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Systematic Discrimination in Facilities and Employment



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Executive Summary

Kosovo has adopted several laws which aim to guarantee equality and non-discrimination for marginalized groups and persons with disabilities.

In its constitutional and legal principles, the country guarantees these categories can live their lives normally and without discrimination. However, the data show that legal requirements are not observed in many points of assessment, and as a result marginalized groups continue to face serious issues with discrimination. Prohibition of discrimination, employment, opportunities for professional advancement, unhindered access to health care and social assistance facilities, are some of the basic requirements that the state has assumed as an obligation, in relation to marginalized categories.

But the data show that legal obligations are largely not implemented on ground.

The data collected by I/KS show that the institutions at the local level are not aware of the legal obligations, and as a result, their approach and infrastructure gravely discriminate against the marginalized categories.

2020 assessment revealed that at the country level, only 6.77% of infrastructure obligations are met in this segment.¹

Although many public facilities were built after the war or renovated, they pass the technical admission without meeting all the legal requirements for providing equal access for people with disabilities. Even the highest legislative institution in the country, the Assembly of Kosovo, fails to meet the standards for unhindered access for persons with disabilities.²

I/KS research has found serious issues in terms of access by persons with disabilities to the institutions that provide services, such as the centers for social work and the public schools of the country. Some advancement in terms of access has been observed in health institutions. Most of the institutions visited during the research do not have the follow-up facilities adapted for the access of persons with disabilities. In this aspect, there is an overall absence of parking spaces reserved for persons with disabilities.

Public institutions are not sufficiently aware of the obligations arising from the Law on Protection against Discrimination, and on discrimination in general, while simultaneously, it has not been possible to develop a proper judicial practice related to it.³

I/KS research revealed major issues in terms of implementation of an advanced legal framework regarding minority communities, meaning that the institutions that are not bound to an employment quota for community members, employ no such members.

Roma, Ashkali, Egyptian communities continue to be stigmatized, while children from these communities drop out of school.⁴ The small number of teachers from these communities and their non-inclusion in the management structures of education is also worrying.

In the schools attended by such communities, the municipalities have not hired teachers or educators who belong to these communities.

¹Research Report "International Standards on Disability Issues, Where Does Kosovo Stand?", pg. 23, March 2020, Prishtina

² Kallxo.com E-mail correspondence with HANDIKOS, October 30, 2023

³Excerpt taken from the minutes of the Round Table "Challenges of the judicial system in the implementation of the Law on Protection against Discrimination", organized by OIK, 15 September 2021

⁴ Education of Roma, Ashkali and Egyptian Communities in Kosovo, Kosovo Center for Education, November 2021, Prishtina

The employment of persons with disabilities remains challenging, coupled with the absence of adequate infrastructure that provides them access to jobs.

Important institutions of the country, such as the University of Pristina, do not employ any persons with disabilities, even though they employ hundreds of employees. Even in institutions which employ persons with disabilities, the data show that their number is quite low. I/KS research analyzed 26 institutional units which employ over 3 thousand workers, yet the data show that less than 10 persons with disabilities are employed.

Despite legal protection for the LGBTI+ community, they continue to remain a marginalized part of society.⁵

Employment of women and their involvement in decision-making positions continues to be an issue.

Municipal departments in which the political representation exceeds the legal responsibility, showcases clear differences in the number of departments headed by women and men.

Public and private institutions continue to display significant infrastructural deficiencies in terms of providing equal access for persons with disabilities. The law is clear and addresses the needs of this category, but there is no implementation, and especially there is no full implementation, not even by the public institutions themselves.

The data collected by I/KS show that there is no unified standard or uniform approach to manage such issues in the institutions of the country.

The data show that schools within a municipality differ in the standards they respect, administrative institutions also differ in the standards and criteria they observe.

Consequently, the governance and development in public institutions without standardized criteria has created differences and lack of uniform standards, throughout the country.

⁵2022 Report on Human Rights in Kosovo, US Department of State, pp. 26 and 27



Methodology

The data presented in this report were collected between the months of April and November 2023, based on a preset methodology, including collection of data from five municipalities and from the Public University of Prishtina “Hasan Prishtina”.

According to the sample, data collection was conducted in municipal buildings, in family medicine centers and in the largest public schools in the respective municipalities.

The data were collected by conducting direct visits, filling out questionnaires and conducting in-depth interviews with the responsible officials.

For the purposes of this report, 26 interviews were conducted with responsible officials of the institutions, that served as samples in the preparation of this report.

6 standardized questionnaires were completed and statistical data were requested from the target institutions. The collected data was analyzed by the I/KS legal team to convey the conclusions drawn in this report. In order to facilitate its reading, the report is divided into chapters by regions.



University of Prishtina Challenges

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No	Ankesa formale për diskriminim	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	No	Edukimi i stafit/studentëve për konventat ndërkombëtare	Partially
Tualete të qasshme për persona me aftësi të kufizuar	Partially	Imponomi i deklaramit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	No

The University of Prishtina “Hasan Prishtina” is the largest public institution in the country in providing higher education and includes 14 academic units. ⁶

Research data show that the University of Prishtina does not guarantee equal, complete and uniform access for students or staff with disabilities.

In some academic units, there are substantial problems with access to the second and third floors - in most cases there is no elevator, there is no signage.

The institution in question does not have data on the number of students with disabilities attending studies.

UP does not employ disabled personnel and there are no persons from non-majority communities employed.⁷

Within the institution’s internal rules, there are no provisions that provide for facilities for the employment of employees from this category. ⁸

The university does not impose a formal standard procedure under which students or employees are asked to declare their sexual orientation, while it does not organize any activity to promote the rights of the LGBTI+ community. ⁹

⁶Strategic Plan 2023-2025 of the University of Prishtina “Hasan Prishtina”, pg. 5, July 2023, Prishtina

⁷Kallxo.com online questionnaire with the Rectorate of the University of Prishtina “Hasan Prishtina”, October 23, 2023

⁸Kallxo.com online questionnaire with the Rectorate of the University of Prishtina “Hasan Prishtina”, October 23, 2023

⁹Kallxo.com online questionnaire with the Rectorate of the University of Prishtina “Hasan Prishtina”, October 23, 2023

UPHP does not have data available on how many students at University level belong to non-majority communities.

The University foresees encouraging quotas with special places for communities that are constitutional categories in our country. They are able to benefit from the seats reserved for them without competing with all other students, only by passing the minimum threshold, and with a much smaller competition taking place only within the applicants of the respective community. The admission quota for students from non-majority communities is 12 percent, i.e. up to 200 students.¹⁰

The highest legal act of the University of Prishtina “Hasan Prishtina”, its Statute, gives priority to the employment of women in cases where the qualifications and professional achievements of the candidates are equal.¹¹ Currently, women make up the majority of administrative personnel with 57 percent.¹² The requirement of the Law on Gender Equality is that the gender representation is on a 50-50 scale.¹³

Within the Governing Council, out of 9 members, only 2 are women¹⁴ - while out of the 5 vice-rectors of the University, 3 are women.¹⁵ Legal obligations for gender representation also extend to the leadership level.¹⁶

No cases of discrimination have been reported in this institution.¹⁷

The University has not shared with its staff the Istanbul Convention or the Convention for the Rights of the Child, and does not deny that there is a possibility that the staff would not be aware of the respective conventions.¹⁸

The research of I/KS has also been extended to academic units of UP.

¹⁰The advertisement made by the UPHP Senate no. 1/ 667, 13 July 2023, Prishtina

¹¹Statute of the University of Prishtina “Hasan Prishtina”, Article 8

¹²Kallxo.com online questionnaire with the Rectorate of the University of Prishtina “Hasan Prishtina”, October 23, 2023

¹³Law on Gender Equality, Article 6, para. 8

¹⁴<https://uni-pr.edu/page.aspx?id=1,10>, 13 November 2023

¹⁵<https://uni-pr.edu/page.aspx?id=1,12>, 13 November 2023

¹⁶Law on Gender Equality, Article 3, para. 1.15

¹⁷Kallxo.com online questionnaire with the Rectorate of the University of Prishtina “Hasan Prishtina”, October 23, 2023

¹⁸Kallxo.com online questionnaire with the Rectorate of the University of Prishtina “Hasan Prishtina”, 23 October 2023

Limited Capacities of the Faculty of Law

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No	Ankesa formale për diskriminim	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	Partially	Edukimi i stafit/studentëve për konventat ndërkombëtare	Yes
Tualete të qasshme për persona me aftësi të kufizuar	No	Imponomi i deklaramit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	No

Faculty of Law at the University of Prishtina “Hasan Prishtina”¹⁹ is one of the largest units, with 4068 students, namely 2897 young women who make up 72.21 percent of the total number, and 1172 young men who make up 28.81 percent.

The entire staff is made of 65 workers, of whom 26 or 38.23 percent are women and 39 or 57.35 percent are men. This contradicts the legal rule, which requires the gender representation to be 50-50.²⁰

In a few years, the Faculty of Law has undergone many infrastructural changes, currently there are ramps at the entrance of the faculty, in the corridor and in the large amphitheater, and it also has two elevators that facilitate access of persons with disabilities to the dean’s and administration offices. Yet, the Faculty has not yet solved the problem of the elevator or access to the lecture and exercise halls, which go up to the fourth floor, and are located on the other side of the administration/dean’s office, where a significant number of colloquium exams are also held. The situation is the same with toilets customized for people with disabilities, which have not been built.²¹

¹⁹<https://juridiku.uni-pr.edu/page.aspx?id=1,8>, 18 October 2023

²⁰Law on Gender Equality, Article 6, Paragraph 8

²¹Visit of Kallxo.com team to the Faculty of Law - University of Prishtina “Hasan Prishtina”, 19 April 2023

These infrastructural flaws constitute discrimination in terms of the obligations arising from the Law on Protection against Discrimination.²² Moreover, the second legal challenge of the Faculty, which in itself teaches law, is related to the legal provision that each person with disabilities is entitled to vocational training, retraining,²³ especially in terms of the obligation to provide equal opportunities for all students and staff in higher education institutions, without discrimination.²⁴ The actual situation with the absence of adequate access subjects such people with disabilities to an unequal situation, without enjoying the opportunity of continuing their academic life like other students, namely other staff.

Although there are over 50 employees, the Faculty of Law does not have any employees who are disabled or of originating from non-majority communities.²⁵ This situation contradicts the legal obligations that out of every 50 employees, the 51st should come from among the persons with disabilities.²⁶

And yet students of different ethnicities study there,²⁷ who, as happens in every other academic unit of the University of Pristina “Hasan Prishtina”, do enjoy the privilege of special admission quotas. This practice is acceptable, pursuant to the broad framework of protection that Kosovo offers to minority communities.

This faculty does not have any standard form through which the disclosure of sexual orientation of its employees or students is required.²⁸

The dean’s office considers it unnecessary to disseminate the Convention on the Rights of the Child, the Istanbul Convention, or the Law on Protection against Discrimination to the staff, considering the fact that it is precisely the place where these legal acts are taught.²⁹

It is unlikely that any disciplinary procedure will be initiated as a result of discrimination.³⁰

²²Law on Protection against Discrimination, Article 4, Paragraph 1.8.

