid in Ferizaj,
- Permanent transfer to the benefit of the institution of the Legal Officer position in the Regional Office for Free Legal Aid in Ferizaj in the Department of Legal Services of AFLA,
- Development of the procedure for the return of the transfer of the Legal Officer position in the Legal Department of the Agency for Free Legal Aid, from the position of Senior Executive Officer in the Office of the Secretary General of the Ministry of Justice.

4.3.1. Number of employees

In 2023, the AFLA approved a total of 36 (thirty-six) positions of public officials, while by the end of the year, 4 (four) of them were vacant. AFLA employees are in employment relationships with career appointment acts.

Of the total number of employees in the role of civil servants, 19 (nineteen) were women and 13 (thirteen) were men.

Of a total of 32 (thirty-two) employees, 27 (twenty-seven) are of the Albanian community, 2 (two) of the Serbian community, 1 (one) of the Bosnian community, 1 (one) of the Turkish community, and 1 (one) of the Egyptian community.

With the support of the donor GIZ, the contracts of 4 (four) Legal Officers engaged to provide free legal aid in the Mobile Offices for Free Legal Aid were extended until 30 June 2023.

The number of positions in the AFLA is as follows:

- Senior Management level - 1 (one) position,
- Middle Management level - 2 (two) positions,
- Lower Management level - 1 (one) position,
- Professional level 1 – 2 (two) positions
- Professional level 2 - 23 (twenty-three) positions,
- Professional level 3 – 2 (two) positions, and
- Technical/Administrative level - 1 (one) position.

4.4. Needs for new recruitments

In order to implement the legal mandate of the AFLA and the legislation in force, recruitment for the necessary positions has been continuously requested.

A high priority budgetary request for 2024 is to ensure an extension of free legal aid throughout the territory of the Republic of Kosovo.
In order to fulfil the legal obligation set by Law No. 04/L-017 on free legal aid and creating a sustainable MOFLA supported by GIZ, which has been investing since July 2018, and the experience and number of cases treated so far has verified the citizens' needs for free legal services. The financial support of GIZ lasted until the end of June 2023, therefore the required budget for covering the salaries of the following new officials has been requested since July:

- Legal Officer 5 (five) positions – these positions are necessary for the implementation of Article 22 of the Law on Free Legal Aid to ensure the provision of free legal aid services through mobile offices. The request for recruitment for these positions is of high priority, in order to ensure equal access to justice for all citizens. The value of salaries for the 5 (five) positions is 30,000.00 € per year. These positions have been ensured for 2024.

It is also worth noting that, despite the obligations emerging from the relevant laws, the AFLA continues to face the lack of officials, whose positions are necessary for an institution:

- Personnel Manager;
- Certifying Officer;
- Public Relations Officer
- Executive Officer;
- Administrative Officer;
- Head of Division for Monitoring of Free Legal Aid Services;
- Head of Division of Budget and Finance;
- Head of Division of General Services.

All of the above positions are mandatory for an institution. The AFLA is required to fill those positions by obliging employees in other positions to perform two or three roles at the same time.

4.5. Training

The training plan for 2023 has continued in the reporting period. The Personnel Office has undertaken the required steps for the professional development of the staff through different trainings, where the staff was certified by the specialized institution, i.e. the Kosovo Institute of Public Administration (KIPA). Considering the specifics of the AFLA services, trainings for the AFLA staff have been limited. The programme content of the trainings is intended to enhance their knowledge, skills and an advanced organizational approach. The staff providing legal services needs continuous trainings in order to be in conformity with the citizens' requests and needs.

The AFLA staff was supported with professional trainings by GIZ, delivered through the Academy of Justice. Additionally, the AFLA has signed cooperation agreements with the Academy of Justice to strengthen the cooperation between the two institutions and the coordination of joint activities for the purpose of fulfilling the legal mandate of issues of mutual interest. Through this cooperation agreement, the Agency

for Free Legal Aid and the Academy of Justice are going to coordinate activities to enhance free legal aid services. The AFLA has made maximum efforts to implement the training plan and has managed to deliver the following trainings:

Trainings delivered in 2023

Trainings supported by AFLA	No. of trainings
Guidelines on case processing, with on-the-job counselling	7
Training on LAIS database with on-the-job counselling	7
Compensation of victims of crime	1
Budget planning and execution in the Budget Management and Development System for 2024 and assessments for 2025 -2026	1
Trainings supported by GIZ	No. of trainings
Case law in enforcement matters	1
Case law in administrative matters	1
Case law in non-contested matters	1
Protection of the rights of children without parental care and in cases of changing status	1
Victims of sexual violence	1
Domestic violence and the European Convention of Human Rights (in cooperation with CLARD NGO)	1
Trainings supported by GIZ DIMAK	No. of trainings
Joint trainings with municipal stakeholders – Free legal aid for repatriated persons in Kosovo	7
Trainings supported by USAID	No. of trainings
Training of Trainers on using the FLA Practitioners' Manual	1
Peer to Peer Education on using the FLA Practitioners' Manual	3
Communication of officials of the Agency for Free Legal Aid with the public	1
Trainings supported by UNHCR	No. of trainings
Trainings in the field of asylum – Legal aid and quality decision-making	1
International Protection of Asylum Seekers, Refugees and Stateless Persons, for Officials of the Regional and Mobile Offices for Free Legal Aid	2
Trainings supported by EUKOJUST	No. of trainings
Training in the field of cost and budget planning related to the work on the cost of the Strategic Development Plan of the MoJ 2023-2025	1
Trainings by KIPA, MIA, MoJ, KBA and MoF	1
Training of trainers for lawyers on the Law on Protection against Discrimination	1
Presentation of the updated Charter of Accounts and the Manual of the Charter of Accounts	1
Training on Law No. 08/l-108 on Declaration, Origin and Control of Assets and Gifts	1

Job classification process for public officials	1
Report on the results of stakeholder satisfaction	1
Training on contract management and contractor performance assessment of via e-procurement	1
Whistleblowing, administrative investigation, role of responsible officials and the Agency for the Prevention of Corruption	1
Other trainings	No. of trainings
Fundamental Rights in the European Union: Main Principles and Contemporary Challenges – delivered in the European Institute of Public Administration in Luxembourg	1

4.6. Practical learning

The AFLA has an Agreement of Understanding with the universities of Kosovo and with NGOs, therefore, for the purpose of implementing these Agreements, the AFLA has enabled the students who have been selected by the Faculties of Law to continue the internship in the Regional and Mobile Offices for Free Legal Aid.

The AFLA has also enabled student volunteers to perform practical work in this institution. Also, the AFLA has signed 7 (seven) cooperation agreements with the LENS NGO for the engagement of interns in the Regional Offices and Mobile Offices for Free Legal Aid.

So far, 12 (twelve) interns have completed internships at the AFLA, who have been systemized in the Regional and Mobile Offices for Free Legal Aid where the AFLA operates.

5. ASSETS

The AFLA regularly maintains Asset Registers. The registration of assets/non-financial wealth is also done in the Internal Database of the AFLA in addition to the e-asset system and KFMIS, depending on the purchase of assets within a year.

5.1.Information Technology

The Information Technology Service is maintained by the IT officer, in cooperation with the competent services of the MPA. The Information Technology Service has taken care of the maintenance of the AFLA website, which is continuously updated, and it has maintained the database operating in the AFLA during 2023.

In 2023, the technical equipment such as computers, printers and laptops, have continuously been maintained, as well as installations and configurations have been performed according to the needs of the AFLA.

5.2.Archive

In 2023, the AFLA received, recorded, protocolled, and archived the following documents:

- Files of lawyer payments, a total of 1222 (one hundred and two thousand twenty-two),
- Protocolled documents 263 (two hundred and sixty-three),
- Documentation related to expenses and supplies, 308 (three hundred and eight).

During 2023, the AFLA recorded/archived a total of 1787 (one thousand seven hundred eighty-seven) documents.

6. AFLA ACTIVITIES FOR THE REPORTING PERIOD

The AFLA has made efforts to conduct effective and efficient management of works in the AFLA for the purpose of achieving the specific work objectives.

Activities have been continuously developed by adhering to the standard operation procedures as defined by *Law No. 04/L-017 on Free Legal Aid and the supplementing laws* by providing direct legal aid to the citizens of the Republic of Kosovo who are in difficult economic situations, and at the same time by ensuring that the legal aid provided is effective, efficient, inclusive, flexible and sustainable. Along these lines, the citizens who meet the criteria defined by law have been provided equal access to justice.

During 2023, the AFLA has made efforts to implement its goals and activities in line with the action plan, including ensuring equal access to justice for all and the provision of professional free legal aid services.

6.1. Capacity building and enhancing the free legal aid system

During 2023, the AFLA management has focused on building the capacities and enhancing the free legal aid system in line with the work plan.

With the aim of fulfilling the constitutional and legal obligation and with the aim of ensuring equal access to justice for all citizens of the Republic of Kosovo, in the absence of the budget, the AFLA has turned to the donor GIZ for the renewal of the contracts for the 4 (four) legal officers operating in 6 (six) mobile offices in the municipality of Podujeva, Klina, Hani i Elezit, Kaçanik, Lipjan and Shtime until June 30, 2023. In cooperation with the mayors of the municipalities, the use of free workspaces in facilities managed by the municipality has been ensured. These offices have been functionalized and have been at the service of the citizens of the respective municipalities.

Furthermore, with the aim of achieving this component and with the aim of strengthening the free legal aid system, the AFLA operates the Mobile Clinic, which serves the purpose of informing citizens about the services provided by the AFLA.

During this reporting period, the AFLA has tried to constantly send project proposals to international partners for the support of the necessary components, the purpose of which has been to enhance the free legal aid system.

During 2023, human resources have been continuously supervised and managed efficiently, respecting the legal procedures in accordance with the legislation in force. The staff of the AFLA has made efforts to carry out all the work with responsibility for the daily operational issues related to the legal aid services provided for the administration of the legal aid system and the supervision of the Regional Offices and Mobile Offices for Free Legal Aid.

In order to advance the professional legal services, during 2023 the managerial staff has continuously monitored the legal services delivered by the officials and depending on the findings programs have been designed to address their needs.

6.2. Improving the quality of free legal aid services

Improving the quality of legal services was one of the main priorities of the work of the AFLA during 2023. The AFLA has tried, despite the difficulties, to dedicate itself to increasing the quality, assessing the needs for staff training and in accordance with the needs the training plan for 2022 was drawn up.

On a continuous basis, workshops were held for operational empowerment with the staff of the AFLA, where the problems and challenges encountered during their work were discussed and, depending on the discussions, recommendations were drawn up and specific programs were designed to address their needs.

The cooperation of AFLA with the institutions is of particular importance in terms of fulfilling our common mission, i.e. creating equal access to justice.

In this direction, various meetings have been continuously held with relevant actors who are connected with the work of AFLA. The purpose of these meetings was to discuss and address the identified priorities and challenges of the AFLA in order to promote inter-institutional cooperation and to communicate the results of the reforms with other stakeholders of the justice system.

6.3.Strengthening legal information and empowering citizens

Seeing the constant need for citizens' awareness regarding the services it offers, the AFLA, with the support of donors such as USAID, GIZ, UNHCR and EUKOJUST, has developed activities to raise the awareness of citizens, who, due to the lack of material means, do not have the opportunity to realize their rights, especially for vulnerable groups such as children, victims of domestic violence, the elderly, persons with disabilities, the displaced or other similar categories.

The AFLA has drawn up a communication strategy, the objective of which is to focus on strengthening the need for information to improve legal knowledge and empower citizens, especially individuals or groups in a disadvantageous position, by providing legal information that leads to the undertaking of actions, using of existing information platforms and activating a network of civil society, local level organizations and young people to convey information.

