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### The Power of Information: A Study of the Right Access Information in Kosovo

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#### Abstract

The right to access information is the right of the individual to have access to information held by public authorities. The right of access to information is given to citizens as a means to attract the attention of a requested public authority and to connect the public with a particular issue. Access to information, on the other hand, means that public authorities or private bodies performing governmental duties pass on personal data or information that may affect important public interests, such as national security or the functioning of state institutions. From the research questions of this

paper, we have: What is the importance of access to the information? Why is this right one of the primary rights of the individual in democracy? Have public institutions managed to accept access to the information? And how effective have the relevant institutions been in influencing access to the information? In this paper, several methods have been applied, including qualitative and quantitative, analytical, comparative, and graphic methods in obtaining data.

**Keywords:** Right to Information, Access, Public, Transparency

#### Introduction

In light of the objectives of national transparency laws, the contribution aims to analyze at the constitutional and legal level the interrelationship between the essential scope of freedom of information and the legal restrictions to which this right is subject. Freedom of information is a fundamental human right and the cornerstone of all freedoms for which the United Nations is enshrined. Its practical application supports two distinctive principles of a democratic republican system of government: Publicity of acts and transparency of public administration. In this context, information is a means of democratic control over state institutions, closely related to the concept of participatory democracy and respect for fundamental rights.

Everyone has the right to have his data kept secret as long as he has an interest in such data that needs protection, especially in respecting his privacy and family life. This paper addresses the principles of transparency and openness and focuses on the primary application of these principles, which is access to documents. With this paper, I ask to provide an initial guide of reference readiness for the regimes in force, linking the Acts at the international level, then those at the national level, based on the constitutional and legal viewpoints that are directly related to access to information.

The right to information in Kosovo has a history of guaranteeing since the establishment of the mission of the United Nations Mission (UNMIK), where in 2003 when Law 2003/12 on Access to Official Documents was adopted, approved by the Assembly of Kosovo (Assembly) and promulgated by UNMIK through Regulation 2003/321.<sup>1</sup> With the declaration of independence of Kosovo in 2008, this right was also guaranteed by the Constitution of Kosovo through a special article and other articles that guarantee the transparency of public institutions.<sup>2</sup> In 2010, the Assembly approved Law no. 03/L-215 on Access to Public Documents, which is still in force. In the meantime, the primary legislation has been further supplemented by by-laws that regulate specific aspects of the implementation of the right of access to public documents, such as keeping official records of requests for access to public documents and the corresponding fees. The Assembly of Kosovo has approved Law

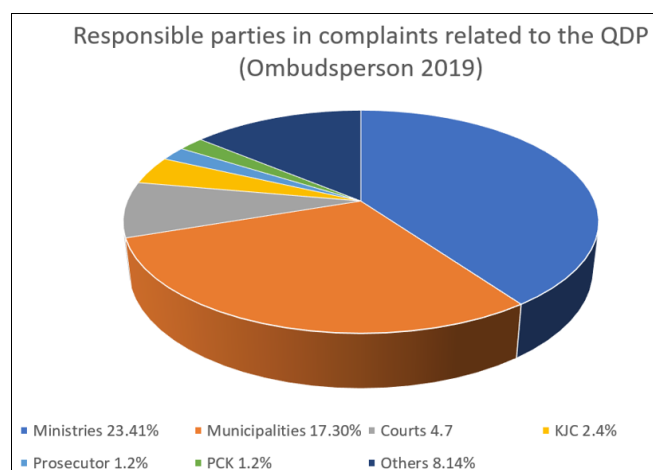
<sup>1</sup> United Nations Mission in Kosovo. (November 6, 2003). *Regulation no. 2003/321 on the promulgation of the law approved by the Assembly of Kosovo for access to public documents*

<sup>2</sup> *Constitution of Kosovo*, Article 4, *Right of Access to Public Documents*, June 15, 2008

No. 06/L-081 on Access to Public Documents and repealed the previous one. With this law, the rights of citizens for access to public documents have been advanced, as well as visible progress in alignment with the legislation of previous countries has been made. The creation of the Agency as an independent body for the supervision and ensuring the implementation of this Law on Access to Public Documents, for undertaking and pronouncing the measures foreseen by this law, as well as for the promotion and training of institutions have made the requests for access to documents public to receive proper treatment and it would influence the discipline of public authorities to be more responsible.