²³Law on Training, Vocational Development and Employment of Persons with Disabilities

²⁴Law on Higher Education in Kosovo, Article 2, Paragraph 1.3

²⁵Kallxo.com team interview with the Dean of the Faculty of Law, Avni Puka, 19.04.2023, Prishtina

²⁶Law on Training, Vocational Development and Employment of Persons with Disabilities, Article 12

²⁷Kallxo.com team interview with the Dean of the Faculty of Law, Avni Puka, 19.04.2023, Prishtina

²⁸Kallxo.com team interview with the Dean of the Faculty of Law, Avni Puka, 19.04.2023, Prishtina

²⁹Kallxo.com team interview with the Dean of the Faculty of Law, Avni Puka, 19.04.2023, Prishtina

³⁰Kallxo.com team interview with the Dean of the Faculty of Law, Avni Puka, 19.04.2023, Prishtina

Limited Capacities of the Faculty of Education

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	Yes
Përfaqësimi gjinor i barabartë	No (more women)	Ankesa formale për diskriminim	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	Yes	Edukimi i stafit/studentëve për konventat ndërkombëtare	No
Tualete të qasshme për persona me aftësi të kufizuar	Yes	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	No

Founded in 2002,³¹ the Faculty of Education is one of the more recent faculties within the University of Pristina “Hasan Prishtina”. The data provided show that out of 3,800 students at all study levels, the preference of this unit is clearly on the side of female students. 3000 female students or 78.94% study here, and only 800 male students, or a little more than 10%.

The gender representation in the leadership of the faculty is in accordance with the legal requirements for gender representation in the managing bodies, i.e. 50 percent men and 50 percent women, in which case the dean and vice-dean for educational affairs - bachelor studies are men, while the vice-dean for educational affairs – master studies as well as the vice-dean for doctoral studies and quality assurance are women.³²

Out of 68 employees, 38 or 55.88% are women, while 44.11% are men.

Faculty of Education, serves as a success story when it comes to the attention that has been paid to the infrastructure for people with disabilities.

The entrance has a ramp, the amphitheater where lectures are held has a ramp, the doors have no thresholds, there are toilets adapted for persons with disabilities, and there are also elevators to all floors.³³

³¹<https://edukimi.uni-pr.edu/>, 20 October 2023

³²<https://edukimi.uni-pr.edu/page.aspx?id=1,12>, 20 October 2023

³³Kallxo.com team visit to the Faculty of Education - University of Prishtina “Hasan Prishtina”, 19 April 2023

Even the Counseling Center, a small office where students receive services, and a working area that can be used by the latter, is located on the 1st floor.³⁴

Faculty of Education, currently has no employees with disabilities, though there are 58 employees, and in accordance with the legal provisions, there should be at least one. Moreover, there are no employees from non-majority communities.³⁵

Yet, students from all communities traditionally living in Kosovo study there, with the exception of the Serbian community.³⁶

The faculty does not have a standard form requiring staff or students to identify their sexual orientation.³⁷

From time to time, staff attends trainings, mainly held in the field of education, but also special programs for students who are victims of violence, discrimination, harassment.³⁸

Neither the students nor the staff have been provided the Law on Protection against Discrimination, the Istanbul Convention or the Convention on the Rights of the Child, however the University's regulations have been disseminated, also regulating discrimination.³⁹

³⁴Kallxo.com team interview with the Dean of the Faculty of Education, Blerim Saqipi, 20 April 2023, Prishtina

³⁵Kallxo.com team interview with the Dean of the Faculty of Education, Blerim Saqipi, 20 April 2023, Prishtina

³⁶Kallxo.com team interview with the Dean of the Faculty of Education, Blerim Saqipi, 20 April 2023, Prishtina

³⁷Kallxo.com team interview with the Dean of the Faculty of Education, Blerim Saqipi, 20 April 2023, Prishtina

³⁸Kallxo.com team interview with the Dean of the Faculty of Education, Blerim Saqipi, 20 April 2023, Prishtina

³⁹Kallxo.com team interview with the Dean of the Faculty of Education, Blerim Saqipi, 20 April 2023, Prishtina

Limited Capacities of the Faculty of Philology

Grua/Gra në pozita udhëheqëse		Asistent për persona me aftësi të kufizuar	
Përfaqësimi gjinor i barabartë		Ankesa formale për diskriminim	
Punësimi i komuniteteve		Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	
Infrastruktura për persona me aftësi të kufizuar		Edukimi i stafit/studentëve për konventat ndërkombëtare	
Tualete të qasshme për persona me aftësi të kufizuar		Imponomi i deklarimit të orientimit seksual për personat LGBTI+	
Vizioni për përshtatjen e hapësirave		Punësimi i personave me aftësi të kufizuar	

The Faculty of Philology was founded in 1961. ⁴⁰ 3000 students attend their studies there. ⁴¹

However, in such a long period, access to the Faculty of Philology has not changed much, access for many people with disabilities is impossible. There is only one ramp for access to the first floor, but for the second floor, where much of the academic life of the student or employee takes place, such as lectures, exercises, exams, etc... there is no elevator.

The Faculty does not have toilets adapted for persons with disabilities, or any signs for the blind. ⁴²

The Faculty does not employ any person with disability and does not employ any person from non-majority communities.

The staff of the University have attended training time to time, thanks to cooperation with foreign organizations and also cooperation between universities. ⁴³

This academic unit has met the legal requirement for 50-50 employment in terms of gender representation, while there are women managing the activities of the institution in several leadership positions, including the position of dean, vice dean, chief of department. ⁴⁴

The faculty has not disseminated the Istanbul Convention, the Convention on the Rights of the Child, or the Law on Protection against Discrimination to its staff or students. ⁴⁵

⁴⁰<https://filologjia.uni-pr.edu/page.aspx?id=1.8>, 20 October 2023

⁴¹Questionnaire done by the Kallxo.com team with the Faculty of Philology, April 19, 2023, University of Prishtina "Hasan Prishtina"

⁴²Law on Training, Vocational Development and Employment of Persons with Disabilities, Article 12

⁴³Kallxo.com team interview with the Dean of the Faculty of Philology, Lindita Rugova, 19 April 2023

⁴⁴Kallxo.com team interview with the Dean of the Faculty of Philology, Lindita Rugova, 19 April 2023

⁴⁵Kallxo.com team interview with the Dean of the Faculty of Philology, Lindita Rugova, 19 April 2023



Challenges of the Capital



Municipality of Prishtina continues to be far from attaining the standards for an unimpeded access of persons with disabilities and their involvement in public life.

Only one person with disabilities is employed in the Municipality of Prishtina, while there are 6 others in the subordinate institutions of the capital.

Among the children living in the capital, there are 685 children with disabilities, while facilities, such as schools, still continue to be inaccessible for students with disabilities.⁴⁶

The capital does not organize any activity to promote the rights of the LGBTI+ community, though it allocates subsidies to organizations advocating for the rights of the LGBTI+ community.

Like any other institution in Kosovo, Prishtina's Municipal Statute list permanent bodies for the protection of communities and their representation. One of such municipal bodies is the Committee for Communities, in which, in addition to the Municipal Assembly members, representatives of the communities, who are not represented in the Assembly, but are residents of the municipality, may also be included.⁴⁷

Students from the Turkish and Bosniac communities attend their classes in the educational institutions in Prishtina. There are a total of 274 students from the Turkish community in primary and secondary schools. Meanwhile, there are a total of 14 students from the Bosniac community, in primary and secondary schools. They attend lessons in separate classes, in their mother tongue⁴⁸, thereby duly enjoying the rights guaranteed by local legislation and international conventions as minority communities. Meanwhile, a total of 57 students from the Roma, Ashkali and Egyptian communities attend primary school in the Albanian language.⁴⁹

A total of 37 members of non-majority communities work in all subordinate public institutions under the remit of the Municipality of Prishtina. Respectively, 11 in municipal institutions (8 Serbs, 1 Ashkali and 2 Turks) and 26 other people in the capital's schools. None of these employees from the communities holds a leadership position.⁵⁰

⁴⁶Kallxo.com online questionnaire with the Municipality of Prishtina, 25 October 2023

⁴⁷Statute of the Municipality of Prishtina, Article 46, Paragraph 46.1

⁴⁸Kallxo.com online questionnaire with the Municipality of Prishtina, 25 October 2023

⁴⁹Kallxo.com online questionnaire with the Municipality of Prishtina, 25 October 2023

⁵⁰Kallxo.com online questionnaire with the Municipality of Prishtina, 25 October 2023

The Municipality has not established a policy that encourages the employment of women, however, excluding health and education sectors within the Institution of the municipality of Prishtina, women make up 45 percent of employees. This is not in compliance with the legal requirements, which require a 50-50 representation in public institutions.⁵¹ There are 17 Departments in the municipality of Prishtina, 10 of which, or 58.82 percent, are led by men and 7 or 41.17 percent are led by women.⁵²

The municipality has disseminated the Istanbul Convention to the Municipal Coordination Mechanism against Domestic Violence, and has also held training on Standard Operating Procedures, it has drawn up an Action Plan of the Mechanism against Domestic Violence,⁵³ and it is concluding an Action Plan on Gender Equality, in harmony with the Istanbul Convention. As for the Convention on the Rights of the Child, a municipal team for children's rights has been established pursuant to the Law on Child Protection, which shall initiate the drafting of an action plan for children's rights, consisting of the Mayor Përparim Rama and all the directors of the Capital, as well as other members: Human/Child Rights Coordinator, the Ombudsperson, Kosovo Police and civil society.⁵⁴ This community shall ensure that no person assuming public duties or holding public office, may dare to discriminate against any person on any basis; all citizens equally enjoy civil, political, economic, social, cultural rights and equal opportunities for employment in municipal/city services; the municipal civil service/personnel would fairly and proportionally reflect the numbers of qualified community representatives.⁵⁵

During a field visit, it was observed that the old building of the Municipality of Prishtina provides access for persons with disabilities. Yet, there is no audio guidance for the blind.⁵⁶

This facility does have a ramp, which serves all wheelchair-bound people.

Also, in the old municipal facility, there is a separate toilet for people with disabilities, which is functional. Meanwhile, the facility also has an elevator, which is accessible from the ground floor outside, and which can be used by persons with disabilities.

As the municipal officials have confirmed, the old building of the municipality of Prishtina also has a parking spot for persons with disabilities, but due to the works, the markings are currently not visible.

Visitors also observed that a counter has been leveled in the old municipal building to provide easier access to municipal services for wheelchair users.