The AFLA has continuously undertaken awareness-raising activities, with the most numerous activities being held within the Free Legal Aid Week, the purpose of which was to raise awareness and inform citizens. These activities are developed through:

- TV appearances;
- Distribution of promotional materials among institutions and citizens (posters, leaflets, brochures);
- Promotion of legal aid through local stakeholders and institutions which are directly or indirectly related to the work of the AFLA;
- Promotion of free phone number;

- Participation in roundtables with institutional representatives and delivering lectures with citizens
- Constant presence through publications on social media and website

Like every other year, this year as well the AFLA has joined the "16 Days of Activism against Gender-Based Violence" campaign, by becoming part of several activities organized by the Ministry of Justice. Around 500 brochures were distributed during this campaign.

7. REGIONAL OFFICES FOR FREE LEGAL AID (ROFLA) AND MOBILE OFFICES FOR FREE LEGAL AID (MOFLA)

During 2023, free legal aid in the Republic of Kosovo was provided through 7 (seven) Regional Offices for Free Legal Aid in the following municipalities: Prishtina, Prizren, Peja, Mitrovica, Gjilan, Gjakova and Ferizaj as well as 14 (fourteen) Mobile Offices for Free Legal Aid supported by donors in Dragash, Suhareka, Istog, Deçan, Fushë Kosova, Drenas, North Mitrovica, Zveçan, Zubin Potok and Leposavic.

Free legal aid was also provided through 6 (six) mobile offices with the financial support of GIZ which operated in the following municipalities: Podujeva, Klina, Lipjan, Shtime, Kaçanik and Hani i Elezit, thus enabling the recruitment of 4 (four) officials who will provide free legal aid until June 30, 2023.

7.1.Competences and responsibilities of ROFLA and MOFLA

The Regional and Mobile Offices for Free Legal Aid provide direct free legal aid in civil, administrative, criminal and minor offence proceedings to all citizens in difficult material conditions who meet the criteria defined by the Law on Free Legal Aid.

The scope of these offices is as follows:

- Receive free legal aid applications,
- Engage free legal aid providers,

- Provide free legal aid services in line with the authorizations defined by the Law on Free Legal Aid,
- Keep records of applicants, beneficiaries, and legal services provided,
- Coordinate with local institutions on providing efficient legal aid,
- Organize awareness raising campaigns.

7.2. Regional Office for Free Legal Aid in Prishtina and Mobile Offices for Free Legal Aid in Fushë Kosova, Drenas, Gracanica, Podujeva and Lipjan

The region of Pristina counts 7 (seven) municipalities such as Prishtina, Podujeva, Lipjan, Obiliq, Drenas, Fushë Kosova and Gracanica.

In the Prishtina region, free legal aid is provided through the Regional Office for Free Legal Aid (ROFLA) in Prishtina, which provides free legal aid to citizens of the municipalities of Pristina and Obiliq, through mobile offices in the municipalities of Fushë Kosovë, Drenas and Graçanica. While with the support of the donor GIZ, the Mobile Offices for Free Legal Aid (MOFLA) in the municipalities of Podujeva and Lipjan have operated until June 30, 2023.

The tables below present the number of cases according to the procedure, gender structure and ethnicity of the beneficiaries of free legal aid in ROFLA in Prishtina and ROFLA in Fushë Kosova, Drenas, Gracanica, Podujeva and Lipjan:

Table No. 1 ROFLA in Prishtina

ROFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb	Egyp.	Bosn.	Ashk	Rom	Gor.	Etc.	
Prishtina	390	402	80	5	512	365	866	1	0	8	1	1	0	**877**

In the reporting period, 27 (seventy-eight) lawyers were engaged in ROFLA in Prishtina, of which 60 (sixty) in civil procedure, 2 (two) in administrative procedure, and 16 (sixteen) in criminal procedure. Of those, 8 (eight) cases have been successfully concluded while the rest are ongoing.

Table No. 2 MOFLA in Fushë Kosova

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Fushë Kosovë	81	91	8	0	82	98	120	1	49	7	3	0	0	**180**

In the MOFLA in Fushë Kosova, 33 (thirty-three) lawyers were engaged, of which 30 (thirty) in civil procedure and 3 (three) in criminal procedure. All cases are ongoing.

Table no. 3 MOFLA in Drenas

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Drenas	37	145	2	0	97	87	184	0	0	0	0	0	0	**184**

In MOFLA in Drenas, 17 (seventeen) lawyers were engaged, of which 14 (fourteen) in civil procedure, 2 (two) in administrative procedure and 1 (one) in criminal procedure. All cases are ongoing.

Table No. 4 MOFLA in Gracanica

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Gracanica	47	6	0	1	20	34	1	46	4	1	0	0	2	**54**

No lawyers were engaged in MOFLA in Gracanica.

Table no. 5 MOFLA in Podujeva

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Podujeva	60	60	8	2	97	33	128	2	0	0	0	0	0	**130**

In MOFLA in Podujeva, 4 (four) lawyers were engaged, all of them in procedure and all cases are ongoing.

Table no. 6 MOFLA in Lipjan

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Lipjan	25	10	2	1	27	11	36	1	1	0	0	0	0	**38**

In MOFLA in Lipjan, 3 (three) lawyers were engaged in civil procedure, all of them in procedure and all cases are ongoing.

In the Prishtina region, in 2023, there were **628 (six hundred and twenty-eight)** women beneficiaries and **835 (eight hundred thirty-five)** men who received free legal aid.

In 2023, regional office and mobile offices from the Prishtina region provided free legal aid to **128 (one hundred twenty-eight)** citizens of non-Albanian communities.

5.1. Regional Office for Free Legal Aid in Prizren and Mobile Offices for Free Legal Aid in Dragash and Suhareka

The Prizren region counts 4 (four) municipalities such as Prizren, Theranda (Suhareka), Dragash and Mamusha.

In the Prizren reigon, free legal aid is provided through the Regional Office for Free Legal Aid (ROFLA) in Prizren which provides free legal aid to the citizens of the municipalities of Prizren and Mamusha, and Mobile Offices for Free Legal Aid (MOFLA) in the municipality of Suhareka and Dragash.

The following tables present the number of cases by procedure, gender structure and ethnicity of the free legal aid beneficiaries in ROFLA in Prizren, Suhareka and Dragash:

Table No. 7 ROFLA in Prizren

ROFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	

Prizren	192	429	49	2	237	435	519	6	47	53	45	2	0	**672**

In the reporting period, in ROFLA in Prizren 67 (sixty-seven) lawyers were engaged, 64 (sixty-four) in civil procedure and 3 (three) in the criminal procedure. Of them, 4 (four) cases have been concluded while the rest are ongoing.

Table no. 8 MOFLA in Dragash

MOFLA	**PROCEDURA**				**GJINIA**		**PËRKATËSIA ETNIKE**							**TOTAL**
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Dragash	37	135	3	0	104	71	125	0	0	0	0	50	0	**175**

In MOFLA in Dragash, 5 (five) lawyers have been engaged, of which 4 (four) in civil procedure and 1 (one) in criminal procedure. All cases are ongoing.

Table no. 9 MOFLA in Suhareka

MOFLA	**PROCEDURE**				**GENDER**		**ETHNICITY**							**TOTAL**
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Suhareka	63	113	8	0	96	88	173	0	11	0	0	0	0	**184**

In MOFLA in Dragash, 7 (seven) lawyers have been engaged, of which 6 (six) in civil procedure and 1 (one) in administrative procedure. All cases are ongoing.

In the Prizren region, in 2023, there were **594 (five hundred ninety-four)** women beneficiaries and **437 (four hundred thirty-seven) men** who benefited from free legal aid.

In 2023, free legal aid was provided to **214 (two hundred fourteen)** citizens of non-Albanian communities.

5.1. Regional Office for Free Legal Aid in Peja and Mobile Offices for Free Legal Aid in Deçan, Istog and Klinë

The Peja region counts 5 (five) municipalities such as Peja, Klina, Deçan, Istog and Junik.

In the Peja region, Free Legal Aid is provided through the Regional Office for Free Legal Aid (ROFLA) in Peja which provides free legal aid to the citizens of the municipalities of Peja and Junik, and through the Mobile Offices for Free Legal Aid (MOFLA) in the municipalities of Deçan and Istog.

With the support of the donor GIZ, the Mobile Office for Free Legal Aid (MOFLA) in Klina also operated until 30 June 2023.

The following tables present the number of cases by procedure, gender structure and ethnicity of beneficiaries of free legal aid in ROFLA in Peja, Deçan, Istog and Klina.

Table No. 10 ROFLA in Peja

ROFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Peja	239	301	30	2	303	269	446	2	17	8	72	25	2	**572**

In the reporting period in ROFLA in Peja, 62 (sixty-two) lawyers were engaged, all of which in civil matters, of which 8 (eight) cases were successfully concluded while the rest were ongoing.

Table No. 11 MOFLA in Deçan

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Deçan	34	45	8	0	54	33	81	1	0	5	0	0	0	**87**

In MOFLA in Deçan, 8 (eight) lawyers were engaged, of which 7 (seven) in civil procedure and 1 (one) in administrative procedure. Of those, 1 (one) has been successfully concluded while the rest are ongoing.

Table No. 12 MOFLA in Istog

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Istog	76	61	24	1	87	75	130	1	5	1	25	0	0	**162**

In MOFLA in Istog, 31 (thirty-one) lawyers were engaged in civil procedure, of which 4 (four) cases have been successfully concluded while the rest are ongoing.

Table No. 13 MOFLA in Klina

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Klina	37	105	3	1	75	71	129	3	0	1	5	8	0	**146**

In MOFLA in Klina, 10 (ten) lawyers were engaged in civil procedure and all the cases are ongoing.

In the Peja region, in 2023 there were **448** (four hundred forty-eight) women and **519** (five hundred nineteen) men who benefited from free legal aid.

In 2023, free legal aid was provided to **181** (one hundred eighty-one) citizens of non-Albanian communities.

5.1. Regional Office for Free Legal Aid in Mitrovica and Mobile Offices for Free Legal Aid in Skenderaj, North Mitrovica, Leposavic, Zvecan and Zubin Potok

The Mitrovica region counts 6 (six) municipalities such as Mitrovica, Vushtrri, Skenderaj, Leposavic, Zvecan and Zubin Potok.

In the Mitrovica region, free legal aid is provided through the Regional Office for Free Legal Aid (ROFLA) in Mitrovica which provides free legal aid to the citizens of the municipalities of Mitrovica and Vushtrri, as well as through the Mobile Offices for Free Legal Aid (MOFLA) in the municipalities of Skenderajt, North Mitrovica, Leposavic, Zvecan and Zubin Potok.

The following tables present the number of cases by procedure, gender structure and ethnicity of beneficiaries of free legal aid in ROFLA in Mitrovica and MOFLA in Skenderaj, North Mitrovica, Leposavic, Zvecan and Zubin Potok.

Table No. 14 MOFLA in Mitrovica

ROFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Mitrovica	106	442	2	0	303	247	520	1	1	23	0	5	0	**550**

In the reporting period, in ROFLA in Mitrovica, 24 (twenty-four) lawyers were engaged, all of which in civil procedure. Of those, 4 (four) cases have been successfully concluded while the rest are ongoing.

Table No. 15 MOFLA in Skenderaj

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Skenderaj	74	97	8	1	125	55	180	0	0	0	0	0	0	**180**

In MOFLA in Skenderaj, 18 (eighteen) lawyers were engaged, of which 15 (fifteen) in civil procedure, 2 (two) in administrative procedure and 1 (one) in criminal procedure. Of those, 5 (five) cases have been successfully concluded while the rest are ongoing.