The right of access to public documents means the right that every person has to know the content of documents held by public authorities, as well as the right of access to public information, except for the limitations established by law. This right defines and establishes rules for the good functioning and transparency of the public administration about the public, and its daily activity. The free circulation of information is an important tool that affects the building of trust between institutions and citizens in the transparency of actions, and in the efficiency and effectiveness of public administration.

All the principles brought by the right to information are concretized in the opportunity that citizens have to exercise democratic control over the activity of the public administration by constitutional principles. Despite the great problems that applicants have with realizing their rights, in the last two years there has been an increase in the number of complaints that have been submitted to the Office of the People's Advocate. During 2018, 61 complaints claiming denial of the right to access public documents were submitted to the IAP.<sup>3</sup> Compared to the previous year, there is an almost doubled increase in complaints referring to the violation of Article 41 of the country's Constitution. The lack of executive power of the People's Advocate caused problems in the implementation of the Law.



**Fig 1:** Responsible parties in complaints related to the QDP (Ombudsperson 2019)

### Constitutional Guarantees

The Constitution of the Republic of Kosovo, unlike the Constitutions of some other countries, has given a very important role to access to information or access to public

documents. Where, decisively, it has been foreseen in a separate article of the Constitution, exactly article 41 of the Constitution, which in the first paragraph states that: "Each person enjoys the right of access to public documents".<sup>4</sup> Based on this, this right, which can be described as a new right, but of particular importance, guarantees every person access to public documents. Whereas, paragraph 2 of this article states that: "Documents held by public institutions and bodies of state power are public, except information that is limited by law, due to privacy, business secrets or classified information security".<sup>5</sup> This paragraph describes the guarantee of this right and, at the same time, the limitations of this new right.

The right of access to public documents represents the citizen's right to know what and how government bodies work. This right is a basic human right, such as the right to choose, the right to association, or the right to privacy. At the same time, the right of access to public documents enables the citizen to know all the public information necessary for the realization of his constitutional right to be informed. This right is the basis for the qualitative and efficient realization of other human rights and freedoms: Freedom of thought, freedom of information, and freedom of choice.<sup>6</sup>

### Legal Guarantees

With the very fact that this right is foreseen in a separate article of the Constitution, but to implement this right in its realization, the "Law on Access to Public Documents" was issued. This will apply to all public documents that are produced, accepted, kept, or controlled by public institutions, except in cases where it is otherwise limited by the legislation in force.<sup>7</sup> This law guarantees the right of each person, without discrimination on any basis, to have access to public documents, produced, received, held, or controlled by public institutions, as well as the right to reuse public sector documents.<sup>8</sup> The law on access to public documents is divided into 12 chapters, talking about the scope, then, the publication of documents up to fines and final provisions.

### Procedure for Access to Information

This law provides for two types of publication of public documents. And they are the Publication of public

<sup>4</sup> "Constitution of the Republic of Kosovo" Article 41 para. 1, 2008. [https://mapl.rks-gov.net/wp-content/uploads/2017/10/1.CONSTITUTION\\_OF\\_THE\\_REPUBLIC\\_OF\\_KOSOVO.pdf](https://mapl.rks-gov.net/wp-content/uploads/2017/10/1.CONSTITUTION_OF_THE_REPUBLIC_OF_KOSOVO.pdf)

<sup>5</sup> "Constitution of the Republic of Kosovo" Article 41 para. 2, 2008. [https://mapl.rks-gov.net/wp-content/uploads/2017/10/1.CONSTITUTION\\_OF\\_THE\\_REPUBLIC\\_OF\\_KOSOVO.pdf](https://mapl.rks-gov.net/wp-content/uploads/2017/10/1.CONSTITUTION_OF_THE_REPUBLIC_OF_KOSOVO.pdf)

<sup>6</sup> Prof. Dr. Enver Hasani / Prof. Dr. Ivan Čukalović, "Commentary, Constitution of the Republic of Kosovo" Edition I, p. 143, Pristina, 2013.