⁵¹Law on Gender Equality, Article 3, Paragraph 1.15, and Article 6, Paragraph 8

⁵²<https://prishtinaonline.com/dreitorite/administrates>, 25 October 2023

⁵³https://prishtinaonline.com/uploads/6,1_plani_lokal_i_veprimit_per_mbrotjtje nga_dhuna_ne_familje_l.pdf, 25 October 2023

⁵⁴Kallxo.com online questionnaire with the Municipality of Prishtina, 25 October 2023

⁵⁵Statute of the Municipality of Prishtina, Article 47, items a, b, c

⁵⁶Kallxo.com team visit to the old building of the Municipality of Prishtina, 16 October 2023, Prishtina

Main Family Medicine Center Capacities - Prishtina

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No (more women)	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	Yes	Edukimi i stafit/studentëve për konventat ndërkombëtare	No
Tualetet e qasshme për persona me aftësi të kufizuar	Yes	Imponimi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	Yes

Main Family Medicine Center in Prishtina employs 195 people, of whom 141 employees or 72.30 percent are women, while only 54 employees or 27.7 percent are men. Women manage the work of the institution in several leadership positions, such as: chief officer, heads of units, chief nurses and lead nurses in charge of centers.⁵⁷ 80 percent of leadership positions are held by women.⁵⁸

The MFMC does not employ any non-Albanian employee, while it does employ a disabled person.⁵⁹

Access of persons with disabilities can almost be compared to other people, while the only flaw relates to the audio guidance for the blind.⁶⁰ There are ramps inside the building, an elevator, signs for the deaf, as well as adapted toilets, designated parking spots for persons with disabilities, but there is no audio guidance for the blind.⁶¹

The institution employs staff trained on human rights; however, they have not disseminated to its staff specifically: The Law on Protection against Discrimination, the Convention on the Rights of the Child, or the Istanbul Convention.⁶²

There is no procedure requiring disclosure of employees or patients sexual orientation.⁶³

The institution has not received any complaint of discrimination in employment or provision of services.⁶⁴

⁵⁷Kallxo.com questionnaire with the Main Family Medicine Center in Prishtina, 18 April 2023, Prishtina

⁵⁸Kallxo.com interview with Arzije Krasniqi - MFMC Prishtina, 18 April 2023

⁵⁹Kallxo.com questionnaire with the Main Family Medicine Center in Prishtina, 18 April 2023, Prishtina

⁶⁰Kallxo.com interview with Arzije Krasniqi - MFMC Prishtina, 18 April 2023

⁶¹Kallxo.com team visit to the MFMC Prishtina, 18 April 2023, Prishtina

⁶²Kallxo.com interview with Arzije Krasniqi - MFMC Prishtina, 18 April 2023

⁶³Kallxo.com interview with Arzije Krasniqi - MFMC Prishtina, 18 April 2023

⁶⁴Kallxo.com questionnaire with the Main Family Medicine Center in Prishtina, 18 April 2023, Prishtina

Family Medicine Center Capacities - Sunny Hill (Bregu i Diellit)

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	Yes
Përfaqësimi gjinor i barabartë	No (more women)	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	Yes	Edukimi i stafit/studentëve për konventat ndërkombëtare	No data
Tualetet e qasshme për persona me aftësi të kufizuar	Yes	Imponimi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	Yes

Family Medicine Center in Prishtina operates with 41 employees, of whom 38 employees or 92.68 percent are women, while only 3 employees or 7.32 percent are men.⁶⁵ Women are also represented in two leadership positions, the head of the FMC and chief nurse.⁶⁶

There are no non-Albanian employees there.⁶⁷

The Family Medicine Center in Sunny Hill offers designated parking spots for persons with disabilities, an elevator, easy access with ramps and doors with very low thresholds, toilets customized for this category, and the dimensions of the doors are suitable for wheelchair movement.⁶⁸ In this sense, this center fulfills the requirements for equal access of disabled persons.

The center has staff trained in human rights and there has been no case of complaints about discrimination. This Center has even been provided training by HANDIKOS on the rights of disabled patients/persons.⁶⁹

⁶⁵Kallxo.com Questionnaire with FMC in Sunny Hill, 25 April 2023, Prishtina

⁶⁶Kallxo.com Questionnaire with FMC in Sunny Hill, 25 April 2023, Prishtina

⁶⁷Kallxo.com Questionnaire with FMC in Sunny Hill, 25 April 2023, Prishtina

⁶⁸Kallxo.com Questionnaire with FMC in Sunny Hill, 25 April 2023

⁶⁹Kallxo.com Questionnaire with FMC in Sunny Hill, 25 April 2023, Prishtina

Limited capacity at “Sami Frashëri” High School - Prishtina

Grua/Gra në pozita udhëheqëse	No	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No (more women)	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	Yes	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	No	Shpërndarja me stafin/studentët e konventave ndërkombëtare	No
Tualete të qasshme për persona me aftësi të kufizuar	Yes	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	No

“Sami Frashëri” High School is one of the largest schools in the capital.

1002 students attend school, of whom 649 or 64.77 percent are female, 353 or 35.22 percent are male. The same trend prevails, with at least numerical dominance of girls/women, where with 45 employed women or 63.38 percent compared to 26 men or 36.32 percent, women make up the majority of workers. And yet both the director and his deputy are men.⁷⁰

The school does not meet the accessibility standards for persons with disabilities, as there is no access to the upper floors.

All that “Sami Frashëri” High School offers to persons with disabilities is the ramp at the entrance and the customized toilets,⁷¹ while there are no elevators, signs for the blind or deaf at this educational institution.⁷²

when there are students with disabilities in a classroom, school is required, to assign them classrooms on the first floor, with wheelchair access.⁷³

Meanwhile, the school has never conducted any special training programs for the staff on this phenomenon, while at the same time, there are no employees with disabilities, although it employs 71 workers. Moreover, there was never a High School dedicated vocational training program for persons with disabilities.⁷⁴

3 teachers from the Turkish community work there, while 65 students from the same community also attend this institution.⁷⁵

The school turns out not to have a standard form requiring the disclosure of sexual orientation of students or teachers.⁷⁶

The school has staff trained in human rights, but has not shared with staff or students the Istanbul Convention, the Law on Protection against Discrimination or the Convention on the Rights of the Child. No case of discrimination has been reported to the school, so no disciplinary proceedings have been initiated on these grounds.

⁷⁰Kallxo.com questionnaire with “Sami Frashëri” High School Prishtina, 20 April 2023, Prishtina

⁷¹Kallxo.com interview with the deputy director of the High School, Daut Selimi, 20 April 2023

⁷²Kallxo.com Team Visit to the “Sami Frashëri” High School, 20 April 2023, Prishtina

⁷³Kallxo.com interview with the Deputy Director of the High School, Daut Selimi, 20 April 2023 Prishtina

⁷⁴Kallxo.com interview with the Deputy Director of the High School, Daut Selimi, 20 April 2023 Prishtina

⁷⁵Kallxo.com questionnaire with “Sami Frashëri” High School Prishtina, 20 April 2023, Prishtina

⁷⁶Kallxo.com interview with the Deputy Director of the High School, Daut Selimi, 20 April 2023

Limited capacities at “Xhevdet Doda” High School - Prishtina

Grua/Gra në pozita udhëheqëse	No	Asistent për persona me aftësi të kufizuar	Yes
Përfaqësimi gjinor i barabartë	No (more women)	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	Partially	Edukimi i stafit/studentëve për konventat ndërkombëtare	Yes
Tualetet të qasshme për persona me aftësi të kufizuar	Yes (out of operation)	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	No

“Xhevdet Doda” High School with its 1169 students is the largest high school in the country. 712 girls or 60.90 percent and 457 boys or 39 percent study there. All of them belong to the Albanian ethnicity. The school has a total of 59 employees, of whom 62.71 percent or 37 workers are women, while 37.29 percent or 22 workers are men. ⁷⁷ Men are underrepresented in this public institution. The women in this school also carry out roles in the administration, in which case one woman holds the position of secretary and another the position of a pedagogue. ⁷⁸ But even in this institution, where women make up the vast majority of employees, their representation in leadership positions leaves much to desire. Currently, both the director and deputy director of the high school are men. ⁷⁹

There have been no reports of discrimination in this school, and no disciplinary procedure has been initiated regarding allegations of denial of equality. The school has staff trained in legal requirements and human rights, but has not shared with its staff or students the Istanbul Convention, the Law on Protection against Discrimination or the Convention on the Rights of the Child. The good news is that no case of discrimination has ever been reported, therefore no disciplinary procedure has ever been initiated on this basis. ⁸⁰

No procedure requires employees or high school students to disclose their sexual orientation. ⁸¹

The school does not have signs or audio guidance for the blind and deaf, nor an elevator, but there is a ramp at the entrance of the school and also a toilet customized for the needs of persons with disabilities. Since the school currently does not have any students or employees with disabilities, the school has decided to repurpose the use of these toilets. Here, the example of most schools reappears, and whenever there is a student with disabilities, the school would arrange the attendance of classes on the first floor. ⁸²

⁷⁷Kallxo.com questionnaire with “Xhevdet Doda” High School Prishtina, 20 April 2023, Prishtina

⁷⁸Kallxo.com interview with the Deputy Director of the Xhevdet Doda High School, Azem Jaha, 20 April 2023

⁷⁹Kallxo.com Team Visit to the “Xhevdet Doda” High School, 20 April 2023, Prishtina

⁸⁰Kallxo.com interview with Deputy Director of Xhevdet Doda High School, Azem Jaha, 20 April 2023, Prishtina

⁸¹Kallxo.com interview with Deputy Director of Xhevdet Doda High School, Azem Jaha, 20 April 2023, Prishtina

⁸²Kallxo.com questionnaire with “Xhevdet Doda” High School, 20 April 2023, Prishtina

Limited capacities of the Center for Social Work - Prishtina

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	Yes
Përfaqësimi gjinor i barabartë	No (more women)	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	No	Edukimi i stafit/studentëve për konventat ndërkombëtare	Yes
Tualete të qasshme për persona me aftësi të kufizuar	No	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	No	Punësimi i personave me aftësi të kufizuar	No

The Centre for Social Work is made of 49 workers, of whom 36 or 73.46 percent are women, and 11 or 26.54 percent are men⁸³.

Women in this institution hold a number of leadership positions, including: head of the unit, head of the social service - three women, head of the social assistance scheme - three women, head of the administration department, on the other hand, men only hold two leading positions in the institution.⁸⁴

The main branch of the Center for Social Work, which would make citizens feel closer to state care, has major issues with the infrastructure for people with disabilities. There are no ramps, no elevators, no signs or audio guidance for the blind and deaf.⁸⁵

There are no employees from the country's minority communities, and no employees with disabilities. However, the institution has an assistant who serves people with disabilities.⁸⁶

This institution's staff is trained on human rights legislation. Furthermore, they have shared with the staff: The Law on Protection against Discrimination, the Istanbul Convention and the Convention on the Rights of the Child. More than 10 training workshops on the Istanbul Convention have been provided to the staff of the CSW in Prishtina.⁸⁷

In this institution, no procedure has been initiated on the basis of discrimination complaints, while at the same time, this CSW has not developed any special programs for victims of violence, discrimination or harassment.⁸⁸

⁸³Kallxo.com questionnaire with CSW - Prishtina, 26 April 2023

⁸⁴Kallxo.com questionnaire with CSW - Prishtina, 26 April 2023

⁸⁵Kallxo.com's visit to the Center for Social Work facility, 26 April 2023, Prishtina

⁸⁶Kallxo.com's visit to the Center for Social Work facility, 26 April 2023, Prishtina

⁸⁷Interview with Vebi Mujku, director of CSW Prishtina, 26 April 2023, Prishtina

⁸⁸Interview with Vebi Mujku, director of CSW Prishtina, 26 April 2023, Prishtina

Limited capacities of the Youth Palace in Prishtina

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	No
Infrastruktura për persona me aftësi të kufizuar	Partially	Edukimi i stafit/studentëve për konventat ndërkombëtare	No
Tualete të qasshme për persona me aftësi të kufizuar	No	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	No

The Palace of Youth is the largest sports facility, which also consists of sports halls and spaces for cultural and sports activities.⁸⁹ The facility employs 99 employees, of whom 74 or 74.74% are men, and 26 or 25.26% are women. Despite this, women manage the work of the institution in several leadership positions, including: the chief executive, four chiefs of sections.⁹⁰

Despite an extensive period of operation, only last year the Youth Palace built a ramp for access to the Palace for persons with disabilities, while the ramp that provides access to the Red Hall is still a temporary structure. However, the public institution, which on the initiative of the former mayor, Shpend Ahmeti, came under the umbrella of the Municipality of Prishtina, should remove this temporary fixture and build one that meets the standards. Another obvious infrastructural element is the lack of thresholds, which facilitates movement of this category of people,⁹¹ yet on the other hand, the absence of elevators renders access difficult. Another disappointing element is the lack of customized toilets.⁹² There are no declared employees belonging to this category, nor any assistants specifically dedicated to this category. However, the management claims that they are planning the budget and developing projects which they believe will enable provision of employment to such people in the Youth Palace. The staff has not attended any special vocational training program for persons with disabilities.⁹³

The ethnic structure of the employees is quite homogeneous, they are all Albanians.⁹⁴

The institution does not have any standard procedure which would require employees or other persons working in to disclose whether they are a part of the LGBTI+ community.⁹⁵

Moreover, staff members have received: The Law on Protection against Discrimination, the Istanbul Convention and the Convention on the Rights of the Child⁹⁶.