Table No. 16 MOFLA in North Mitrovica, Leposavic, Zubin Potok, Zvecan

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
North Mitrovica	58	31	7	0	28	68	1	87	0	0	0	7	1	**96**

In the MOFLA in North Mitrovica, Leposavic, Zvecan and Zubin Potok, 6 (six) lawyers have been engaged, 4 (four) in civil procedure, 1 (one) in administrative procedure and 1 (one) in criminal procedure, and all cases are ongoing

In the Mitrovica region, in 2023 there were **370** (three hundred seventy) women and **456** (four hundred fifty-six) men who benefited from free legal aid.

In 2023, free legal aid was provided to **125** (one hundred twenty-five) citizens of non-Albanian communities.

5.1. Regional Office for Free Legal Aid in Gjilan and Mobile Office for Free Legal Aid in Kamenica

The Gjilan region counts 7 (seven) municipalities such as Gjilan, Dardana (Kamenica), Vitia, Novobërda, Kllokot, Ranillug and Partesh.

In the Gjilan region, free legal aid is provided through the Regional Office for Free Legal Aid (ROFLA) in Gjilan which provides free legal aid to the citizens of the municipalities of Gjilan, Viti, Novobërde, Kllokot, Ranillug, Partesh, and through the Mobile Office for Free Legal Aid (MOFLA) in the municipality of Kamenica.

The following tables present the number of cases by procedure, gender structure and ethnicity of beneficiaries of free legal aid in ROFLA in Gjilan and MOFLA in Kamenica:

Table No. 17 ROFLA in Gjilan

ROFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Gjilan	162	222	13	4	196	205	366	20	0	2	0	13	0	**401**

In the reporting period, in ROFLA in Gjilan, 69 (sixty-nine) lawyers were engaged, of which 65 (sixty-five) in civil procedure, 2 (two) in administrative procedure, and 2 (two) in criminal procedure. There were 11 (eleven) concluded cases while the rest are ongoing.

Table No. 18 MOFLA in Kamenica

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Kamenica	50	147	2	0	89	110	174	7	0	0	0	18	0	**199**

In MOFLA in Kamenica, 25 (twenty-five) lawyers were engaged in civil procedure and all are ongoing.

In the Gjilan region, in 2023 there were **315** (three hundred fifteen) women and **285** (two hundred eighty-five) men who benefited from free legal aid.

In 2023, free legal aid was provided to **60** (sixty) citizens of non-Albanian communities.

5.1.Regional Office for Free Legal Aid in Ferizaj and Mobile Office for Free Legal Aid in Shtime, Kaçanik and Hani i Elezit

The Ferizaj region counts 4 (four) municipalities such as Kaçanik, Shtërpca, Shtime and Hani i Elezit.

In the Ferizaj region, free legal aid is provided through the Regional Office for Free Legal Aid in Ferizaj (ROFLA) which provides free legal aid to the citizens of the municipalities of Ferizaj and Shtërpce. Whereas with the support of GIZ, the Mobile Office for Free Legal Aid (MOFLA) has been operating until June 30, 2023 in the municipalities of Shtime, Kaçanik dhe Hani i Elezit.

The following tables present the number of cases by procedure, gender structure and ethnicity of beneficiaries of free legal aid in ROFLA in Ferizaj and Mobile Office for Free Legal Aid in the municipalities of Shtime, Kaçanik and Han i Elezit:

Table No. 19 ROFLA in Ferizaj

ROFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Ferizaj	150	125	21	2	162	136	274	3	0	20	0	1	0	**298**

In the reporting period in ROFLA in Ferizaj, 64 (sixty-four) lawyers were engaged, of which 62 (sixty-two) in civil procedure and 2 (two) in criminal procedure. There were 2 (two) concluded cases while the rest are ongoing.

Table No. 20 MOFLA in Shtime

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Shtime	9	19	3	1	25	7	32	0	0	0	0	0	0	**32**

In MOFLA in Shtime, there was 1 (one) lawyer engaged in civil procedure and it is ongoing.

Table 21. MOFLA in Kaçanik

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Kaçanik	14	54	7	0	51	24	75	0	0	0	0	0	0	**75**

In MOFLA in Kaçanik, 6 (six) lawyers were engaged in civil and all the cases are ongoing.

Table No. 22 MOFLA in Hani i Elezit

MOFLA	PROCEDURA				GJINIA		PËRKATËSIA ETNIKE							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Hani i Ele.	1	4	0	0	4	1	5	0	0	0	0	0	0	**5**

In MOFLA in Hani i Elezit, no lawyers were engaged during 2023.

In the Ferizaj region, in 2023 there were **168** (one hundred sixty-eight) women and **242** (two hundred forty-two) men who benefited from free legal aid.

In 2023, free legal aid was provided to **24** (twenty-four) citizens of non-Albanian communities.

5.1.Regional Office for Free Legal Aid in Gjakova and Mobile Office for Free Legal Aid in Malisheva

The Gjakova region counts 3 (three) municipalities such as Gjakova, Rahovec and Malisheva. In the Gjakova region, free legal aid is provided through the Regional Office for Free Legal Aid (ROFLA) in Gjakova, which provides free legal aid to the citizens of the municipalities of Gjakova and Rahovec, and through the Mobile Office for Free Legal Aid (MOFLA) in the Municipality of Malisheva.

The following tables present the number of cases by procedure, gender structure and ethnicity of beneficiaries of free legal aid in ROFLA in Gjakova and MOFLA in the municipality of Malisheva:

Table No. 23 ROFLA in Gjakova

ROFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Gjakova	137	429	12	20	309	289	464	0	1	77	40	16	0	**598**

During the reporting period, in ROFLA in Gjakova, 34 (thirty-four) lawyers were engaged, of which 31 (thirty-one) in civil procedure and 3 (three) in administrative procedure. Of those, 3 (three) cases have been successfully concluded, while the rest are ongoing.

Table No. 24 MOFLA in Malisheva

MOFLA	PROCEDURE				GENDER		ETHNICITY							TOTAL
	Civil	Adm.	Cri.	Min.	M	W	Alb.	Bosn.	Ash.	Egyp.	Roma	Gor.	Etc.	
Malisheva	22	160	0	4	108	78	185	0	0	0	0	1	0	**186**

In MOFLA in Malisheva, 13 (thirteen) lawyers were engaged in civil procedure, and all the cases are ongoing.

In the Gjakova region, in 2023 there were **367** (three hundred sixty-seven) women and **417** (four hundred seventeen) men who benefited from free legal aid. In 2023, free legal aid was provided to **135** (one hundred thirty-five) citizens of non-Albanian communities.

8. PROVISION OF FREE LEGAL AID SERVICES BY AFLA

In 2023, the AFLA provided free legal aid of all kinds, starting from legal advice to the engagement of lawyers for all persons who met the criteria provided by Law 04/L-17 on Free Legal Aid. The table below shows the number of beneficiaries of free legal aid during 2023, divided by offices, procedures, gender and ethnicity.

Table No. 25: Statistics by offices, procedures, gender and ethnicity

In total, all offices provided free legal aid to **6081** (six thousand eighty-one) citizens during 2023.

DESIGNATION	CIVIL	ADMINISTRATIVE	CRIMINAL	MINOR OFFENCES	M	W	Albanian	Serbian	Bosnian	Turkish	Ashkali	Egyptian	Roma	Gorani	Other	TOTAL
PRISHTINA	390	402	80	5	512	365	866	0	0	0	8	1	1	1	0	877
PRIZREN	192	429	49	2	237	435	519	6	47	53	10	1	34	2	0	672
PEJA	239	301	30	2	303	269	446	2	17	0	8	72	25	0	2	572
MITROVICA	106	442	2	0	303	247	520	0	1	1	23	0	5	0	0	550
GJILAN	162	222	13	4	196	205	366	20	0	0	2	0	13	0	0	401
FERIZAJ	150	125	21	2	162	136	274	3	0	0	20	0	1	0	0	298
GJAKOVA	137	429	12	20	309	289	464	0	1	0	77	40	16	0	0	598
GRACANICA	47	6	0	1	20	34	1	46	0	0	0	0	4	1	2	54
KLINA	37	105	3	1	75	71	129	3	0	0	1	5	8	0	0	146
SKËNDERAJ	74	97	8	1	125	55	180	0	0	0	0	0	0	0	0	180
N. MITROVICA	58	31	7	0	28	68	1	87	0	0	0	0	7	0	1	96
KAMENICA	50	147	2	0	89	110	174	7	0	0	0	0	18	0	0	199
DRENAS	37	145	2	0	97	87	184	0	0	0	0	0	0	0	0	184
FUSHË KOSOVA	81	91	8	0	82	98	120	0	1	0	49	7	3	0	0	180
ISTOG	76	61	24	1	87	75	130	1	5	0	1	25	0	0	0	162
DEÇAN	34	45	8	0	54	33	81	0	1	0	0	5	0	0	0	87
DRAGASH	37	135	3	0	104	71	125	0	0	0	0	0	0	50	0	175
SUHAREKA	63	113	8	0	96	88	173	0	0	0	11	0	0	0	0	184
MALISHEVA	22	160	0	4	108	78	185	0	0	0	0	0	1	0	0	186
PODUJEVA	60	60	8	2	97	33	128	0	0	0	2	0	0	0	0	130
LIPJAN	25	10	2	1	27	11	36	0	0	0	1	0	1	0	0	38
HANI I ELEZIT	1	4	0	0	4	1	5	0	0	0	0	0	0	0	0	5
SHTIME	9	19	3	1	25	7	32	0	0	0	0	0	0	0	0	32
KAÇANIK	14	54	7	0	51	24	75	0	0	0	0	0	0	0	0	75
TOTAL	2101	3633	300	47	3191	2890	5214	175	73	54	213	156	137	54	5	6081

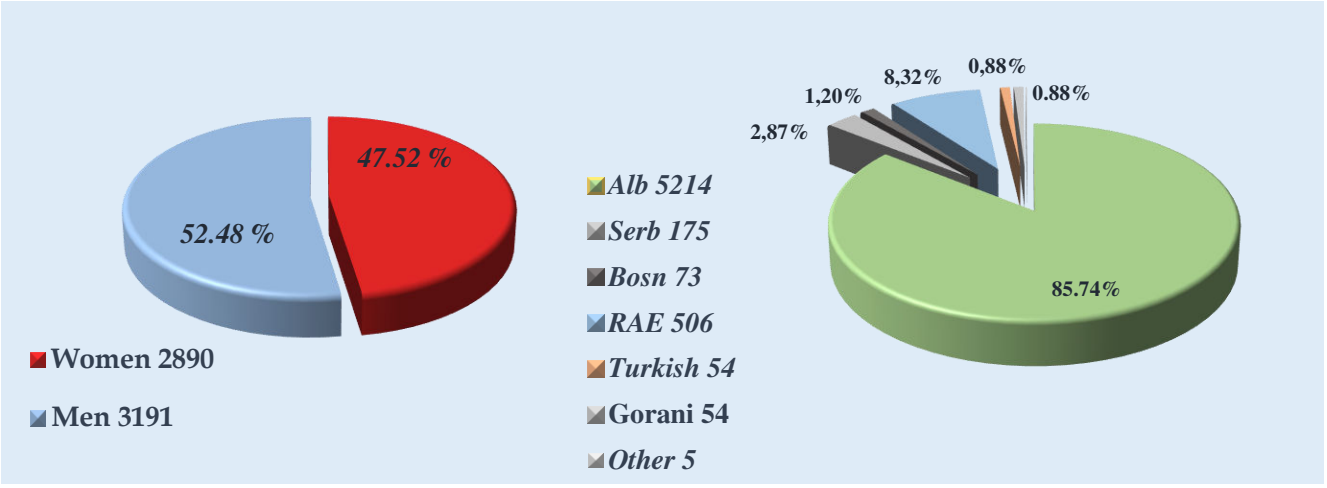

Chart No. 1 shows the gender and nationality of free legal aid beneficiaries for 2023

In 2023, free legal aid was provided to **2890** (two thousand eight hundred ninety**)** women and **3191** (three thousand one hundred ninety-one) men.