<sup>7</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 2, para. 1, 2019. [https://mapl.rks-gov.net/wp-content/uploads/2017/12/LAW\\_NO\\_06\\_L-081\\_ON\\_ACCESS\\_TO\\_PUBLIC\\_DOCUMENTS.pdf](https://mapl.rks-gov.net/wp-content/uploads/2017/12/LAW_NO_06_L-081_ON_ACCESS_TO_PUBLIC_DOCUMENTS.pdf)

<sup>8</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 1. [https://mapl.rks-gov.net/wp-content/uploads/2017/12/LAW\\_NO\\_06\\_L-081\\_ON\\_ACCESS\\_TO\\_PUBLIC\\_DOCUMENTS.pdf](https://mapl.rks-gov.net/wp-content/uploads/2017/12/LAW_NO_06_L-081_ON_ACCESS_TO_PUBLIC_DOCUMENTS.pdf)

<sup>3</sup> The People's Advocate Institution, *Annual report 2018* no. 18, pg. 73.

documents at the initiative of public institutions and the publication of public documents based on request. Publication of information on the initiative of the institution, where they are forced to proactively publish any public document produced, received, kept, or controlled, in electronic form, through publication on the official website of public institutions, regardless of the person's request for access.<sup>9</sup>

Also, in Article 6, it talks about the deadline for publishing public documents "Public institutions are obliged to publish, in a proactive manner, any public document, produced, received, kept or controlled by them, immediately after such documents have been made ready for publication, but no later than fifteen (15) days from the moment of making them accessible".<sup>10</sup> Continuing in article 7, I will show you what the forms of publication are and what they can be: Electronic form, printed form, form through transmission, and any other form that allows the largest number of the public to access.<sup>11</sup>

As for the publication of documents based on the request, the law on access to public documents in Chapter IV, precisely Article 10 sheet guarantees this right based on the request. "Each person has the right to access public documents upon request".<sup>12</sup> Handling of requests for access to concrete official documents can be accepted and at the same time, requests can be rejected. As such, If the public institution does not produce or accept, or does not have or does not control the requested public document and has knowledge of the other public institution that has produced, accepted, has or controls the public document, immediately, but not later than five (5) working days from the day of receiving the request from the applicant, is obliged to inform and guide the applicant to the relevant public institution.<sup>13</sup> The law speaks, on the deadlines for review of requests, article 12.1 sheet for the legal obligation to review the request, which states that: "The public institution is obliged to issue a decision to allow access to the requested document or to issue a reasoned decision for the refusal within seven (7) days from the time of registration of the request full or partial and informs the applicant about the right he has to request reconsideration of the request as well as when and where the such request should be submitted".<sup>14</sup> Continuing in the second paragraph with "When the requested public document, which based on a reasonable assessment is seen to be necessary for the protection of the life or freedom of a person, the public institution is obliged to provide an answer within the deadline of forty-eight (48)

hours".<sup>15</sup> It is a legal guarantee and obligation that every institution has an official or an office staff for access to documents. Forms of access to public documents when the public institution allows access to public documents, the requester has the right to choose the form for access to such documents.<sup>16</sup>

If the public institution has rejected in whole or in part the request for access to public documents or in case of silence or non-response of the public institution, the requester can appeal to the Agency within fifteen (15) days from the acceptance of the decision for rejection or decision for partial approval of the access request. The agency communicates the received complaint to the public institution that has decided on the access request, which must provide a written response to the claims raised by the complainant within seven (7) days of receiving the complaint. After receiving the response from the public institution or in case of non-response, the Agency decides on the complaint within thirty (30) days.<sup>17</sup> The agency issues a decision regarding the requests submitted to it, and in case the applicants are not satisfied, they can file a lawsuit in the competent court for administrative matters. The decision must be in writing and must be delivered to the petitioner personally, by registered mail, or by electronic mail, in case the petitioner has used this method to submit the request for reconsideration.<sup>18</sup>

Each person has the right to address the Institution of the People's Advocate with a request or complaint if he considers that any right recognized by this Law or other acts for access to public documents has been violated. The viewing of public documents in public institution facilities is free of charge, not prohibiting the setting of fees for related services provided by libraries, archives, and museums. No fee may be charged in connection with requests for personal data.<sup>19</sup>

## Court Practice

### Court

BIRN had requested access to the expenses of the highest officials of the Government of Kosovo - Prime Minister Hashim Thaçi and former Deputy Prime Ministers Hajredin Kuçi, Edita Tahiri, Bujar Bukoshi, Behgjet Pacolli, Mimoza Kusari-Lila, during the period February 15, 2011 - August 31, 2012, while the Prime Minister's Office had refused to provide evidence of public officials' expenses.<sup>20</sup> The latter justified the rejection decision with the protection of personal data.