In this institution, no proceedings on the grounds of discrimination have been initiated.⁹⁷

⁸⁹<https://manifesta14.org/sq/venue/pallati-i-rinise-dhe-sporteve/>, 23 10 2023

⁹⁰Kallxo.com questionnaire with the Youth Palace, April 25, 2023, Prishtina

⁹¹Kallxo.com interview with the head of NPL "Youth Palace" Mrika Gashi, April 25, 2023, Prishtina

⁹²Kallxo.com Visit to the Youth Palace, 25 April 2023, Prishtina

⁹³Kallxo.com interview with the head of NPL "Youth Palace" Mrika Gashi, 25 April 2023, Prishtina

⁹⁴Kallxo.com questionnaire with the Youth Palace, 25 April 2023, Prishtina

⁹⁵Kallxo.com interview with the head of NPL "Youth Palace" Mrika Gashi, 25 April 2023, Prishtina

⁹⁶Kallxo.com interview with the head of NPL "Youth Palace" Mrika Gashi, 25 April 2023, Prishtina

⁹⁷Kallxo.com questionnaire with the Youth Palace, 25 April 2023, Prishtina



Challenges in the Municipality of Lipjan

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	Yes	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	Yes	Edukimi i stafit/studentëve për konventat ndërkombëtare	No data
Tualete të qasshme për persona me aftësi të kufizuar	Yes	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No data
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	Yes

190 employees are employed in the municipal building, of whom 124 are men or 65 percent and 66 are women or 37.73 percent.⁹⁸ This situation points to unequal gender representation in relation to the provisions of the Law on Gender Equality, which requires that the representation be 50-50.⁹⁹ However, women manage this key local institution in several leadership positions, including: chief of section, head of municipal department, spokeswoman of the municipality, etc...¹⁰⁰

The municipality is located in the new facility inaugurated on 28 November 2022, and it does have ramps, an elevator, toilets, Braille script printer, special parking spots for persons with disabilities. Three citizens of the municipality of Lipjan with disabilities are employees of the municipality.¹⁰¹ This means that the municipal building meets the legal criteria for non-discrimination, as well as the involvement of this category of society.

The ethnic make-up of the staff is quite heterogeneous, four employees from Ashkali and Serbian communities work there.

The municipal staff has been trained on human rights legislation. There is even a special council established for persons with disabilities consisting of 13 people.¹⁰²

⁹⁸Kallxo.com questionnaire with the Municipality of Lipjan, April 27, 2023, Lipjan

⁹⁹Law on Gender Equality, Article 3, para. 1.15, Article 6, para 1.8

¹⁰⁰Kallxo.com questionnaire with the Municipality of Lipjan, April 25, 2023, Lipjan

¹⁰¹The visit of the Kallxo.com team to the building of the Municipality of Lipjan, April 27, 2023, Lipjan

¹⁰²Kallxo.com questionnaire with the Municipality of Lipjan, April 27, 2023, Lipjan

Family Medicine Center - Lipjan

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	Yes	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	Yes	Edukimi i stafit/studentëve për konventat ndërkombëtare	Yes
Tualete të qasshme për persona me aftësi të kufizuar	No	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	No data	Punësimi i personave me aftësi të kufizuar	Yes

Main Family Medicine Center “Dr. Mehdi Zejnullahu” - Lipjan is a workplace for 88 people. 49 men, or 55.68 percent and 34 women or 38.63 percent, are employed there.¹⁰³ This gender structure of employees is contrary to the requirements for 50-50 gender representation as per the Law on Gender Equality.

MFMC employs different communities, in addition to the Albanian majority, one worker from the Ashkali community, one Croat and two Serbian workers also work there. MFMC also employs four workers with disabilities in the work processes, including a nurse, a doctor and two technical workers.¹⁰⁴

The building does provide optimal access for persons with disabilities, thereby meeting the legal requirements, namely: there are ramps, an elevator, a toilet on the first floor, though it does not accommodate the persons, designated parking spots for this category, while the rooms and halls have no impediments.¹⁰⁵

The MFMC has staff trained on the legal regulations for human rights, but it claims that it has never received a complaint on discrimination, so it has never initiated any proceedings to deal with something like that. Also, there was never any special vocational training program for persons with disabilities.¹⁰⁶

¹⁰³Kallxo.com questionnaire with MFMC “Dr. Mehdi Zejnullahu” - Lipjan, 27 April 2023, Lipjan

¹⁰⁴Kallxo.com questionnaire with MFMC “Dr. Mehdi Zejnullahu” - Lipjan, 27 April 2023, Lipjan

¹⁰⁵The visit of the Kallxo.com team to MFMC “Dr. Mehdi Zejnullahu” - Lipjan, 27 April 2023, Lipjan

¹⁰⁶Kallxo.com questionnaire with MFMC “Dr. Mehdi Zejnullahu” - Lipjan, 27 April 2023, Lipjan

Limited capacities of the Center for Social Work - Lipjan

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No (more women)	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	Yes	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	Yes	Edukimi i stafit/studentëve për konventat ndërkombëtare	Yes
Tualete të qasshme për persona me aftësi të kufizuar	Partially	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	Yes
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	Yes

The Centre for Social Work is a workplace for 13 people, of whom 9 or 69.23 percent are women, and only 4 or 30.76 percent are men¹⁰⁷. Of the leading positions, one woman is the director of the CSW.¹⁰⁸

The CSW also has employees from minority communities in the country, namely one worker of Serbian ethnicity. There are also employees with disabilities, one hold an administration position.¹⁰⁹

The access for the disabled leaves much to desire, the first floor offers access, a ramp, no thresholds for the halls, while it lacks: elevator, signs and audio guidance for the blind and deaf, customized toilets.¹¹⁰ However, the center is now due for a construction project, which would provide access for persons with disabilities, funded by the “EU for all” project, together with MLGA.¹¹¹

One community employee works within the CSW, namely a Serb, who is employed as a social scheme and assistance officer. Internships have also been attended by interns of Serbian, Roma and Ashkali ethnicity. In additions, the institution has an employee with disabilities in the administration.¹¹²

All members of the LGBTI+ community, if needed, are treated with the greatest possible dignity, like any citizen, without distinction. Although such cases presented to the Center are few. The forms always require disclosure of sexual orientation, however there is a possibility of an alternative disclosure.¹¹³

The institution does not have an assistant for persons with disabilities, but the CSW has staff trained on human rights legal regulations. Management has been careful to share with staff: The Istanbul Convention, the Convention on Human Rights, and the Law against Discrimination. The center has collaborated with the NGO “Polis” to provide services for children with disabilities, and currently plans integrated services with UNICEF.¹¹⁴

¹⁰⁷Kallxo.com questionnaire with the CSW Lipjan, 27 April 2023, Lipjan

¹⁰⁸Kallxo.com questionnaire with the CSW Lipjan, 27 April 2023, Lipjan

¹⁰⁹Kallxo.com questionnaire with the CSW Lipjan, 27 April 2023, Lipjan

¹¹⁰Kallxo.com Team Visit to the CSW Lipjan, 27 April 2023, Prishtina

¹¹¹Kallxo.com interview with Makfirete Shamolli, Director of CSW Lipjan, 27 April 2023, Lipjan

¹¹²Kallxo.com interview with Makfirete Shamolli, Director of CSW Lipjan, 27 April 2023, Lipjan

¹¹³Kallxo.com interview with Makfirete Shamolli, Director of CSW Lipjan, 27 April 2023, Lipjan

¹¹⁴Kallxo.com questionnaire with CSW Lipjan, 27 April 2023, Lipjan

Limited Capacities of the Primary School “Ismajl Luma” - Lipjan

Grua/Gra në pozita udhëheqëse	No	Asistent për persona me aftësi të kufizuar	Yes
Përfaqësimi gjinor i barabartë	No (at the detriment to men)	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	Partially	Edukimi i stafit/studentëve për konventat ndërkombëtare	Yes
Tualete të qasshme për persona me aftësi të kufizuar	Yes	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	No

“Ismajl Luma” primary school in Lipjan has 724 students, of whom 388 are boys or 53.59 percent and 336 are girls or 46.40 percent. Currently, 56 workers are employed, of whom 41 are women or 73.21 percent and 15 are men or 26.78 percent. In addition to being teachers and cleaners, women also hold the positions of school psychologists and speech therapist, while the management of the school is trusted to a man. ¹¹⁵

Approximately 100 students from the Ashkali community attend classes with other students in this school, however there are no employees from the communities. In addition, there are no employees with disabilities either. ¹¹⁶

In terms of access of persons with disabilities, the school offers easy access to the first floor with a ramp, customized toilet on the first floor, but there are no customized toilets for persons with disabilities on the upper floors. The school has no elevator, no signs and audio guidance for the deaf or blind, nor designated parking spots for this category. On the other hand, the school also has women psychologist, speech therapist and assistants who support the children. During the classes, three different assistants are engaged, one by the municipality, the other by the association of children with disabilities, and another volunteer assistant. We also have a speech therapist. In general, the school has staff trained to work with children. ¹¹⁷

Student’s Rights Regulation is displayed at the entrance of the school. ¹¹⁸ The school has staff trained on human rights legal instruments. The school management shared with the staff the Istanbul Convention, the Law on Protection against Discrimination, the Convention on the Rights of the Child. Moreover, legal updates are continuously paid attention to, through hard or electronic copies in e-mail and joint groups. ¹¹⁹

The school has not received any report or complaint on discrimination; hence it has not initiated any procedure related to it. However, in cases of any harassment or discrimination, the case is handled by the psychologist and other support staff, teachers and homeroom teachers. ¹²⁰

The school has no standard procedures requiring students or staff to disclose their sexual orientation. ¹²¹

¹¹⁵Kallxo.com questionnaire with Shfmu “Ismajl Luma” Lipjan, 27 April 2023, Lipjan

¹¹⁶Kallxo.com questionnaire with Shfmu “Ismajl Luma” Lipjan, 27 April 2023, Lipjan

¹¹⁷Kallxo.com interview with the Director of Shfmu “Ismajl Luma” Driton Sadiku, 27 April 2023, Lipjan

¹¹⁸Kallxo.com team visit to Shfmu Shfmu “Ismajl Luma” Lipjan, 27 April 2023, Lipjan