In terms of minority communities, free legal aid in 2023 was provided to **868** (eight hundred sixty-eight) citizens.

8.1.Provision of legal aid by AFLA officials

Out of 6081 (six thousand eighty-one) cases, the AFLA handled 5497 (five thousand four hundred ninety-seven) cases through its officials.
Free legal aid was provided for all kinds in all procedures.
The following demonstrates the legal actions undertaken by the free legal aid providers (AFLA officials and lawyers).

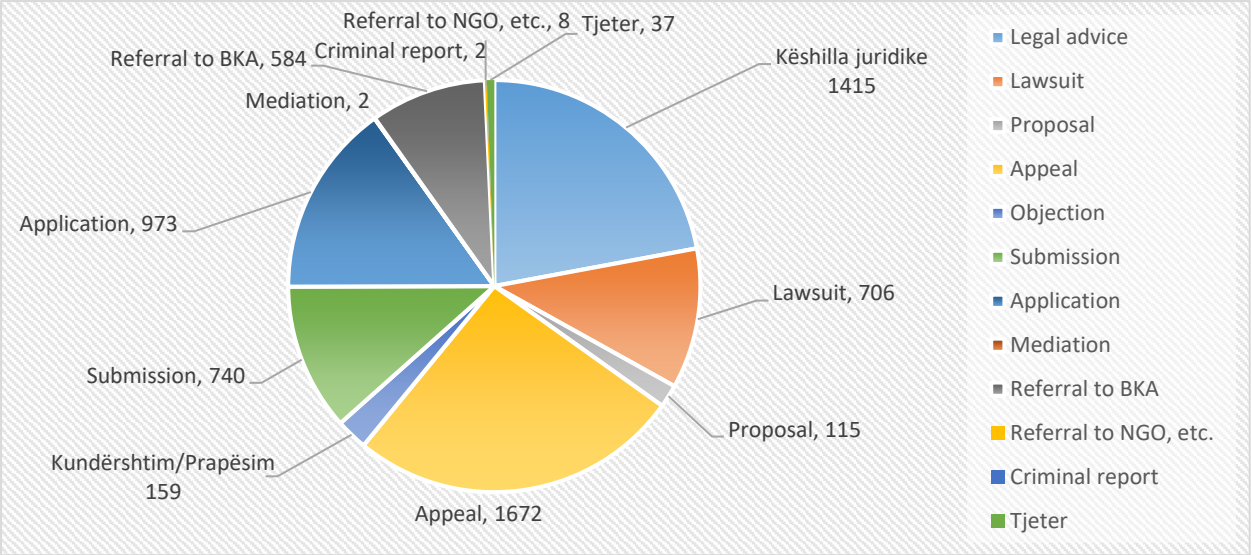

Chart No. 2 demonstrates the number of legal actions undertaken by free legal aid providers during 2023

The chart above shows that during 2023, **free legal aid officials undertook 6413** (six thousand four hundred thirteen) **legal actions** for a total of 6081 (six thousand eighty-one) beneficiary parties of free legal aid.

584 (five hundred eighty-four) cases were referred to lawyers who undertook the required actions for the parties.

Regarding the cases managed by the officials, they **undertook 5829 (five thousand eight hundred twenty-nine) legal actions**: *1415 (one thousand four hundred fifteen) legal advices*; there were *706 (seven hundred and six) lawsuits drafted, 115 (one hundred fifteen) proposals, 1672 (one thousand six hundred seventy-two) appeals, 740 (seven hundred forty) submissions, 2 (two) mediations, 159 (one hundred fifty-nine) objections, 973 (nine hundred seventy-three) applications, 2 (two) criminal reports, 8 (eight) applicant referred to NOGs or other institutions, and 37 (thirty-seven) other legal actions* were undertaken.

The following is a summary of the legal actions undertaken by procedure and nature of the legal issue.

Table No. 26 – Actions undertaken by free legal aid officials

FIELD	Legal action												TOTAL
	Legal advice	Lawsuit	Proposal	Appeal	Submission	Mediation	Objection	Application	Criminal report	Other	Referred to		
											NGOs	Other institutions	
CIVIL	**812**	**282**	**112**	**96**	**264**	**0**	**114**	**132**	**0**	**16**	**3**	**3**	**1834**
Family matter	341	201	45	2	76	0	1	20	0	6	3	0	695
Ownership matter	176	26	1	6	35	0	0	16	0	3	0	0	263
Obligational matter	112	32	1	19	110	0	2	13	0	4	0	2	295
Non-contested matter	43	1	27	2	10	0	0	4	0	1	0	1	89
Enforcement matter	64	2	33	25	12	0	111	49	0	1	0	0	297
Employment relationship matter	32	17	1	38	16	0	0	28	0	1	0	0	133
Domestic violence	44	3	4	4	5	0	0	2	0	0	0	0	62
ADMINISTRATIVE	**440**	**423**	**1**	**1513**	**464**	**2**	**1**	**803**	**0**	**20**	**0**	**2**	**3669**
Social matter	138	32	0	489	103	1	0	475	0	14	0	2	1254
Pension matter	247	378	1	980	304	0	0	174	0	5	0	0	2089
Other administrative matter	55	13	0	44	57	1	1	154	0	1	0	0	326
CRIMINAL	**155**	**1**	**2**	**28**	**11**	**0**	**44**	**34**	**2**	**1**	**0**	**0**	**278**
Criminal offences	99	1	2	21	10	0	44	31	1	1	0	0	210
Procedure for minors	8	0	0	0	0	0	0	0	0	0	0	0	8
Domestic violence	48	0	0	7	1	0	0	3	1	0	0	0	60
MINOR OFFENCES	**8**	**0**	**0**	**35**	**1**	**0**	**0**	**4**	**0**	**0**	**0**	**0**	**48**
Disturbance of public order and peace	1	0	0	6	0	0	0	1	0	0	0	0	8
General threat in traffic	7	0	0	29	1	0	0	3	0	0	0	0	40
TOTAL	**1415**	**706**	**115**	**1672**	**740**	**2**	**159**	**973**	**2**	**37**	**3**	**5**	**5829**

There were 1834 (one thousand eight hundred thirty-four) legal actions taken by the AFLA officials in civil procedure:

In family matters, 695 (six hundred ninety-five) legal actions were taken, of which 341 (three hundred forty-one) legal advices, 201 (two hundred and one) lawsuits, 45 (forty-

five) proposals, 2 (two) complaints, 76 (seventy-six) submissions, 1 (one) objection, 20 (twenty) applications, 3 (three) referrals to NGOs, and 6 (six) other legal actions.

In ownership matters, 263 (two hundred sixty-three) legal actions were undertaken, of which 176 (one hundred seventy-six) legal advices, 26 (twenty-six) lawsuit, 1 (one) proposals, 6 (six) appeals, 35 (thirty-five) submissions, 16 (sixteen) applications, and 3 (three) other legal actions.

In obligational matters, 295 (two hundred ninety-five) legal actions were undertaken, of which 112 (one hundred twelve) legal advices, 32 (thirty-two) lawsuits, 1 (one) proposal, 19 (nineteen) appeals, 110 (one hundred and ten) submissions, 2 (two) objections, 13 (thirteen) applications, 2 (two) referrals to other institutions, and 4 (four) other legal actions.

In non-contested matters, 89 (eighty-nine) legal actions were undertaken, of which 43 (forty-three) legal advices, 1 (one) lawsuit, 27 (twenty-seven) proposals, 2 (two) appeals, 10 (ten) submissions, 4 (four) applications, 1 (one) referral to other institutions, and 1 (one) other legal action.

In enforcement matters, 297 (two hundred ninety-seven) legal actions were undertaken, of which 64 (sixty-four) legal advices, 2 (two) lawsuits, 33 (thirty-three) proposals, 25 (twenty-five) appeals, 12 (twelve) submissions, 111 (one hundred eleven) objections, 49 (forty-nine) applications, and 1 (one) other legal action.

In employment relationship disputes, 133 (one hundred thirty-three) legal actions were undertaken, of which 32 (thirty-two) legal advices, 17 (seventeen) lawsuits, 1 (one) proposal, 38 (thirty-eight) appeals, 16 (sixteen) submissions, 28 (twenty-eight) applications, and 1 (one) other legal action.

In terms of domestic violence, 62 (sixty-two) legal actions were undertaken, of which 44 (forty-four) legal advices, 3 (three) lawsuits, 4 (four) proposals, 4 (four) appeals, 5 (five) submissions, and 2 (two) applications.

In administrative procedure, 3669 (three thousand six hundred sixty-nine) legal actions were undertaken by the AFLA officials.

In social matters, 1254 (one thousand two hundred fifty-four) legal actions were undertaken, of which 138 (one hundred thirty-eight) legal advices, 32 (thirty-two) lawsuits, 489 (four hundred eighty-nine) appeals, 103 (one hundred and three) submissions, 1 (one) mediation, 475 (four hundred seventy-five) applications, 2 (two) referrals to other institutions and 14 (fourteen) other legal actions.

In pension matters, 2089 (two thousand eighty-nine) legal actions were undertaken, of which 247 (two hundred forty-seven) legal advices, 378 (three hundred seventy-eight) lawsuits, 1 (one) proposal, 980 (nine hundred eighty) appeals, 304 (three hundred and four) submissions, 174 (one hundred seventy-four) applications, and 5 (five) other legal actions.

Regarding other administrative matters, 326 (three hundred twenty-six) legal actions were undertaken, of which 55 (fifty-five) legal advices, 13 (thirteen) lawsuits, 44 (forty-four) appeals, 57 (fifty-seven) submissions, 1 (one) mediation, 1 (one) objection, 154 (one hundred fifty-four) applications, and 1 (one) other legal action.

In criminal procedure, 278 (two hundred seventy-eight) legal actions have been undertaken by the AFLA officials.

Regarding criminal offences in general, 210 (two hundred and ten) legal actions have been undertaken, of which 99 (ninety-nine) legal advices, 1 (one) lawsuit, 2 (two) proposals, 21 (twenty-one) appeals, 10 (ten) submissions, 44 (forty-four) objections, 31 (thirty-one) applications, 1 (one) criminal report, and 1 (one) other legal action.

In minor's procedure, 8 (eight) legal actions have been undertaken, of which 8 (eight) legal advices.

In domestic violence, 60 (sixty) legal actions have been undertaken, of which 48 (forty-eight) legal advices, 7 (seven) appeals, 1 (one) submission, 3 (three) applications, and 1 (one) criminal report.

In minor offence procedure, 48 (forty-eight) legal actions have been undertaken by the AFLA officials.

In matters of disturbance of public order and peace, 8 (eight) legal actions have been undertaken, of which 1 (one) legal advice, 6 (six) appeals, and 1 (one) application.

Whereas in matters of general threat in traffic, 40 (forty) legal actions have been undertaken, of which 7 (seven) legal advices, 29 (twenty-nine) appeals, 1 (one) submission, and 3 (three) applications.