<sup>9</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 5. [https://mapl.rks-gov.net/wp-content/uploads/2017/12/LAW\\_NO\\_06\\_L-081\\_ON\\_ACCESS\\_TO\\_PUBLIC\\_DOCUMENTS.pdf](https://mapl.rks-gov.net/wp-content/uploads/2017/12/LAW_NO_06_L-081_ON_ACCESS_TO_PUBLIC_DOCUMENTS.pdf)

<sup>10</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 6.

<sup>11</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 7.

<sup>12</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 10 para.1

<sup>13</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 11 para.3

<sup>14</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 12 para. 1

<sup>15</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 12.2

<sup>16</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 14.

<sup>17</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 20

<sup>18</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 20

<sup>19</sup> LAW NO. 06/L-081 "Law on access to Public Documents" - Article 15

<sup>20</sup> <https://kallxo.com/shkurt/permbledhje-lajmeve/birn-fiton-rastin-gjyqesor-ndaj-zyres-se-kryeministrit/> Date: 13/01/2023

BIRN sued the Prime Minister's Office in 2013.<sup>21</sup> The Basic Court of Pristina in May 2015 gives BIRN the right to access the expenses, because the expenses of officials, especially high officials, are money collected from the taxes paid by the citizens of Kosovo. And from this aspect, they directly have a reasonable interest to be informed about every cent, where the public officials who have been entrusted with public authorizations spend, and from this fact they should be held responsible for those expenses. The court approved the claim and ordered the respondent to decide within 30 days that will allow the "BIRN" organization access to all the requested documents and information.<sup>22</sup>

The Non-Governmental Organization "Lëvizja Fol" had requested from the Ministry of Transport and Telecommunications access to copies of the tender file and the contract for the construction of the Morinë-Merdare highway. The Ministry of Transport and Telecommunications had rejected the request because the requested documents were of "major and sensitive public interest".<sup>23</sup> "Lëvizja Fol" submitted a lawsuit to the Department for Administrative Affairs at the Basic Court in Pristina for the annulment of the disputed administrative act (response to the rejection of the request) and the obligation of the defendant to allow access to the requested documents. During the judicial process, the court assessed that the contested administrative act contains flaws (fundamental violations) that do not allow the examination of its legality and the administrative act is legally ambiguous, and contradictory and does not contain the reasons that conditioned the taking of that decision.<sup>24</sup> The respondent (Ministry of Transport and Telecommunications) was obliged to decide on this request with a decision, and not with an answer, as it had done in the present case. For these reasons, the court annulled the respondent's administrative act as illegal.

The court argued that Article 41 of the Constitution of Kosovo excludes the possibility that public money is considered a private matter and that the non-publication of the expenses of high public officials by the defendant is a violation of Article 120 of the Constitution. The public interest in supervising the regular use of public money by public officials also justifies the alleged violation of the private life of public officials, but according to the court's assessment, the publication of public officials' expenses has nothing to do with their lives private. The defendant acted in violation of the Constitution of the Republic of Kosovo, the Law on Administrative Procedure, the European Convention on Human Rights and Freedoms, and the Law on Access to

Public Documents, because the documents requested by the plaintiff are not among the types of documents that are excluded from the approach. The court forced the Ministry of Transport and Telecommunications to decide within 30 days to allow the plaintiff access to the requested documents.

The member organizations of KOSID, during the period 2011-2013, had submitted dozens of requests for access to public documents in the privatization processes. According to KOSID, all requests have been rejected by MFA because those documents are drafts and are classified documents to which access is not allowed.<sup>25</sup>