¹¹⁹Kallxo.com interview with the director of Shfmu “Ismajl Luma” Driton Sadiku, 27 April 2023, Lipjan

¹²⁰Kallxo.com questionnaire with Shfmu “Ismajl Luma” Lipjan, 27 April 2023, Lipjan

¹²¹Kallxo.com interview with the director of Shfmu “Ismajl Luma” Driton Sadiku, 27 April 2023, Lipjan

Limited Capacities of the High School - Grammar School “Ulpiana” - Lipjan

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	No	Edukimi i stafit/studentëve për konventat ndërkombëtare	No
Tualete të qasshme për persona me aftësi të kufizuar	No	Imponomi i deklaramit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	No

“Ulpiana” grammar school has 1363 high school students, of whom 808 girls or 59.28 percent and 555 boys or 40.71 percent. This school employs 83 persons, of whom 49 men or 59.03 percent and 35 women or 40.96 percent. In addition to working as teachers and cleaners, women also hold the position of school administrator and psychologist, while the positions of director and deputy director are held by men.¹²²

Students from: Roma, Ashkali, Egyptian communities also attend classes, and are included in joint classes with the rest of the majority. Subsequently, there are no employees of other ethnicities/communities, besides the Albanian one.¹²³

When it comes to access of persons with disabilities, there are ramps or toilets available on the first floor, however there is no elevator or other alternative access to the second and third floors. The classrooms do not have thresholds; however, the toilets have thresholds and are not customized to meet the needs of persons with disabilities. Signs and audio guidance for the blind and deaf are also lacking. There are no specifically designated parking spots for this category.¹²⁴

School has staff trained on human rights legal instruments. The staff has even attended training on children’s rights. This educational institution also has the school internal regulation, which foresees the conduct of both employees and students therein. This regulation is continuously provided to teachers, who read it in front of the students. More specifically, the Istanbul Convention or the Law on Protection against Discrimination have not been distributed to the staff.¹²⁵

The school has not received any reports of discrimination and hence has not developed any procedures to deal with it. However, the school has a separate office within the school with a trained team of teachers and students on discrimination and human rights violations. They deal with such cases.

¹²²Kallxo.com questionnaire with “Ulpiana” Grammar School, Lipjan, 27 April 2023, Lipjan

¹²³Kallxo.com questionnaire with “Ulpiana” Grammar School, Lipjan, 27 April 2023, Lipjan

¹²⁴Kallxo.com team visit to “Ulpiana” Grammar School, Lipjan, 27 April 2023, Lipjan

¹²⁵Kallxo.com interview with the principal of “Ulpiana” Grammar School Lipjan, Semir Gashi, 27 April 2023, Lipjan



Challenges of Graçanica Municipality



The Municipality of Graçanica offers a ramp for persons with disabilities in most public institutions, including schools, health institutions and other municipal facilities. In addition, the municipality also has a designated parking spot for persons with disabilities on public streets.¹²⁶ However, although many public institutions lack elevators and sometimes even ramps, and signs for the blind and deaf everywhere,¹²⁷ the municipality had made efforts to provide all the facilities enabling access of this category to the new public buildings. They are currently operating only with the municipal budget, without any donors in this segment.

Graçanica Public Services Directorate employs only one employee with disabilities in the Department of Education and Culture, within its support staff. The local bodies have not taken measures to comply with the legal requirement that out of every 50 employees, every 51st is a person with disabilities.

However, local bodies have been careful not to create grounds for discrimination and have not imposed any procedure against the recipients of services in the municipality, employees, or students to disclose their sexual orientation.

In this Serbian governance unit, the majority of students are Serb, 85.35 percent, other communities make up 11.85 percent, and Albanian students make up 2.80 percent.¹²⁸ The local government does not provide access to data on how many separate non-Serbian schools or classes operate within the municipality, or if they have any internal legal act that regulates the establishment of such educational institutions.¹²⁹

4 Albanians and 2 Gorani community members work in the municipal executive, while two workers from other communities, work in Department of Education and Culture, as employees coming from non-majority communities. When it comes to administration, one of them is an administrative officer, the other is a support staff, while in the local executive, one serves as the Deputy Mayor for Communities, the other serves as the Head of the Office for Communities and Return, one is a translator, one officer for parliamentary affairs, as well as two building inspectors. A total of two persons hold the managerial positions.¹³⁰

¹²⁶E-mail response of Municipality of Graçanica to Kallxo.com questionnaire, 16 October 2023

¹²⁷Kallxo.com team visit to Graçanicë, 5 October 2023, Lipjan

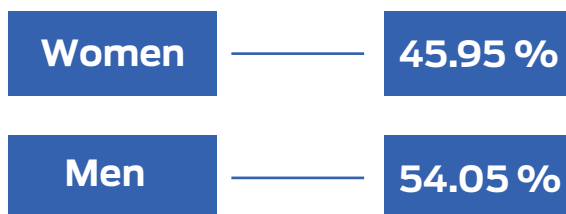
¹²⁸E-mail response of Municipality of Graçanica to Kallxo.com questionnaire, 16 October 2023

¹²⁹Email correspondence of Kallxo.com team with the Municipality of Graçanica, 10 October 2023.

¹³⁰E-mail response of Municipality of Graçanica to Kallxo.com questionnaire, 16 October 2023

The municipality does not have a specific policy that encourages education of girls or their employment. Gender representation is as follows:

Municipal Executive:



Department of Culture and Education:



This implies that the Municipality of Graçanica does not comply with the legal requirements of having 50-50 gender representation in public institutions.

It can be seen from the visit to the Municipality of Graçanica that the facility of this municipality provides access for persons with disabilities, through ramps.

Parking lot in front of the municipal building, also has a designated parking spot for persons with disabilities. In addition, there is no audio guidance for the blind and signs for the deaf.¹³¹ This implies that the municipality in question only partially fulfills the legal requirements related to persons with disabilities. The Municipality of Graçanica has also not made available data on women in leadership positions, or whether the Istanbul Convention, the Convention on the Rights of the Child or the Law on Protection against Discrimination have been shared with staff or students.¹³²

It can be seen from the visit to the Municipality of Graçanica, that the municipal facility provides access to persons with disabilities, namely to all persons in wheelchair, as there is a ramp.

There is also a designated parking spot for persons with disabilities in the parking lot in front of the municipal building.

¹³¹Kallxo.com team visit to the Municipality of Graçanica, 5 October 2023, Graçanica
¹³²Kallxo.com E-mail correspondence with Municipality of Graçanica, 16 October 2023

Capacities of the Main Family Medicine Center - Graçanica

The data from the monitoring show that the facility of the Main Family Medicine Center in Graçanica, at its entrance, is accessible to persons with disabilities, as there are no stairs and thresholds, so the entrance includes a ramp, that facilitates access of persons with disabilities.¹³³

Moreover, it can also be seen that the facility has no designated parking spot for persons with disabilities, while the toilets have not been customized based on the needs of this category, there is also no elevator for the second floor, which would allow access to this part to persons with disabilities. These data reflect the fact that this institution fulfills the legal requirements for this category to the minimum only.

This institution has not agreed to cooperate in order to provide other data for the needs of this report.

¹³³Kallxo.com team visit to the Municipality of Graçanica, 5 October 2023, Graçanica

Capacities of “Ditët e Minorit” School - Kishnicë

Grua/Gra në pozita udhëheqëse	No	Asistent për persona me aftësi të kufizuar	Yes
Përfaqësimi gjinor i barabartë	No (at the detriment to men)	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	No
Infrastruktura për persona me aftësi të kufizuar	Partially	Edukimi i stafit/studentëve për konventat ndërkombëtare	No
Tualete të qasshme për persona me aftësi të kufizuar	Yes	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	No

“Ditët e Minorit” school from Kishnica is one of the few schools with an Albanian majority in Graçanica. It employs 24 teachers, out of whom 13 or 54.16 percent are women and 11 or 45.83 percent are men. Although women make up the majority of staff by a slight margin, they do not hold the only leadership role of the school of this size - its principal.¹³⁴

The school has a total of 154 students, 77 girls and 79 boys, and with the exception of three students from the Roma community, all are Albanians.¹³⁵

The school is a new facility, fortunately the benefits of timely planning have been used and great care has been paid to persons with disabilities. The school has a ramp at the entrance, has flat thresholds, a toilet customized for this category, signs for the deaf. However, it lacks the elevator for the second floor as well as audio guidance for the deaf. An assistant serving a student in a wheelchair is engaged, but he/she did not attend a specific vocational training program for persons with disabilities nor did any other employee with disabilities.¹³⁶

The school not only lacks a standard procedure requiring disclosure of sexual orientation, but its leadership considers this as everyone’s right and, according to them, everyone should feel the way they wish.¹³⁷

School staff are aware of the Law on Protection against Discrimination; however, the school says it had not shared with them: The Convention on the Rights of the Child and the Istanbul Convention.¹³⁸

¹³⁴Kallxo.com questionnaire with Sh.fmu “Ditët e Minorit”, 10 April 2023, Kishnicë, Graçanicë

¹³⁵Kallxo.com questionnaire with Sh.fmu “Ditët e Minorit”, 10 April 2023, Kishnicë, Graçanicë

¹³⁶Kallxo.com team’s visit to Shfmu “Ditët e Minorit”, 10 April 2023, Kishnica,

¹³⁷Kallxo.com interview with Vezir Bytyqi, Principal of “Ditët e Minorit” school, 10 April 2023, Kishnica, Prishtina

¹³⁸Kallxo.com interview with Vezir Bytyqi, Principal of “Ditët e Minorit” school, 10 April 2023, Kishnica, Prishtina



Challenges in the Municipality of Gjilan

Municipality of Gjilan is another municipality with pronounced deficiencies in the infrastructure related to persons with disabilities. This municipality has empirical data on this aspect only when it comes to schools, whereby 90% of schools have ramps, and only 6 of them have customized toilets.¹³⁹ This situation reflects a very low level of meeting infrastructural needs in relation to the legal requirements, based on which there should be an elevator, audio guidance for the blind, and signs for the deaf. Moreover, at this moment, this governing body of the people of Gjilan does not have any project or active cooperation, which would mark the start of the implementation of prospective vision regarding this aspect. All this while having over 200 students with disabilities, notwithstanding other age groups. Although these students are not offered the proper infrastructure, nor are they financially supported by the Directorate of Education, they are assisted in their school life by providing assistants, interpreters, supporting educators and teachers.¹⁴⁰

The municipality of Gjilan, which has a total of 12 directorates, has a pronounced gender disproportion, only 4 women or 33.33 percent are directors compared to 8 men or 66.66 percent of the total number of directors.¹⁴¹ Equal gender representation is also legally binding for decision-making levels.¹⁴²

¹³⁹Kallxo.com E-mail correspondence with Municipality of Gjilan, 1 November 2023

¹⁴⁰Kallxo.com E-mail correspondence with Municipality of Gjilan, 1 November 2023

¹⁴¹<https://kk.rks-gov.net/gjilan/nees/dreitoret-komunale-te-gjilanit-prezantojne-punen-3-mujore-janar-mars-2023/>, 27 October 2023