Of the cases handled in 2023, initiated by the free legal aid beneficiaries through the Agency for Free Legal Aid, **legal actions were addressed to the following institutions and state authorities:**

- **Courts and prosecution offices** – 2933 (two thousand nine hundred thirty-three) legal actions
- **Municipalities and municipal authorities (CSWs) -** 921 (nine hundred twenty-one) legal actions
- **Ministries and ministerial authorities (pensions' administration)** - 1931 (one thousand nine hundred thirty-one) legal actions
- **Other public and private authorities -** 628 (six hundred twenty-eight) legal actions.

The following table presents the work of legal aid officials, by converting the legal actions undertaken during 2023 into monetary value, according to the AFLA fee and the Kosovo Bar Association fee:

Table No. 27 – Calculation according to the AFLA fee

Serial no.	Drafting of documents	Number of actions	AFLA fee	Total value in €
1	Legal advice	1415	5 €	7,075.00
2	Lawsuit	706	50 €	35,300.00
3	Proposal	115	50 €	5,750.00
4	Appeal	1672	70 €	117,040.00
5	Submission	740	35 €	25,900.00
6	Objection	159	50 €	7,950.00
7	Application	973	35 €	34,055.00
8	Criminal report	2	50 €	100.00
				233,170.00 €

Table No. 27 shows the legal actions undertaken by legal aid officials during 2023, calculated according to the AFLA fee which proves that legal aid officials, in addition to other tasks they perform throughout the year, have undertaken legal actions in the value of **233,170.00 €.**

Table No. 28 – Calculation according to the KBA fee – low dispute value

Serial no.	Drafting of documents	Number of actions	KBA fee	Total value in €
1	Legal advices	1415	30.20 €	42,733.00
2	Lawsuits	706	78 €	55,068.00
3	Proposal	115	117 €	13,455.00
4	Appeal	1672	78 €	130,416.00
5	Submission	740	78 €	57,720.00
6	Objection	159	117 €	18,603.00
7	Application	973	78 €	75,894
8	Criminal report	2	156	312.00
				394,201.00 €

Table No. 28 shows the legal actions undertaken by the legal aid officials, calculated according to the KBA fee for low value disputes, which proves that if the citizens of the Republic of Kosovo were to receive such services from lawyers, they would pay an amount of **394,201.00 €.**

Table No. 29 – calculation according to the BKA fee – dispute value over the low dispute value (under 10000 €)

Serial no.	Drafting of documents	Number of actions	KBA fee	Total value in €
1	Legal advice	1415	52.00 €	73,580.00
2	Lawsuit	706	104 €	73,424.00
3	Proposal	115	156 €	17,940.00
4	Appeal	1672	104 €	173,888.00
5	Submission	740	104 €	76,960.00

6	Objection	159	156 €	24,804.00
7	Application	973	104 €	101,192.00
8	Criminal report	2	260 €	520.00
				542,308.00 €

Table No. 29 indicates the legal actions undertaken by legal aid officials calculated according to the KBA fee for disputes over the low dispute value (under 10000 €), which proves that if the citizens of the Republic of Kosovo were to receive such services from lawyers, they would pay an amount of **542,308.00 €.**

8.2.Provision of legal services by lawyers engaged by AFLA

For 6070 (six thousand seventy) cases, the AFLA engaged 584 (five hundred eighty-four) lawyers.

The table below presents the engagement of lawyers during 2023.

Table no. 30 – Cases referred to lawyers by procedure for 2023

Year	Civil					Administrative					Criminal					Minor offence					
	Ref. to att.	Successful	Unsuccessful	Terminated	Ongoing	Ref. to att.	Successful	unsuccessful	Terminated	Ongoing	Ref. to att.	Successful	Unsuccessful	Terminated	Ongoing	Ref. to att.	Successful	Unsuccessful	Terminated	Ongoing	TOTAL
2023	**539**	39	3	4	489	**14**	3	0	0	11	**31**	1	0	0	30	**0**	**0**	**0**	**0**	**0**	**584**

The table above shows the number of cases referred to lawyers by procedure during 2023, cases that were successfully or unsuccessfully concluded, and ongoing cases.

In the reporting period for 2023, **584** (five hundred eighty-four) lawyers were engaged, of which 539 (five hundred thirty-nine) in civil procedure, 14 (fourteen) in administrative procedure, and 31 (thirty-one) in criminal procedure. Of those in civil procedure, 39 (thirty-nine) cases have been successfully concluded, 3 (three) were unsuccessful, and 4 (four) were terminated. In administrative procedure, 3 (three) cases have been successfully concluded; in criminal procedure 1 (one) case has been successfully concluded, while 530 (five hundred thirty) cases are still ongoing.

8.3.Comparative overview of the provision of legal services in 2021, 2022, 2023

In order to reflect as clearly as possible the work of AFLA in the last three years, below is a presentation of comparative statistics through charts:

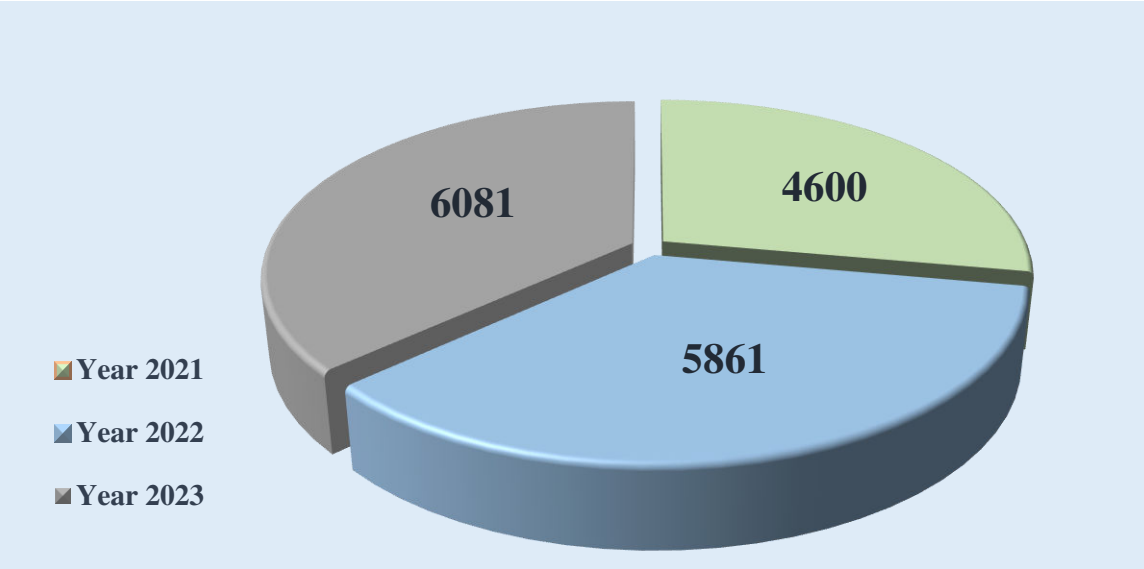

Chart No. 3. Total number of cases for the years 2021, 2022, 2023

Graph number 3 shows the numbers of free legal aid beneficiaries, where in 2021 free legal aid was offered to 4,600 (four thousand six hundred) citizens, in 2022 5,861 (five thousand eight hundred and sixty one) citizens benefited from free legal aid, while in 2023 free legal aid was provided to 6,081 (six thousand and eighty one) citizens. **The**

data suggest that, compared to 2021, there has been an increase in the number of free legal aid beneficiaries by 32.19%, while compared to 2022 we have an increase in the number of beneficiaries of free legal aid by 3.75%.

The low increase in the number of free legal aid beneficiaries is a result of the closing of 6 (six) mobile offices for free legal aid in the municipalities of Podujeva, Lipjan, Klina, Kaçanik, Shtime and Han i Elezit, which operated until June 30, 2023. **The AFLA's budget request to open Mobile Offices in 6 (six) municipalities that have been supported by GIZ has met with support from the Ministry of Justice.** With the last budget circular of 2024, 4 (four) legal official positions were provided for these offices, and 1 (one) legal official position was also allowed for the opening of a mobile office in another municipality.

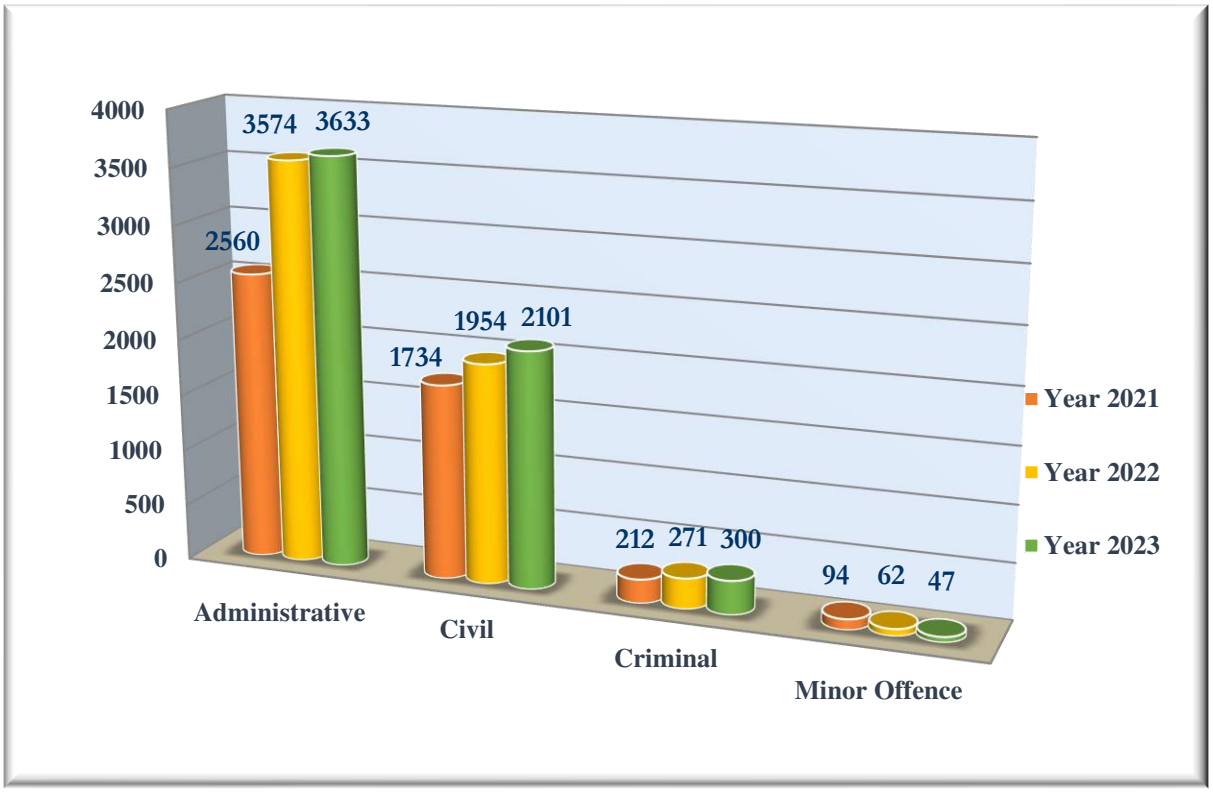

Chart No. 4 shows the number of cases by legal procedure for the years 2021, 2022, 2023

3.

Chart number 4 shows the cases divided by legal procedures, where in 2021 in the administrative procedure free legal aid was provided to 2560 (two thousand five hundred and sixty) citizens, in the civil procedure to 1734 (one thousand seven

hundred and thirty-four) citizens, in the criminal procedure to 212 (two hundred and twelve) citizens and in the minor offence procedure to 94 (ninety-four) citizens.