Precisely for this reason, on June 3, 2013,<sup>26</sup> the GAP Institute on behalf of KOSID, according to the Law on Access to Public Documents, filed a lawsuit against the MFA for not allowing access to public documents. But in December 2017, the Basic Court of Pristina rejected the reasons of MZE, giving the right to GAP in the requests. The judge has approved as well-founded the claim of the Institute for Advanced Studies GAP and has forced the defendant, the Ministry of Economic Development in Prishtina, to allow the plaintiff Institute for Advanced Studies GAP with headquarters within 30 days from the day of acceptance of this judgment in Prishtina, to have access to public documents related to the process of privatization of KEDS and the "New Kosovo" Project Offer, it is stated in the judgment of the Basic Court in Prishtina, dated December 12, 2017. The court has found that the unfinished documents are public documents to which access should be allowed, and it has considered unreasonable the answer of the Ministry of Education and Culture that the documents of the privatization of public assets fall into the category of confidential documents. In addition, the Court finds that KEK also violated the Law on access to public documents when it refused to respond to requests for transparency because the Law on access to public documents does not apply to public enterprises.<sup>27</sup> After this action of the court, in January of this year the Ministry of Economic Development has made public the commercial agreements signed between the Government of Kosovo and the company "Contour Global".

### The People's Advocate (Ombudsman)

In 2015, Albana Gashi, on behalf of the Vetëvetëdosje Movement, addressed 4 (four) requests for access to public documents to the Municipality of Fushë Kosova:

1. Request no. 312 for access to the "List of all businesses registered in the Municipality of Fushë Kosova";
2. Request no. 582 for access to the "List of properties in use and ownership in the Municipality of Fushë Kosova";
3. Request no. 383 for access to the "Copy of the documentation for the awarding of the tender to the designated company on the installation and maintenance of public solar lighting in the territory of

<sup>21</sup> *Balkan Network for Investigative Journalism v. Office of the Prime Minister*, A.nr.1335/2012, 26 May 2015, Department for Administrative Affairs, Prishtina Basic Court.

<sup>22</sup> I approach the verdict: [http://live.kallxo.com/repository/docs/AtkgjykimiEkzekutuesBIRNVsZKM\\_208677.pdf](http://live.kallxo.com/repository/docs/AtkgjykimiEkzekutuesBIRNVsZKM_208677.pdf)

<sup>23</sup> *Fol v. movement. Ministry of Transport and Telecommunications*, A.nr.2284/15, February 7, 2018, Department for Administrative Affairs, Prishtina Basic Court

<sup>24</sup> Look: <https://rm.coe.int/case-laë-right-to-info-publication-final-alb-17dec18/168090356217/04/2022>

<sup>25</sup> See for this: <https://insajderi.com/qasja-ne-dokumentet-publike-institucionet-aplikojne-forma-te-reja-kunder-transparencas/>, received on 3/09/2021

<sup>26</sup> *Basic Court in Pristina* A. no. 750/13 dt. 12/12/2017

<sup>27</sup> See for this: <https://telegrafi.com/gjykata-konstaton-se-mzhe-ka-shkelur-kushtetuten-dhe-ligjin-ne-procesin-e-privatizimit-te-keds-dhe-tenderin-per-kosoven-e-re/>, received on 19/09/2021

the Municipality of Fushë Kosova, for the years 2012, 2013, and 2014".

4. Request no. 38 for access to the "Copy of the documentation for the awarding of the tender to the designated company for the opening of wells for drinking water in the territory of the Municipality of Fushë Kosova, for the year 2015".<sup>28</sup>

Fushë Kosovës municipality gave Albana Gashi a partial answer only for request no. 312, from which it is understood that "The number of active businesses in the Municipality of Fushë Kosova is 854, with a total of 1825 workers, individual businesses dominate according to ownership. After he had not received answers to request no. 582, 382, 383, and the unreasoned partial response to request no. 312 for access to documents Albana Gashi on behalf of the Vetëvendosje Movement had sent you a complaint to the People's Advocate Institution.

The IAP had sent several requests to the President of Fushë Kosova, Burim Berisha, to seek clarification on the limitation of the right of access to documents, as well as the provision of partial access, where he received an answer that "We are open to everyone, but not we appreciate those who misuse official documentation and such is the Vetëvendosje Movement, in the Municipality of Fushë Kosova".

The IAP assessed that Fushë Kosovo Municipality has a legal and constitutional obligation to provide full access to the documents requested by Albana Gashi on behalf of the Vetëvetëndosje Movement and that the same has acted contrary to the law on access to public documents when it has not provided access to documents related to the submitted requests.

The IAP had given two recommendations to the Municipality of Fushë Kosova:

1. Albana Gashi should be offered full access to the requested documents except those that are limited by law, due to privacy, business secrets, or classified security information;
2. That the Municipality of Fushë Kosova takes steps to increase the capacities of public officials, related to the implementation of the Law on Access to Public Documents, as well as the Law on the Ombudsman.