¹⁴²Law on Gender Equality, Article 3, Paragraph 1.15

Capacities of the Administration Directorate - Municipality of Gjilan

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	Yes
Përfaqësimi gjinor i barabartë	No	Ankesa për diskriminim në institucionin tuaj	Yes
Punësimi i komuniteteve	Yes	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	Partially	Edukimi i stafit/studentëve për konventat ndërkombëtare	Partially
Tualetet e qasshme për persona me aftësi të kufizuar	No	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	No data	Punësimi i personave me aftësi të kufizuar	Yes

The permanent management of the Directorate of Administration in the Municipality of Gjilan consists of a total of 42 people, of whom 28 or 66.66 percent are men, and 14 or 33.33 percent are women.¹⁴³ This situation reflects unequal gender representation based on the requirements of the Law on Gender Equality, requiring every public institution to have a 50-50 gender representation.¹⁴⁴ The Administration Directorate itself is run by a woman.¹⁴⁵

In addition to the Albanian majority, a Roma and a Serb are also employed in the directorates. The first serves at the Center for Citizen Services, receives all requests addressed to the officials of the Municipal Center, while the other official works in the civil registry, provides citizens with documents, registers births and deaths.¹⁴⁶

The latest investments in the administration facility date from less than two years ago. These investments have brought some improvements towards the fulfillment of the obligations arising in terms of providing equal access to persons with disabilities. Ramps were built, at the entrance of the building but also inside it. However, signs and adequate audio guidance for the deaf and blind have been left aside, there are no designated parking slots for this category, and the toilet located on the first floor has not been customized. It is positive that there is an assistant within the institution in case of need for persons with disabilities. Municipal officials have held trainings for persons with disabilities, those having speech impediments, sign language.¹⁴⁷

Gjilan municipal administration has staff trained on human rights legal instruments. In this administration, which operates in a facility separate from the political staff of the mayor, a complaint related to discrimination was filed verbally only once, three years ago, and it related to discrimination against the Roma community.¹⁴⁸

The Law on Protection against Discrimination and its consequences have been distributed to the administration. Officials are also well informed in relation to children's rights, but not on the Istanbul Convention.¹⁴⁹

¹⁴³Kallxo.com questionnaire with the Directorate of Administration - Municipality of Gjilan, 3 May 2023, Gjilan

¹⁴⁴Law on Gender Equality, Article 3, Paragraph 1.15, Article 6, Paragraph 8

¹⁴⁵<https://kk.rks-gov.net/gjilan/administrate/>, 27 October 2023

¹⁴⁶Kallxo.com interview with Ardian Foniqi, official - Directorate of Administration, Municipality of Gjilan, 3 May 2023

¹⁴⁷Kallxo.com team visit to the Directorate of Administration, Municipality of Gjilan, 3 May 2023, Gjilan

¹⁴⁸Kallxo.com questionnaire with the Directorate of Administration - Municipality of Gjilan, 3 May 2023, Gjilan

¹⁴⁹Kallxo.com interview with Ardian Foniqi, official - Directorate of Administration, Municipality of Gjilan, 3 May 2023

Capacities of the Main Family Medicine Center - Gjilan

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No (at the detriment to men)	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	Yes	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	No
Infrastruktura për persona me aftësi të kufizuar	Partially	Edukimi i stafit/studentëve për konventat ndërkombëtare	No
Tualete të qasshme për persona me aftësi të kufizuar	Yes	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	No data	Punësimi i personave me aftësi të kufizuar	No

Main Family Medicine Center “Dr. Nagip Rexhepi” has 240 employees, of whom 183 or 76.25 percent are women and 77 or 32.08 percent of employees are men.¹⁵⁰ Women manage the work of the institution from a number of leadership positions, including: director, head of services, acting head nurse and responsible nurses. The ethnic composition of the staff is more diverse, in addition to the Albanian majority, Turks and Roma also work there.¹⁵¹

This MFMC is located in a new facility and has only been in operation since July 2022, the time advantage has ensured greater care in adapting the facility to the needs of persons with disabilities. The facility has a designated parking, elevators, 10 separate customized toilets, signs in the corridors, no thresholds. However, there is a need to work on providing audio guidance for the blind.¹⁵² Despite the high number of employees, no persons with disabilities works in this health institution. Other existing staff have not attended any special vocational training programs for working with persons with disabilities.¹⁵³

This institution has no standard procedure that requires disclosure of sexual orientation of its employees or service recipients. However, this is not necessarily the choice of the institution, MFMC is served with forms and procedures by the Ministry of Health and the Institute of Public Health.¹⁵⁴

MFMC has no staff trained on the legal regulation. Moreover, the Institution has no code of conduct or ethical regulations. In this sense, fortunately they have not had any reports or complaints on the grounds of discrimination.

¹⁵⁰Kallxo.com questionnaire with QKMF “Dr. Nagip Rexhepi”, 3 May 2023, Gjilan

¹⁵¹Kallxo.com questionnaire with QKMF “Dr. Nagip Rexhepi”, 3 May 2023, Gjilan

¹⁵²Kallxo.com visit to the QKMF facility “Dr. Nagip Rexhepi”, 3 May 2023, Gjilan

¹⁵³Kallxo.com questionnaire with QKMF “Dr. Nagip Rexhepi”, 3 May 2023, Gjilan

¹⁵⁴Kallxo.com interview with Arbenita Hajdari - Director, QKMF “Dr. Nagip Rexhepi”, 3 May 2023, Gjilan

Limited Capacities of Center for Social Work - Gjilan

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No <small>(at the detriment to men)</small>	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	Yes	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	No	Edukimi i stafit/studentëve për konventat ndërkombëtare	Yes
Tualete të qasshme për persona me aftësi të kufizuar	No	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No data
Vizioni për përshtatjen e hapësirave	No	Punësimi i personave me aftësi të kufizuar	Yes

The Center for Social Work in Gjilan has 11 employees, of whom 8 or 72.72 percent are women and 3 or 27.27 percent are men.¹⁵⁵

In addition to Albanians, a Serb assistance officer also works in this Center.¹⁵⁶ The Center employs one employee with disabilities with a regular contract and two service contract employees.

CSW facility was renovated 10 years ago, and since then there have been no initiatives to continue with its further adaptation for persons with disabilities. This institution barely fulfills the legal requirements for equal access for those with disabilities. Only one ramp on the first floor is intended for this category, while there is no elevator on the second floor or any other alternative access, the toilets are not customized, there is also no audio guidance and signs for the deaf and blind.¹⁵⁷

The staff followed the special vocational training program for persons with disabilities, implemented in cooperation with HANDIKOS focused on working with persons with such needs.¹⁵⁸

CSW has staff trained on human rights legal instruments. Complaints about discrimination have only been received verbally, but no one has formally filed a complaint in relation to this.¹⁵⁹

This institution is informed and has shared with the staff: The Law on Protection against Discrimination, the Istanbul Convention and the Convention on the Rights of the Child.¹⁶⁰

¹⁵⁵QPS questionnaire - Gjilan with Kallxo.com, 3 May 2023, Gjilan

¹⁵⁶Interview with QPS Director - Gjilan, Mursel Zymeri, 3 May 2023, Gjilan

¹⁵⁷Kallxo.com team visit to the QPS in Gjilan, 3 May 2023, Gjilan

¹⁵⁸QPS questionnaire - Gjilan with Kallxo.com, 3 May 2023, Gjilan

¹⁵⁹QPS questionnaire - Gjilan with Kallxo.com, 3 May 2023, Gjilan

¹⁶⁰Interview with QPS Director - Gjilan, Mursel Zymeri, 3 May 2023, Gjilan

Limited Capacities at “Zenel Hajdini” High School - Gjilan

Grua/Gra në pozita udhëheqëse	No	Asistent për persona me aftësi të kufizuar	Yes
Përfaqësimi gjinor i barabartë	No data	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Yes
Infrastruktura për persona me aftësi të kufizuar	No	Edukimi i stafit/studentëve për konventat ndërkombëtare	No
Tualetet e qasshme për persona me aftësi të kufizuar	Yes	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	No	Punësimi i personave me aftësi të kufizuar	No

“Zenel Hajdini” grammar school employs 68 employees and is attended by 760 students. Women are not part of the school management, the ethnic structure of the school is completely homogeneous, both its employees and students, are all Albanians.¹⁶¹

The most recent infrastructure investments were done 3 years ago. Despite the fact that the investments have been done quite late, many obligations arising from the law that ensures equal access of persons with disabilities have not been complied with. The school has a ramp on the first floor, but there is no elevator to the second floor, no signs or adequate audio guidance for the deaf and blind, and not even a toilet customized for this category. All this while having 3 students with such needs attending classes there. The school has an assistant for persons who do not have good sight, i.e. a sign language interpreter. While the rest of the teachers did not follow any special professional training program, for working with persons with disabilities.¹⁶²

The school has staff trained on human rights regulations. Through the handbooks provided by some NGOs, they are well informed on children's rights, including the Convention on the Rights of the Child. However, the management did not care to share the Istanbul Convention or the Law on Protection against Discrimination with the staff or the students. Currently, the order and rights in the school are defined by the school Code of Conduct.¹⁶³

No standard procedure requires disclosure of sexual orientation of employees or students. Nor has the school ever received a report or complaint about this topic or any other motive that would provide grounds for discrimination. Students' Council operates in the framework of this educational institution, which organizes debates to raise awareness of students against bullying. The institution itself supports the Council and gives it space to organize debates and workshops on these topics.¹⁶⁴

¹⁶¹Kallxo.com questionnaire with “Zenel Hajdini” Grammar School, 3 May 2023, Gjilan

¹⁶²Kallxo.com interview with Shkelqim Latifi - coordinator of the “Zenel Hajdini” Grammar School, 3 May 2023, Gjilan

¹⁶³Kallxo.com interview with Shkelqim Latifi - coordinator of the “Zenel Hajdini” Grammar School, 3 May 2023, Gjilan

¹⁶⁴Kallxo.com questionnaire with “Zenel Hajdini” Grammar School, 3 May 2023, Gjilan



Challenges of Municipality of Viti

Grua/Gra në pozita udhëheqëse	Yes	Asistent për persona me aftësi të kufizuar	No data
Përfaqësimi gjinor i barabartë	No	Ankesa për diskriminim në institucionin tuaj	Yes
Punësimi i komuniteteve	Yes	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	Partially
Infrastruktura për persona me aftësi të kufizuar	Partially	Edukimi i stafit/studentëve për konventat ndërkombëtare	Partially
Tualetet e qasshme për persona me aftësi të kufizuar	Yes	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	No

The Municipality of Viti has a total of 1160 employees, of whom 524 or 45.17% are women, while 636 or 54.82% are men.¹⁶⁵ This points to an unequal gender representation based on the requirements of the Law on Gender Equality, which requires every public institution to have 50-50 gender representation.¹⁶⁶

Gender differences are also open in the municipal directorates, where out of 9, 6 are headed by men and only 3 by women.¹⁶⁷ The obligation for equal gender representation is also legally binding for decision-making levels. MFMC in this town is also headed by a woman while 4 out of a total of 17 schools are run by women.¹⁶⁸

A practice which, however, can be taken as an affirmative measure for girls/women, is that the regulation on scholarships for students, provides that, under equal conditions, when giving scholarships, priority should be given to girls.¹⁶⁹