As for 2022, free legal aid in the administrative procedure was provided to 3574 (three thousand five hundred and seventy-four) citizens, in the civil procedure it was provide to 1954 (one thousand nine hundred and fifty-four) citizens, in the criminal procedure to 271 (two hundred and seventy-one) citizens and in the minor offence procedure to 62 (sixty-two) citizens.

In 2023, in the administrative procedure, free legal aid was provided to 3633 (three thousand six hundred and thirty-three) citizens, in the civil procedure to 2101 (two thousand one hundred and one) citizens, in the criminal procedure to 300 (three hundred) citizens and in the minor offence procedure to 47 (forty-seven) citizens.

Table No. 31 Report of cases referred to lawyers, by field and by years 2008-2023

Year	Civil					Administrative					Criminal					Minor offence					
	Ref. to att.	Successful	Unsuccessful	Terminated	Ongoing	Ref. to att.	Successful	Unsuccessful	Terminated	Ongoing	Ref. to att.	Successful	Unsuccessful	Terminated	Ongoing	Ref. to att.	Successful	Unsuccessful	Terminated	Ongoing	**Total**
2023	539	39	3	4	489	14	3	0	0	11	31	1	0	0	30	0	0	0	0	0	**584**
2022	505	85	4	8	400	19	2	0	0	17	32	3	1	0	28	0	0	0	0	0	**556**
2021	426	84	2	16	315	22	5	0	0	16	21	1	0	0	20	0	0	0	0	0	**469**
2020	318	66	2	9	236	1	0	0	0	1	14	2	0	0	12	1	1	0	0	0	**334**
2019	261	67	6	9	176	2	0	0	0	2	2	1	0	0	1	0	0	0	0	0	**265**
2018	281	81	3	7	181	1	0	0	0	1	2	0	0	0	2	0	0	0	0	0	**284**
2017	326	103	2	5	209	2	0	0	0	2	3	0	0	0	3	0	0	0	0	0	**331**
2016	290	97	1	2	178	1	0	0	0	1	1	1	0	0	0	0	0	0	0	0	**292**
2015	226	67	7	1	144	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	**227**
2014	290	115	7	2	161	11	5	2	0	3	0	0	0	0	0	0	0	0	0	0	**301**
2013	331	133	13	1	182	34	28	1	0	5	0	0	0	0	0	0	0	0	0	0	**365**
2012	273	106	11	1	155	321	232	2	1	86	0	0	0	0	0	1	1	0	0	0	**595**
2011	220	108	12	5	94	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	**222**
2010	409	163	28	2	215	58	45	5	0	8	0	0	0	0	0	0	0	0	0	0	**467**
2009	355	155	30	2	167	23	8	1	0	14	1	1	0	0	0	0	0	0	0	0	**379**

2008	127	73	8	4	41	32	29	0	0	3	5	4	0	0	1	0	0	0	0	**164**
Total	**5177**	**1542**	**139**	**78**	**334**	**544**	**358**	**12**	**1**	**171**	**112**	**14**	**1**	**0**	**97**	**2**	**2**	**0**	**0**	**5835**

Table no. 31 shows the number of cases referred to lawyers by procedures and by years 2008-2023, cases completed successfully or unsuccessfully, terminated and cases that are ongoing.

In the reporting period during 2023, in the civil, administrative, criminal and minor offence procedure, 43 (forty-three) cases were completed successfully, 3 (three) unsuccessfully and for 4 (four) cases the procedure was terminated.

231 (two hundred and thirty-one) completed cases from previous years' commitments were successfully completed, 14 (fourteen) unsuccessfully and for 27 (twenty-seven) cases the procedure was terminated.

It is worth noting that in 2023, **a total of 1,222 (one thousand two hundred and twenty-two) payments were made for the actions of lawyers.**

The challenge that continues to follow the work of the AFLA is that lawyers are engaged during one annual period, while actions can be undertaken in another annual period, which means that the execution of payments can be made during another fiscal year and this sometimes can create difficulties for the payment of invoices for the actions of lawyers as it creates an imbalance in the planned annual budget.

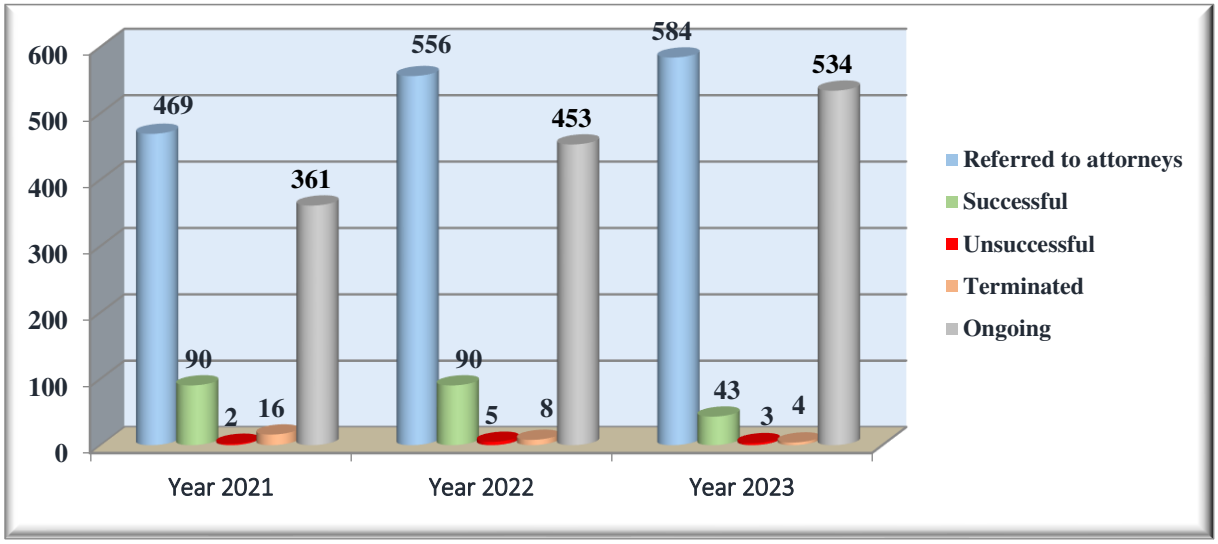

Chart no. 5 shows the engagement of lawyers for the years 2021, 2022, 2023

Chart no. 5 shows the engagement of lawyers in the last three years. In 2021, 469 (four hundred and sixty-nine) lawyers were engaged, of which by the end of 2023, 90 (ninety) cases were completed successfully, 2 (two) unsuccessfully, 16 (sixteen) were terminated, and 361 (three hundred and sixty-nine) cases are ongoing.

In 2022, there was an increase in the number of engaged lawyers and out of 556 (five hundred and fifty-six) cases, 90 (ninety) cases were successfully completed, 5 (five) unsuccessfully, 8 (eight) were terminated, and 453 (four hundred and fifty-three) cases are in ongoing.

Similarly, in 2023, there was an increase in the number of engaged lawyers, and out of 584 (five hundred and eighty-four) cases, 43 (forty-three) cases were successfully completed, 3 (three) were unsuccessful, 4 (four) were terminated, and 534 (five hundred and thirty-four) cases are ongoing.

9. BUDGET AND FINANCE

Within the budget and finance activities of the AFLA, various activities related to the budget planning, management, control and implementation for 2023 are included.

The main activities carried out during the reporting period within the budget and finances are as follows:

- Preparation of annual financial statements for 2022,
- Preparation and presentation of the Annual Work Report for 2022 in the Ministry of Finance,
- Preparation of the weekly and monthly report of expenditures in the Ministry of Finance,
- Completing the self-assessment questionnaire for 2022,
- Preparation of cash flow for 2023,
- Preparation of the Medium-Term Expenditure Framework and budget for the period 2024-2026,
- Presentation of the Performance Indicators of the 2024 Budget Program,
- Periodic reconciliation of expenses with MoJ,
- Drafting of various periodic financial reports,
- Reporting unpaid obligations and contractual obligations to the MoJ,
- Periodic reconciliation with the donor GIZ,
- All expenses processed for this period are registered in the Internal Financial Database and KFMIS

9.1. AFLA budget allocated by the budget of the Republic of Kosovo

The AFLA prepared requests for budget allocations based on internal assessments. The Government and the Assembly of the Republic of Kosovo approved the request by allocating the budget for 2023. The expenses incurred during this period were covered

by the Budget of the Republic of Kosovo as the main financial source as well as by the financial support from donors' grants.

Budget expenditures are included in these main economic categories such as salaries and allowances, goods and services, and utilities.

The following table reflects the initial budget and the final budget for 2023, including economic categories.

Table no. 32 Statement of the initial and final budget

Budget 2021			
Description	**Approved budget for 2022**	**Allocated budget**	**Unallocated budget**
Salaries and allowances	**254,170.00**	**236,279.98**	**17,890.02**
Goods and services	**180,000.00**	**180,000.00**	**0.00**
Utilities	**10,000.00**	**10,000.00**	**0.00**
Total	**444,170.00**	**426,279.98**	**17,890.02**

With Law no. 05/L-125 on Budget Allocations for the Budget of the Republic of Kosovo for 2023, the initial budget of the AFLA was €444,170.00, for all economic categories including salaries and allowances, goods and services and utilities.
The budget allocated for 2023 in salaries and wages is €236,279.98, in goods and services it is €180,000.00 and in municipal expenses it is €10,000.00.

Table no. 33 Disclosure of the approved budget and implementation for 2023

Description	**Initial budget**	**Final budget**	**Expenditures**	**Expenditures in %**
Salaries and allowances	**254,170.00**	**236,279.98**	**236,279.98**	**92.96%**
Goods and services	**180,000.00**	**180,000.00**	**178,332.45**	**99.07%**
Utilities	**10,000.00**	**10,000.00**	**6,258.26**	**62.58%**

Total	**444,170.00**	**426,279.98**	**420,870.69**	**94.75%**

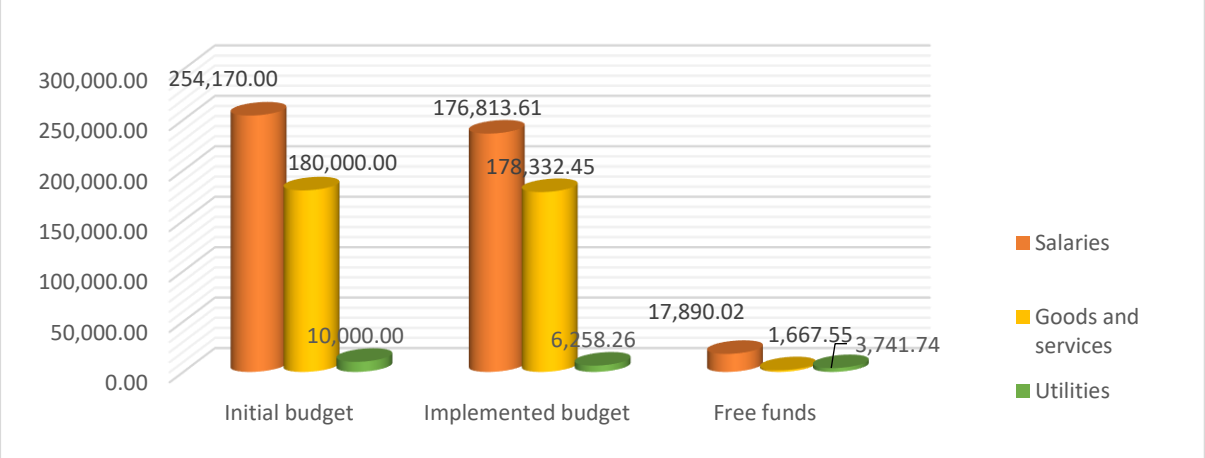

Chart no. 6. Budget execution 2023

Of the planned budget, 420,870.69€ or 95% of the budget was spent, meaning that budget execution was in line with the planning.