### Constitutional Court

The Constitutional Court, as the final authority for the protection of Constitutionality, otherwise known as the Guardian of the Constitution, has not yet had concrete cases raised by the parties authorized to the Constitutional Court regarding the issue of access to public documents guaranteed by the Constitution with Article 41. It is worth noting that the issue of access to the documents and files of the Constitutional Court is regulated by the Rules of Procedure of the Court. "The parties have the right to see official files and documents for the case in which they are parties to the proceedings unless that file or that document has been determined by the Court to be confidential. The parties request to see the document at least 24 hours in advance. The inspection is carried out inside the Court building, during working hours, and in the presence of the

Secretariat staff".<sup>29</sup> The parties, when they are part of the procedure, are allowed to receive copies of files or documents, except when the Court considers them confidential. The Rules of the Court provide quite well the cases when they must be confidential as it states: "The report of the reporting judge, the draft decision of the review panel, any information about the discussion and the voting of the judges, the draft decisions and any notes of the judges during the discussion and the review of the case, as well as other material determined by the Court, must be confidential and neither the parties nor the public will have access to it. The court can authorize the release of the confidential document if it determines that such a thing is necessary for the public interest".<sup>30</sup>

Based on the annual reports issued by the Constitutional Court of the Republic of Kosovo from 2015, there were a total of 30 requests from the parties for access to the Court's documents and files, of which 28 were fully accepted while only 2 requests were partially accepted. In 2018 alone, 10 requests were submitted, all of which were fully accepted.<sup>31</sup>

The Constitutional Court is quite transparent regarding this issue, which is evidenced by the publication of annual reports, as well as the publication of its cases and announcements on its official website.

### Conclusion

With this paper, I have tried to examine the practical importance of the issue of the Constitutional guarantee that has to do with Access to public documents or information in the Republic of Kosovo and comparative legislation with the countries of the region. Also, in this document, importance is given to the practice of the European Union. In the acts of the European Union in general and its directives, this paper noted that at the moment some legal provisions limit some public information in general, although the legislative intent may be apparent in the general provisions and the references to these restrictions. We can say that the Republic of Kosovo has progressed in terms of access to information by its citizens. It has taken the appropriate measures aimed at 'eliminating' it as required by Conventions and other international acts which it has incorporated into the Constitution and legal acts, where this issue is so complex and delicate.

Finally, it is important to point out that it is very important for the regular Courts to carefully follow the Judicial decisions of the ECHR not only for the issue of access to public information but also for other issues related to the constitutional guarantees for Citizens.

<sup>29</sup> Rules of the Procedure of the Constitutional Court of the Republic of Kosovo – Rule 23. Para. 1 [https://gjk-ks.org/wp-content/uploads/2017/11/gjkk\\_rregullore\\_e\\_punes\\_2015\\_an\\_g.pdf](https://gjk-ks.org/wp-content/uploads/2017/11/gjkk_rregullore_e_punes_2015_an_g.pdf)

<sup>30</sup> Rules of the Procedure of the Constitutional Court of the Republic of Kosovo – Rule 23. Para. 1, 2 and 3. [https://gjk-ks.org/wp-content/uploads/2017/11/gjkk\\_rregullore\\_e\\_punes\\_2015\\_an\\_g.pdf](https://gjk-ks.org/wp-content/uploads/2017/11/gjkk_rregullore_e_punes_2015_an_g.pdf)

<sup>31</sup> *Annual report 2018 - Constitutional Court of the Republic of Kosovo - 2018*. Pg. 60, Pristina, 2019. [https://gjk-ks.org/wp-content/uploads/2019/05/Raporti\\_vjetor\\_2018\\_GJKK.pdf](https://gjk-ks.org/wp-content/uploads/2019/05/Raporti_vjetor_2018_GJKK.pdf)

<sup>28</sup> *Complaint no. 348/2015, A. G, against Municipality of Fushë Kosovë*; March 14, 2016, [https://oik-rks.org/wp-content/uploads/old\\_doc/Raporti\\_Vjetor\\_2016\\_ANG\\_no16\\_me\\_kopertine\\_per\\_web\\_338158.pdf](https://oik-rks.org/wp-content/uploads/old_doc/Raporti_Vjetor_2016_ANG_no16_me_kopertine_per_web_338158.pdf)

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