Currently, there are no signs or audio guidance in the Municipality of Viti, dedicated for the blind and the deaf, nor elevators or toilets customized to the needs of persons with disabilities.¹⁷⁰ However, road infrastructure, such as sidewalks, municipal administration facilities are arranged with ramps and parking slots designated for persons with disabilities. However, municipal planning envisages a dropper for blind persons, which will be arranged on the town square (and is co-funded with the Kosovar Center for Public Safety), as well as two road infrastructure projects, the construction of two sidewalks on two local roads (with ramps for PWDs) and two promenades. Currently, elevator is being installed in the town's MFMC.¹⁷¹ All these shortcomings prevail despite the fact that 40 students in the entire municipality needing them, attend school, and municipal institutions employ only one woman in this category as the receptionist at the MFMC. Such a number of employees in public institutions is not sufficient vis-a-vis the mandatory representation provided by the law, according to which one person with disabilities has to be employed on every fifty employees.¹⁷²

¹⁶⁵Kallxo.com E-mail correspondence with Sokol Haliti - Mayor of the Municipality of Viti, 11 October 2023

¹⁶⁶Law on Gender Equality, Article 3, Paragraph 1.15, Article 6, Paragraph 8

¹⁶⁷<https://kk.rks-gov.net/viti/dreitorive/>, 27 October 2023

¹⁶⁸Law on Gender Equality, Article 3, Paragraph 1.15

¹⁶⁹Kallxo.com E-mail correspondence with Sokol Haliti - Mayor of the Municipality of Viti, 11 October 2023

¹⁷⁰Kallxo.com E-mail correspondence with Sokol Haliti - Mayor of the Municipality of Viti, 11 October 2023

¹⁷¹Kallxo.com E-mail correspondence with Sokol Haliti - Mayor of the Municipality of Viti, 11 October 2023

¹⁷²Law on Training, Vocational Development and Employment of Persons with Disabilities, Article 12, Paragraph 2

The Municipality of Viti does not have any standard procedure that requires disclosure of sexual orientation of its employees, recipients of services or students. There is also no activity, symbolic day or anything else that marks sexual diversity in the town.¹⁷³

Viti has not been able to offer empirical data about the number of students from minority communities attending classes there, nor how many non-Albanian students study in Albanian schools.¹⁷⁴

In an attempt to shed light in this report on the employment of minority communities in public institutions, we inquired on how many of them were employed in public institutions at the municipal level. In addition to Albanians, 3 Serbs also work in the local institutions of this town. None of them holds a leadership position.

When it comes to discrimination, the most frequent type of discrimination encountered in Viti is precisely in terms of employment of persons with disabilities.¹⁷⁵

They organized training sessions related to the Istanbul Convention, with some employees from all institutions, while the Law on Protection against Discrimination and the Convention on the Rights of the Child have not been distributed to employees or students.¹⁷⁶

Municipality of Viti employs 168 persons full-time, out of whom 100 or 59.52 percent are men, while 68 or 40.47 percent are women.¹⁷⁷ This reflects unequal gender representation based on the requirements of the Law on Gender Equality, which requires every public institution to have a 50-50 gender representation.¹⁷⁸

The Municipality facility has a designated parking spot, ramp for access, elevator, signs and customized toilet. However, there is a lack of audio guidance for the blind,¹⁷⁹ which contradicts the legal requirements for creating equal access for these persons.

¹⁷³Kallxo.com E-mail correspondence with Sokol Haliti - Mayor of the Municipality of Viti, 11 October 2023

¹⁷⁴Kallxo.com questionnaire with the Municipality of Viti, 15 June 2023, Viti

¹⁷⁵Kallxo.com E-mail correspondence with Sokol Haliti - Mayor of the Municipality of Viti, 11 October 2023

¹⁷⁶Kallxo.com E-mail correspondence with Sokol Haliti - Mayor of the Municipality of Viti, 11 October 2023

¹⁷⁷Kallxo.com questionnaire with the Municipality of Viti, 15 June 2023, Viti

¹⁷⁸Law on Gender Equality, Article 3, Paragraph 1.15, Article 6, Paragraph 8

¹⁷⁹Kallxo.com team visit to the Facility of the Municipality of Viti, 15 June 2023, Viti

Capacities of the Main Family Medicine Center - Viti

The Main Family Medicine Center in Viti employs 142 employees, of whom 88 or 61.47 percent are women and 54 or 38 percent are men.¹⁸⁰ This situation reflects unequal gender representation in relation to legal requirements, and that to the detriment of men. Women also lead the institution by holding some of the key positions in this health institution, including its director, chief of family medicine, coordinator for continuous vocational development, chief of the largest FMC and chief of pediatrics.¹⁸¹

Main health institution in Viti, has no employees from minority communities.¹⁸²

Center, has no employees with disabilities, this is in contradiction with the legal requirements for the employment of this category.¹⁸³

The investments made in 2022, 2023 and those that are still ongoing have addressed a part of the legal requirements for accommodating the needs of persons with disabilities, such as: ramps, elevator (which is under repair). However, there is still a lack of audio guidance for the blind and toilets for persons with disabilities. There is no assistant in the institution who would serve persons with disabilities. The staff followed special vocational training programs for persons with disabilities.¹⁸⁴

The staff of the center is not trained on the human rights legal instruments and the same has never received any report or complaint on the grounds of discrimination.¹⁸⁵

¹⁸⁰Kallxo.com questionnaire with the Main Family Medicine Center in Viti, 15 June 2023, Viti

¹⁸¹Kallxo.com questionnaire with the Main Family Medicine Center in Viti, 15 June 2023, Viti

¹⁸²Kallxo.com questionnaire with the Main Family Medicine Center in Viti, 15 June 2023, Viti

¹⁸³Law On Training, Vocational Development and Employment of Persons with Disabilities, Article 12, Paragraph 1

¹⁸⁴Kallxo.com team's visit to Viti's QKMF, 15 June 2023, Viti

¹⁸⁵Kallxo.com questionnaire with the Main Family Medicine Center in Viti, 15 June 2023, Viti

Limited Capacities in High School - Grammar School “Kuvendi i Lezhës” - Viti

Grua/Gra në pozita udhëheqëse	No	Asistent për persona me aftësi të kufizuar	No
Përfaqësimi gjinor i barabartë	No	Ankesa për diskriminim në institucionin tuaj	No
Punësimi i komuniteteve	No	Staf i trajnuar mbi rregullativën ligjore për të drejtat e njeriut	No
Infrastruktura për persona me aftësi të kufizuar	Partially	Edukimi i stafit/studentëve për konventat ndërkombëtare	No data
Tualete të qasshme për persona me aftësi të kufizuar	No	Imponomi i deklarimit të orientimit seksual për personat LGBTI+	No data
Vizioni për përshtatjen e hapësirave	Yes	Punësimi i personave me aftësi të kufizuar	No

“Kuvendi i Lezhës” grammar school is a workplace for 66 people, of whom 26 or 39.39 percent are women and 40 or 60.60 percent are men, while there are no women on managerial positions.¹⁸⁶ 800 students attend the school, of whom 472 or 59 percent are girls and 328 or 41 percent are boys. All these students are of Albanian ethnicity.¹⁸⁷

There are two ramps in the Grammar School enabling access of persons with disabilities, however it lacks: audio guidance for the blind, elevator, designated parking spots, customized toilets. The good news is that the school will benefit from 600,000 Euro refurbishments under IPA 3 funds this year. The school justifies there are no dedicated toilets as the facility is old. Moreover, in this educational institution there are no assistants for persons of this category.¹⁸⁸

The Grammar school has staff trained on human rights legal instruments, but has never received any complaint on the grounds of discrimination. However, when there is a case where students become victims of violence, discrimination, harassment, the school psychologist deals with these issues. The other staff did not attend any special vocational training programs for these people; however the psychologist completed the fifth level of the program for children with disabilities organized by MESTI.¹⁸⁹

¹⁸⁶Kallxo.com questionnaire with “Kuvendi i Lezhës” Grammar School, 15 June 2023, Viti

¹⁸⁷Kallxo.com questionnaire with “Kuvendi i Lezhës” Grammar School, 15 June 2023, Viti

¹⁸⁸Kallxo.com team visit to “Kuvendi i Lezhës” Grammar School”, 15 June 2023, Viti

¹⁸⁹Kallxo.com questionnaire with “Kuvendi i Lezhës” Grammar School, 15 June 2023, Viti



Recommendations

- Public institutions should develop recruitment policies that encourage inclusion of non-majority communities.
- Non-majority communities should be included in leadership positions, especially in education.
- Public institutions should start implementing the legal obligations for the employment of persons with disabilities.
- Workplaces in public institutions should be adapted to guarantee job opportunities for persons with disabilities.
- Government of Kosovo should start a process of identifying institutions that do not employ persons with disabilities.
- University of Pristina should include in its staff, members from non-majority communities.
- Public spaces around buildings should be adapted to enable access for persons with disabilities.
- Ministry of Education and the municipalities should invest in the adaptation of school facilities to enable access for persons with disabilities.
- Social Work Centers should implement access standards and gender equality in employment.
- Kosovo municipalities should start promoting policies that enable inclusion of women in leadership positions.
- Government of Kosovo should prescribe construction standards to be implemented in all public institutions, providing rules and standards of access for persons with disabilities.
- Public institutions should educate staff on human rights protection regulations.
- Public institutions should develop standard procedures that oblige officials to have adequate knowledge of the Law on Protection against Discrimination, Istanbul Convention and the Convention on the Rights of the Child.
- National institutions should start educational campaigns that strengthen the reporting of discrimination and raising of discrimination issues.
- Public institutions should undertake activities that promote equality and tolerance, especially towards marginalized groups and the LGBTI+ community.

Explanatory Guidelines on Legal Rules

Republic of Kosovo established legal obligations for institutions in relation to fight against discrimination and support of marginalized groups.

The constitution defines the country as a multi-ethnic society.¹⁹⁰ It provides that no one shall be discriminated against on the basis of race, color, gender, language, religion, political opinions, national or social origin, affiliation with any community, property, economic, social status, sexual orientation, birth, disability or any other personal status.

Moreover, the highest instrument of the country itself affirms the concept known as “positive discrimination” accepting the adoption of necessary measures for protection and advancement of rights of individuals and groups that are in an unequal position, temporarily, in accordance with the principles of equal legal protection.¹⁹¹

In terms of the constitutional provisions, Kosovo has a promoting approach not only in relation to the full integration of ethnic communities in the country but also in terms of preservation and development of their identity. The constitution lays down the foundations for education in mother tongue, media in the mother tongue and even unhindered contact with any state and especially the state with which they share a common characteristic.¹⁹²

Employment of communities in public bodies and enterprises is also a guaranteed right.¹⁹³ In cases where the communities make up at least 10 percent of population, without making up the majority, they also enjoy the post of Deputy Chairperson for Communities.¹⁹⁴

Protection in this regard is further specified by the Law on Protection against Discrimination. All state and local institutions, natural and legal persons, from the public and private sector must act in accordance with its principles.¹⁹⁵ This law provides that discrimination involves any failure to provide infrastructure appropriate for persons with disabilities, pursuant to their needs, unless when there is an undue burden on the person obliged to provide it and is not in contradiction with the legislation in force.¹⁹⁶

All ministries and municipalities are obliged to assign the appropriate unit or official to coordinate and report on the implementation of the Law on Protection against Discrimination. Government according to the proposal of the Office on Good Governance, with the secondary legislation shall determine the method of coordination, reporting and cooperation with the Office on Good Governance, institutional mechanisms for protection from discrimination.¹⁹⁷

Violations of the provisions of this Law, in cases of criminal offenses are punishable according to the Criminal Code of the Republic of Kosovo¹⁹⁸ while in cases where discrimination is a misdemeanor, according to this law, it is punishable by a fine. Legal protection is also guaranteed with civil lawsuits which can be submitted to court.¹⁹⁹

¹⁹⁰Constitution of the Republic of Kosovo, Article 3, Paragraph 1

¹⁹¹Constitution of the Republic of Kosovo, Article 24, Paragraphs 2 and 3

¹⁹²Constitution of the Republic of Kosovo, Article 59

¹⁹³Constitution of the Republic of Kosovo, Article 61

¹⁹⁴Constitution of the Republic of Kosovo, Article 62, Paragraph 1

¹⁹⁵Law on Protection against Discrimination, Article 2, Paragraph 1

¹⁹⁶Law on Protection against Discrimination, Article 4, Paragraph 1.8.