Goods and services - Representation and advocacy services in the AFLA budget include the largest amount of the budget both in allocation and expenditure, because the expenses for representation and advocacy services are part of this economic category and are also the main expenses of the AFLA, with about 60% of the budget for goods and services belonging to this economic category. Therefore, the unforeseen situation of the activities of representation and advocacy services during 2023 exceeded the expenditure planning by 25%. By the end of the fiscal year 2023, the Agency for Free Legal Aid received cases from the representation and advocacy service as well as utilities in the amount of €13,216.86 which were reported as unpaid obligations for the month of December 2023. These are transferred as debt in the new fiscal year 2024 and are paid with the current year's budget.

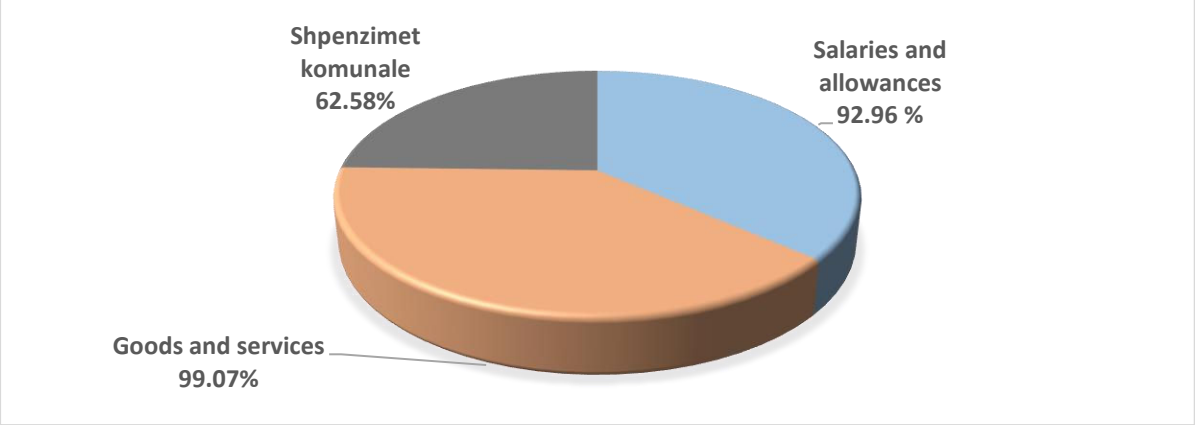

Chart no.7. Budget execution in %

According to this chart, the AFLA has spent 92.96% on salaries and allowances, 99.07% on goods and services and about 62.58% on utilities from the approved budget.

In addition to economic categories, the following tables will also present the expenditures for economic subcategories.

Expenditures for economic categories and subcategories are presented as follows:

SALARIES AND ALLOWANCES 11000

Salaries during 2023 have been spent in the amount of €236,279.98, including allowances and other salary compensations.

Economic code	Description	2023
11000	Salaries	Budget expenditure
11110	Net salaries through the list of salaries	200,769.92
11500	Withheld tax on personal income	13,007.14
11600	Employees' pension contribution	11,251.46
11700	Employer's pension contribution	11,251.46
	TOTAL	**236,279.98**

Table no. 34. Budget execution in the category of salaries and allowances

UTILITIES 14000

Utilities spent during 2023 are in the amount of 6,258.26 €.

Table no. 35. Budget execution in the category of utilities

Economic code	Description	Planning	Execution	Executed in %	Free funds
13210	Electricity	5,800.00	3,506.21	60%	2,293.79
13220	Water	380.00	140.38	37%	239.62
13230	Waste	120.00	0.00	0%	120.00
13250	Telephone	3,700.00	2,611.67	71%	1,088.33
	TOTAL	10,000.00	6,258.26	62.58%	3,741.74

GOODS AND SERVICES 13000

The goods and services spent during 2023 amount to €178,332.45, including expenses for managing the pandemic.

Table no. 36 Budget execution in the goods and services category

Economic code	Description	Budget planning	Execution	Execution in %	Free funds
13100	Travel expenses				
13140	Expenses for official travel abroad	3,000.00	0.00	0.00	3,000.00
13141	Allowances for official travel abroad	7,000.00	1,565.25	22%	5,434.75
13142	Accommodation/Official travel abroad	4,000.00	2,250.00	56%	1,750.00
13143	Other expenses – official travel abroad	1,000.00	200.00	20%	800.00
	TOTAL	15,000.00	4,015.25	27%	10,984.75
13300	Telecommunication expenses				
13320	Other telecommunication expenses – Vala	6,600.00	2,771.15	42%	3,828.85

	TOTAL	6,600.00	2,771.15	42%	3,828.85
13400	Service expenses				
13410	Education and training expenses	9,000.00	5,750.00	64%	3,250.00
13420	Representation and advocacy expenses	92,770.00	115,990.80	125%	(23,220.80)
13440	Different intellectual expenses	1,000.00	250.00	25%	750.00
13450	Printing – non-marketing expenses	1,360.00	990.00	73%	370.00
13460	Other contracting services	1,500.00	1,974.47	132%	(474.47)
	TOTAL	105,630.00	124,955.27	118%	-19,325.27
13500	Purchase of furniture and equipment in less than 1000 €				
13509	Other equipment < 1000	200.00	275.60	138%	(75.60)
	TOTAL	200.00	275.60	138%	(75.60)
13600	Other purchases – Goods and services				
13610	Office supplies	3,000.00	2,797.00	93%	203.00
13620	Food and beverage supply (not official lunches)	400.00	400.00	100%	0.00
13640	Cleaning supplies	1,500.00	1,274.15	85%	225.85
	TOTAL	4,900.00	4,471.15	91%	428.85
13700	Oil and fuel				
13770	Generator oil	300.00	0.00	0.00	300.00
13780	Vehicle oil	5,000.00	4,068.60	81%	931.40
	TOTAL	5,300.00	4,068.60	77%	1,231.40
13950	Registration and insurance expenses				

13950	Vehicle registration	700.00	315.00	45%	385.00
13951	Vehicle insurance	1,170.00	720.22	62%	449.78
13952	Municipal tax of vehicle registration	50.00	30.00	60%	20.00
13953	Building insurance and other	4,500.00	4,481.39	99%	18.61
	TOTAL	6,420.00	5,546.61	86%	873.39
14000	Maintenance				
14010	Vehicle maintenance and repair	4,000.00	3,787.50	95%	212.50
14020	Building maintenance	3,800.00	3,717.00	98%	83.00
14040	Information technology maintenance	300.00	175.64	59%	124.36
	TOTAL	8,100.00	7,680.14	95%	419.86
14100	Rent				
14110	Rent for buildings	20,000.00	19,553.40	98%	446.60
14130	Rent for equipment	2,200.00	2,294.57	104%	(94.57)
	TOTAL	22,200.00	21,847.97	98%	352.03
14200	Public information expenses				
14230	Public information expenses	2,000.00	235	12%	1,765.00
	TOTAL	2,000.00	235	12%	1,765.00
14300	Representation expenses				
14310	Official lunches	3,500.00	2,307.11	66%	1,192.89
	TOTAL	3,500.00	2,307.11	66%	1,192.89
	Total expenses	180,000.00	178,332.45	99%	1,667.55

9.2. Donations managed by the AFLA

During 2023, the AFLA was financially supported in the amount of €13,524.53 in the economic categories of salaries and goods and services from the donors like GIZ and UNDP for the opening of mobile offices for the provision of free legal aid.

Table no. 37 Budget execution from GIZ donations

Project name – Provision of free legal aid supported by GIZ	**Budget**	**Execution**	**Free funds**
Salaries	**12,376.76**	**11,129.98**	**1,246.78**
Goods and services	**1,147.77**	**985.00**	**162.77**
Total	**13,524.53**	**12,114.98**	**1,409..55**

Table No. 38 Budget execution from UNDP donations

• **Project name – COVID-19 Emergency Management, supported by UNDP and the project** • **Project name – Supporting youth as drivers of gender equality**	**Budget**	**Execution**	**Returned funds**
Salaries	**14,273.72**	**14,273.72**	**0.00**
Goods and services	**4,485.06**	**4,274.10**	**210.96**
Total	**18,758.78**	**18,547.82**	**210.96**

9.3.Activities of the Procurement Office

The activities of the Procurement Office have been conducted in accordance with the requirements of the Contracting Authority as per the planning for 2023. The AFLA procurement work report is an Annual Summary Report on the work performed in 2023, guided by the Law on Public Procurement of Kosovo, including all types of contract values according to the structure (supplies and services).

The source of contract financing is the Consolidated Budget of Kosovo.

The requirements of the Contracting Authority according to the planning for the respective fiscal year have been fulfilled.

According to Article 8 of Law No. 04/L-042 on Public Procurement of the Republic of Kosovo, as amended and supplemented by Law No. 04/L-237, Law No. 05/L-068, and Law No. 05/L-092, a written procurement planning has been prepared with a preliminary Procurement Plan that AFLA intends to procure during the fiscal year 2024 and the same has been submitted to the Chief Administrative Officer of the Contracting Authority.

Following the promulgation of the legislation on budget appropriations for fiscal year 2023, the final procurement planning has been prepared, identifying in detail all AFLA supplies, services and activities. The plan has been submitted to the CPA and DPMD for the respective fiscal year 2023, as provided for by Article 8 of LPP.

The Annual Report on signed public contracts has been prepared and submitted to ORPP, according to the law on procurement for each fiscal year for all types.

The necessary technical requirements and specifications have been prepared for DPMD and CPA for conducting consolidated procurement activities and processing the other accompanying documents (such as requirements, technical specifications, and DNVDM completed in accordance with legal requirements).

The Contract Management Plan has been prepared in accordance with legal requirements, the Contract Management Plan has been prepared with all necessary data with which the implementation of the respective contract would be demonstrated

according to its conditions (such as initiation time, full implementation of the contract, completion, shipments, payments, handovers, observations).

During the reporting year, there were no delays in payments to economic operators during the implementation of contracts.

CFA, based on the Law on PPK, Article 95, paragraph 2, submitted the list of common use items for central procurement for the fiscal year 2023 as derivatives, stationaries, hygiene products, supply of tyres, ticket supply, photocopying services, inventory supply, IT supply, mobile supply, drinking water supply, etc.

In accordance with the MoJ and CPA requirements, the lists of common-use items have been completed and for all these procurement activities, the handover commissions for goods and services have been established according to the AFLA requirements and needs, approved by the CAO of AFLA.

A procurement coordinator (procurement officer, representative as a coordination point between the Contracting Authority and the Supplier - Economic Operator) has been appointed, who will be available whenever required and will have the authority to resolve issues related to the execution of the Public Contract.

Over 97 purchase orders have been processed in KFMIS/(purchasing module) worth 24,875.89 Euro, in accordance with the contracts signed between the Contracting Authority and the Economic Operators.

9.3.1. Procurement activities for supplies and services

In 2023, 11 requests for supplies and contractual services were made according to the planning, and these were fulfilled, while the requests for office material supply were partially met.