¹⁹⁷Law on Protection against Discrimination, Article 11

¹⁹⁸Law on Protection against Discrimination, Article 17

¹⁹⁹Law on Protection against Discrimination, Article 13

The other anti-discrimination legal basis includes the Law on Training, Vocational Development and Employment of Persons with Disabilities.

This law provides that a person with disability is entitled to training and vocational development. It specifies that in certain cases, when training and vocational development are necessary, they shall be made in special schools and other institutions according to the training and vocational development curricula.²⁰⁰ According to this law, every employer is obliged to employ one person with disability on every fifty employees. State administration bodies, private and public sector employers as well as non-governmental organizations are obliged to employ persons with disabilities under proper working conditions. According to these provisions, the employer and its responsible person shall be fined in the amount ranging between 500 and 2000 Euro if they discriminate against in recruitment and if they fail to pay the special contribution to promote the employment of persons with disabilities.²⁰¹ The legal obligation stipulates that the employer pays to the budget of Kosovo, monthly contributions in the amount of 1 percent of the amount of the minimum wage, those who do not register their employees with disabilities at the employment offices, as well as in the case when Training Centers use donations for alternative purposes.²⁰³ According to the law, financing of training, vocational development and employment of persons with disabilities should be done from the budget of Kosovo. Two administrative instructions are dedicated to this category including: Administrative Instruction for the Assessment of Residual Capacity for Work - for which organizations representing persons with disabilities state that it has not been implemented at all,²⁰⁴ as well as the Administrative Instruction on the manner, procedures and terms of monthly payment for employers who do not employ persons with disabilities.

Law on pre-university education also favors the spirit of fighting against discrimination and offering a comprehensive approach.

According to its provisions, access and development through all levels of pre-university education and training will be possible without any discrimination on existing or perceived grounds, such as: gender, race, sexual orientation, physical, intellectual or any other disability, marital status, color, religion, political or other opinions, national, ethnic or social affiliation, association with any community, property, birth or any other condition of the student or his/her family.²⁰⁵

Textbooks in the languages of communities should be provided free of charge.²⁰⁶

Educational and training institutions in our country must accommodate all children, regardless of their physical, intellectual, social, linguistic or other circumstances.²⁰⁷ Moreover, A child is not to be taken as having a learning difficulty solely because the language, or form of the language, in which he or she is taught is different from a language, or form of a language, which has at any time been spoken in his or her home, or because he or she belongs to a particular community; in such cases the municipality shall ensure that efficient support in the language of instruction is provided to the child.²⁰⁸

Municipalities shall provide free, safe, and suitable transport, according to the individual expert assessment, for children with disabilities or learning difficulties attending municipal schools.²⁰⁹ Pupils and children who have sign language as their first language shall receive tuition both in the use of sign language and through the medium of sign language.²¹⁰ Partially sighted and blind pupils have the right to instruction in the use of Braille and necessary technical aids. Such pupils have also the right to necessary orientation and mobility instruction in connection with movement at school, to and from school and at home.²¹¹

²⁰⁰Law on Training, Vocational Development and Employment of Persons with Disabilities, Article 8

²⁰¹Law on Training, Vocational Development and Employment of Persons with Disabilities, Article 25

²⁰²Law on Training, Vocational Development and Employment of Persons with Disabilities, Article 12

²⁰³Law on Training, Vocational Development and Employment of Persons with Disabilities, Article 24

²⁰⁴Kallxo.com Email correspondence with HANDIKOS, 30 October 2023

²⁰⁵Law on Pre-University Education, Article 6

²⁰⁶Law on Pre-University Education, Article 27

²⁰⁷Law on Pre-university Education, Article 40, Paragraph 2.1.

²⁰⁸Law on Pre-university Education, Article 39, Paragraph 2

²⁰⁹Law on Pre-university Education, Article 40, Paragraph 1.3

²¹⁰Ibid, Article 43, Paragraph 1

²¹¹Law on Pre-university Education, Article 43, Paragraph 3

Even the Law on High Education in Kosovo conveys the same inclusive spirit. One of its fundamental principles includes the provision of equal opportunities for all students and staff in higher education institutions, without any discrimination.²¹²

Law on Education in Kosovo Municipalities obliges municipalities to create the conditions for the provision of educational services in the Serbian language.²¹³

In September 2016, Government of Kosovo issued an administrative instruction with the aim of providing affirmative measures for the registration of candidates from non-majority communities in public institutions of higher education. Through it, the Government had determined quotas for places reserved for all non-majority communities, for the bachelor, master and PhD levels.²¹⁴ Moreover, it obliged universities to hold exams in Turkish, Bosnian and Serbian languages, in addition to Albanian.²¹⁵ Quotas for the enrollment of students from non-majority communities in public institutions of higher education include 12 percent of the total number of students for admission, according to the vacancy, in each of their academic units.²¹⁶ Moreover, MESTI and public institutions of higher education, which have capacities for dormitories and canteens for students, must reserve 12 percent of the total number, for students coming from non-majority communities.²¹⁷

North Mitrovica Municipality is the only municipality with competences for higher education, including registration and licensing of school institutions, employment, payment of salaries and training of instructors and education administrators.²¹⁸ This is an extended competence of this municipality which further contributes to the cultivation of minority rights of the Serbian community and enables them to independently lead their life and university policies of higher education institutions there. Moreover, all municipalities, in which the Serbian community makes up a majority, have powers to exercise responsibilities related to cultural matters, including the protection and promotion of cultural and religious heritage of the Serbian and other communities.²¹⁹

Other obligations arise from the Law on Gender Equality. This law applies to men, women and persons with a protected characteristic of gender identity or sex, and guarantees equal opportunities and treatment, in the public and private spheres of social life, including political and public life, employment, education, health, economy, social benefits, sports, culture and other spheres defined by law.²²⁰ Whether they are female or male will depend on how each person considers themselves.²²¹ Whereas gender identity, according to this act, is not necessarily related to the sex the person had at birth.²²² The law has foreseen two situations of discrimination, direct and indirect one. The first occurs when a person is treated less favorably than a person of the other gender is treated, has been treated or would be treated in a comparable situation, while the second is considered to occur when a provision, criterion or practice of impartially points out, put or will put the person of the other gender in an unequal position, except in cases where such provision, practice or criterion can be justified from an objective point of view with a legitimate purpose, and the means to achieve the purpose are appropriate and necessary.²²³

²¹²Law on Higher Education in Kosovo, Article 2, Paragraph 1.3

²¹³Law on High Education in Kosovo, Article 12, Paragraph 12.1

²¹⁴Administrative Instruction (MEST) No.: 09/2016 Application of Affirmative Measures and Quotas for Enrollment of Students from Non-Majority Communities in Public Institutions of Higher Education, Article 1 and Article 2, Paragraph 2

²¹⁵Administrative Instruction (MEST) No.: 09/2016 Application of Affirmative Measures and Quotas for Enrollment of Students from Non-Majority Communities in Public Institutions of Higher Education, Article 3, Paragraph 3

²¹⁶Administrative Instruction (MEST) No.: 09/2016 Application of Affirmative Measures and Reserved Places for Enrollment of Candidates from Non-Majority Communities in Public Institutions of Higher Education, Article 4, para. 1

²¹⁷Administrative Instruction (MEST) No.: 09/2016 Application of Affirmative Measures and Reserved Places for Enrollment of Candidates from Non-Majority Communities in Public Institutions of Higher Education, Article 7, para. 1

²¹⁸Law on Local Self-Government, Article 21

²¹⁹Law on Local Self-Government, article 22, para. 22.1

²²⁰Law on Gender Equality, Article 2

²²¹Law on Gender Equality, Article 3, para. 1.2 and 1.3

²²²Law on Gender Equality, Article 3, para. 1.9

²²³Law on Gender Equality, article 3, para. 1.5 and 1.6

In order to affirm gender equality, Kosovo has committed itself to numerically equal employment in public institutions, in which case it has decisively established that unequal representation arises only when the participation or representation of one gender is lower than 50 percent in every body and decision-making level, in political and public life.²²⁴ Equal gender representation in all legislative, executive and judicial bodies and other public institutions is achieved when a minimum representation of 50 percent is ensured for each gender, including their governing and decision-making bodies.²²⁵ These ways of expressing discrimination are prohibited in our country, moreover, gender-based violence is also considered discrimination.²²⁶

At least 10 percent of all jobs in central public institutions, in all categories of public officials must be filled by members of communities, that do not make up the majority in Kosovo and who meet the admission criteria, while at the municipal level, positions for community members are filled in accordance with the percentage of the population living in that municipality.²²⁷ All municipal bodies ensure that the citizens of the municipality enjoy all rights and freedoms, without any distinction.²²⁸ Participation in local governance for minorities is guaranteed, among other things, through the establishment of the Office of Deputy Chairperson for Communities and the Deputy Mayor for Communities.

When it comes to imposing disclosure of sexual orientation by public institutions, which although is a rare practice its not inexistent, there is no express prohibition on this matter. However, taking into account that many activists and organizations representing these communities see such disclosure as a an act of discrimination, many provisions interpret such practice as an act of discrimination. Including the Law on Protection against Discrimination, which provides that the purpose of the law is to establish a general framework for preventing and combating discrimination in many categories, including gender identity and sexual orientation;²²⁹ further, European Convention on Human Rights which enshrines the right to respect private²³⁰ and family life, as well as the prohibition of discrimination in certain criteria, including sexual orientation;²³¹ EU Framework Employment Equality Directive which also prohibits discrimination in several areas, including sexual orientation, in work and career;²³² EU General Data Protection Regulation known as GDPR which sets rules on handling of personal data, although it does not specifically address the issue of sexual orientation, has provisions on reconciliation, data minimization and protection of personal data, and last but not least, International Labor Organization Convention No. 111 prohibits discrimination at work and profession, including discrimination based on sex or gender.²³³

²²⁴Law on Gender Equality, Article 3, Paragraph 1.15

²²⁵Law on Gender Equality, Article 6, Paragraph 8

²²⁶Law on Gender Equality, Article 4, Paragraph 1

²²⁷Law on Public Officials, Article 10

²²⁸Law on Local Self-Government, Article 4, Paragraph 4.2

²²⁹Law on Protection against Discrimination, Article 1

²³⁰European Convention on Human Rights, Article 8

²³¹European Convention on Human Rights, Article 14

²³²EU Framework Employment Equality Directive, Articles 11 and 12

²³³International Labor Organization Convention, Article 1, Paragraph 1



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