- Contracts entered in 2023 are as follows:
    - Supply with office consumables
    - Installation of alarm system
    - Supply with summer and winter tyres
    - Supply with drinking water
    - Supply with hygienic material

- Vehicle insurance and registration (5)
- Computer supply - 5 pieces
- Air transport service for 12 months
- Website maintenance, domain booking & hosting
- Painting of the AFLA offices in Prishtina
- Air conditioner supply - Mitrovica

- Contracts for supplies and services still in use:
  - Inventory supply (tables, cabinets and chairs)
  - Agreement for postal service provision - PTK
  - Installation of alarm system - NK.17/T/2021
  - Supply with office consumables
  - Fuel supply NQ.-Lot.2. 049/159-491
  - Supply with hygienic material
  - Supply with various stationary - central level
  - Cleaning of MoJ vehicles
  - Supply with copy paper for NQ
  - Supply with tyres for Auto Lot 1
  - MoJ-AFLA translation and proofreading services
  - Supply with drinking water - CPA
  - Supply with official printed material - MoJ
  - Painting of the AFLA offices - Prishtina
  - Framework Public Agreement, Supply with Information Technology equipment
  - Maintenance of the website domain booking and hosting for AFLA
  - Air transport services for MoJ - its units
  - Air conditioner supply - Mitrovica
  - Supply with printed materials and design services
  - Cleaning and maintenance service of ANJF

- Servicing and maintenance of vehicles
- Physical security of the ANJF object
- Use of photocopiers and printers on lease

10. AUDIT

AFLA managed its budget independently. For the year 2022, it underwent an audit process by the General Auditor's Office, according to the Audit Report, there were no recommendations.

Similarly, AFLA underwent a 9-month period audit for 2023 by the Internal Audit Unit of the Ministry of Justice, which focused on the management of Contracts executed through the procurement process as well as the Budget and general expenses of MoJ, but there were no recommendations directly addressed to AFLA.

11. COOPERATION OF AFLA WITH LOCAL AND INTERNATIONAL INSTITUTIONS/ORGANIZATIONS

To raise awareness and promote the AFLA operations, a series of meetings have been held with local and international institutions/organizations.

Among the most important were meetings with representatives of the Assembly of the Republic of Kosovo, representatives of Ministries, Municipalities - specifically municipalities where AFLA operates, Ombudsperson Institution, Kosovo Bar Association, Academy of Justice, USAID, GIZ, GIZ DIMAK, UNHCR, OSCE, EUKOJUST and representatives of Civil Society.

The purpose of these meetings was to deepen cooperation and obtain donations for the continuation of the operation of offices supported by projects, in order to provide Free Legal Aid services as efficiently as possible.

11.1. Cooperation of AFLA with local institutions

Kosovo Bar Association: AFLA cooperates permanently with the Kosovo Bar Association to provide Free Legal Aid services in accordance with applicable legislation and citizens' needs. Based on Article 29 of the Law on Free Legal Aid, lawyers provide authorized legal services in the course of Primary and Secondary Legal Aid. According to the law, the Kosovo Bar Association is required to prepare and submit to AFLA a List of Lawyers who express readiness to provide Free Legal Aid. However, during 2023, AFLA encountered difficulties in updating the lists from the Bar Association and despite our continuous efforts, as an institution, we have not received lists from the Kosovo Bar Association. To facilitate our work practice, the list of lawyers is removed from the KBA official website and their engagement is made by selecting lawyers on a rotational basis. AFLA enters into individual contracts with lawyers willing to provide Free Legal Aid. Lawyers provide authorized Free Legal Aid services according to a compensation set by AFLA. For cases that need representation in courts and other bodies, beneficiaries of Free Legal Aid are assigned lawyers by ROFLA and MOFLA.

Authorized representation and defence services in judicial proceedings are provided only by lawyers.

In order to ensure transparency in the engagement of lawyers, AFLA periodically publishes a list of engaged lawyers on its website. AFLA approved the Fee Schedule for the engagement of lawyers for each legal action, a fee that is lower than the Fee of the Kosovo Bar Association and is as follows:

I. Preparation of submissions in civil proceedings and other proceedings

Type of submission		Value of the case	Number of points	Value per point	Total
1.	Lawsuits, applications	Up to 100	7.	5.	35 €
		Over 100	10.		50 €
2.	Enforcement based on the enforcement title.	Up to 100	7.		35 €
		Over 100	10.		50 €
3.	Enforcement based on a trusted document.	Up to 100	7.		35 €
		Over 100	10.		50 €
4.	Ordinary and extraordinary legal remedies	Up to 100	12.		60 €
		Over 100	14.		70 €
5.	Drafting other submissions	Up to 100	3.5		17,50 €
		Over 100	5		25 €

II. Representation in hearings for civil cases and in other cases

Type of legal case and value		Value of action	Number of points	Value per point	Total
1.	Representation in civil cases and other cases	Up to 100	15	5	75 €
		Over 100	20		100 €
2.	For the representation of the second party, the fee increases by 50%	Up to 100	22.5		112,5 €
		Over 100	30		150 €
3.	Three or more parties, payment limit 200%.	Up to 100	30		150 €
		Over 100	40		200 €

The total value of representation for a case cannot exceed the amount of 500 € (five hundred Euro).

Academy of Justice In 2023, a cooperation agreement was signed between the Agency for Free Legal Aid and the Academy of Justice with the aim of strengthening cooperation between the two institutions and coordinating joint activities to better fulfil the legal mandate of issues of mutual interest. Through this cooperation agreement, the Agency for Free Legal Aid and the Academy of Justice will coordinate activities to advance free legal aid services. After discussions about creating a plan, the Academy of Justice has expressed willingness for the Agency for Free Legal Aid officers to apply to attend training according to the training schedule published on their website, which is of interest to them.

Municipalities: In 2023, AFLA signed seven Memorandums of Understanding for Municipal Coordinating Mechanisms against domestic and gender-based violence in the following Municipalities: Shterpce, Ranillug, Novoberde, Klina, Peja, Deçan and Istog.

11.2. Cooperation of AFLA with international institutions

AFLA has continuously maintained fruitful cooperation with International Institutions. As a result of this cooperation during 2023, we can highlight the close cooperation with GIZ, USAID, EUKOJUST and UNHCR, which has also resulted in support for AFLA.

Supported by GIZ

During 2023, AFLA received support from GIZ through the "Support to the EU Integration Reform Process in Kosovo" project.

- ***Support to Mobile Offices for Free Legal Aid***

With the support of GIZ, AFLA provided free legal aid services through Mobile Offices for Free Legal Aid in the following 6 municipalities of the Republic of Kosovo until 30 June 2023: Podujeva, Klina, Lipjan, Shtime, Kaçanik and Hani i Elezit. Free Legal Aid in these municipalities was provided by 4 legal aid officers.

Continued support for Mobile Offices for Free Legal Aid from GIZ helped AFLA fulfil its legal obligation to provide Free Legal Aid throughout the territory of the Republic of Kosovo, ensuring equal access to justice for all citizens and creating opportunities for citizens of these municipalities to benefit from Free Legal Aid services to realize their rights, which they may not have been able to achieve independently due to financial constraints.

Other activities supported by GIZ include:

- Five (5) training sessions for AFLA staff conducted through the Academy of Justice;
- Support for drafting the Analysis of the Agency for Free Legal Aid - Challenges in legal, institutional and budgetary aspects;
- Access and utilization by AFLA officers of the Lexdoks legal research platform have been made possible to improve the quality and legal research.

Support by GIZ-DIMAK

Other activities supported by GIZ-DIMAK include:

- Preparation and printing of brochures - Free Legal Aid for repatriated persons (5100 brochures)
- Holding 7 (seven) workshops on the topic: Free Legal Aid for repatriated persons in Kosovo.

Support by GIZ

During 2022, the "Justice Activity in Kosovo" program supported AFLA in the following activities:

- Preparation and Kosovo Legal Aid Practitioner's Manual on administrative matters,
- Training of trainers to enable them to use the Kosovo Legal Aid Practitioner's Manual in civil, family and legal property matters, as well as administrative matters, and conducting training; Thus, 4 (four) training sessions supported by USAID-JAK;
- Support in organizing Free Legal Aid Week (June 05-09)
- Preparation, promotion and distribution of brochures in 4 (four) languages as well as in Braille alphabet (dedicated to blind people) with information about the Agency for Free Legal Aid and its services
- Placement of Info stands and distribution of brochures with information about AFLA in all Basic Courts,
- Conducting workshops on the drafting of bylaws: Regulation on the procedure of appeals for free legal aid, Regulation on the criteria for the provision of authorized legal services by non-governmental organizations, Administrative Instruction on the content of the form for submitting a request for free legal aid, Act on the procedures for engaging lawyers and fees,

- Conducting quarterly meetings with Free Legal Aid Provider NGOs
- Conducting workshops for drafting the Concept Document on Free Legal Aid
- Conducting focus groups with citizens and participation of experts
- Conducting meetings with various institutional actors
- Drafting the Performance Plan for the 2024
- Engagement of a company to create the Free Legal Aid information system (new database) and restructuring of the AFLA website
- Workshop on strategic cases by Free Legal Aid providers
- Workshop on reviewing the Strategic Plan of the Free Legal Aid Agency 2021-2025.

Support by EUKOJUST

During 2023, AFLA was supported by EUKOJUST as follows:

- 1 (one) 2 (two)-day training
- Holding 7 (seven) legal information sessions with the Roma community on Access to Justice.

Support by UNHCR

During 2023, AFLA was supported by UNHCR as follows:

- 3 (three) Training Sessions on International Protection of asylum seekers, refugees and stateless persons, for officers of Regional and Mobile Offices for Free Legal Aid.

Support by OSCE

During 2023, AFLA was supported by OSCE as follows:

- Funding of the workshop on reviewing the strategic plan of the Agency for Free Legal Aid 2021-2025.

12.Challenges in the Free Legal Aid system for 2023 - planning for 2024

Despite all the achievements in providing legal services to citizens, AFLA faced various challenges as well. The challenges faced by AFLA are a result of insufficient budget to fully achieve the objectives.

Additionally, amending the Law on Free Legal Aid has expanded the range of beneficiaries of free legal aid, thereby increasing the need for additional budget. Considering that the current budget allocated to AFLA is low, expanding the range of beneficiaries of free legal aid will pose difficulties in implementing the Law on Free Legal Aid if we do not receive budgetary support.

In this case, we would mention only some of the challenges that arise due to insufficient budget:

- Inability to extend the free and equal access to Free Legal Aid to all municipalities of the Republic of Kosovo, with the aim of creating equal access to justice for all citizens of the Republic of Kosovo.
- Advancement of the free legal aid system towards the unification of free legal aid in the Republic of Kosovo.
- Insufficient number of staff,
- Sensitization and awareness-raising of the public, especially stakeholders, about the services provided by AFLA.
- Provision of budget funds for professional training of staff,
- Provision of budget funds for the implementation and completion of the amendment to the Law on Free Legal Aid,
- Provision of workspaces for AFLA in Prishtina in public facilities.

Despite the aforementioned challenges, with the utmost dedication of the management, the AFLA staff, and the support of many local and international partners, AFLA managed to address these challenges.

13. RECOMMENDATIONS

Increasing the budget for the Agency for Free Legal Aid in accordance with the demands of citizens who seek free legal aid in the Republic of Kosovo, to fulfil the legal obligation to establish Mobile Offices in accordance with Article 22, paragraph 2 of the Law on Free Legal Aid, which expressly states ***"Regional Offices are obliged to provide free legal aid in the municipalities which are covered by that regional office, through the mobile offices".***

- Ensuring the extension of free legal aid throughout the territory of the Republic of Kosovo,
- Increasing the necessary staff to ensure the proper functioning of AFLA,
- Providing a budget for training and specialization for free legal aid providers,
- Continuous awareness raising of the institutions and authorities of the Republic of Kosovo about the importance that should be given to this institution,
- Ensuring the budget related to the sensitization and awareness raising of the public, especially the stakeholders, for the services delivered by AFLA,
- Provision of workspaces for AFLA in public facilities.