



MY MUNICIPALITY





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INTRODUCTION

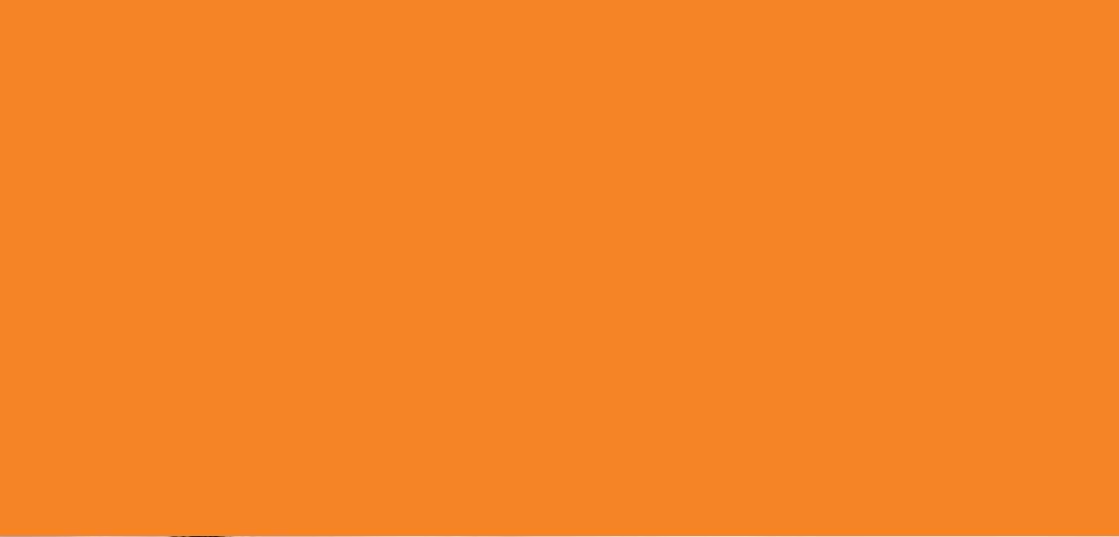
This brochure was created through Inter-Municipal activity of Dragash/Dragaš, Štrpce/Shtërpçë and Viti/Vitina partner municipalities under the INTERDEV 2 project, financed by Austrian Development Cooperation and implemented by United Nations Development Programme.

The idea for designing it, came out from the need to inform as best as possible the citizens related municipal services, with the initiative from the Local Action Groups from three municipalities as well as with the technical support from INTERDEV 2 team.

The brochure provides detailed information for the services of municipal departments.

DRAGASH/DRAGAŠ





The municipality of Dragash/Dragaš is located in the southernmost part of Kosovo. It borders with the municipality of Prizren and with the two neighboring countries, Albania and FYR of Macedonia. According to the last population census of 2011, municipality of Dragash/Dragaš has approximately 34,000 permanent residents, which are distributed in 35 villages and in the town of Dragash/Dragaš. The villages are spread throughout the two regions, in Gorë/Gora and Opojë/Opolje, where the villages of the Albanian community are located in the Opojë/Opolje region while Gorani villages lie in the region of Gorë/Gora, and the town of Dragash/Dragaš is the place where both communities live together.

Despite of being geographically distant from urban centers, the municipality of Dragash/Dragaš is known for the dairy products, especially Sharr/Šar cheese (from cow or sheep milk), quality honey, mountain plants and fruits, lamb, pie (byrek/burek), sweets and traditional cultural features related to rituals of various family and festive celebrations as well as attractive landscapes for various outdoor activities such as hiking, picnicking, skiing etc. The products for which Dragash/Dragaš is known are the work result of producers and farmers of various sectors such as livestock (cattle/sheep/goats), beekeeping, arboriculture, etc. Within the municipal directorate of agriculture, forestry, tourism, rural development and inspection, advisory services are provided to producers and farmers of various sectors, the application process for subsidies and grants of the agriculture ministry is facilitated, and activities of different organizations in the field of agriculture and rural development are coordinated. In addition to combining the two characteristic cultural concepts of the two regions of Gorë/Gora and Opojë/Opolje, the specific is the interaction with the large number of people from this municipality living in different countries in Western Europe (Austria, Italy, Switzerland, Germany etc.) and in the neighboring ones (Serbia, FYR of Macedonia), who especially during the festive seasons bring with them experiences from all these countries, as well as their investments in arranging their houses, organizing family parties and the like. The Directorate for Culture, Youth and Sports, organizes some regular cultural activities such as the Day of Liberation, competition of wrestlers (pehlivans), horse races and some cultural activities in the schools.

With these features, the municipality of Dragash/Dragaš has as a priority establishment and organization of tourist services for their development and promotion, especially in nature, regarding the rural-mountainous environment for which this area is known. Investments and support in this direction will enable the engagement of youth and women in providing these services and generating income.

Pre-primary, lower primary and higher primary education is offered in primary schools located in villages and in the town of Dragash/Dragaš, where there is also a high school with several departments. Coordination of schools is facilitated by the Department of Education at the municipal level.

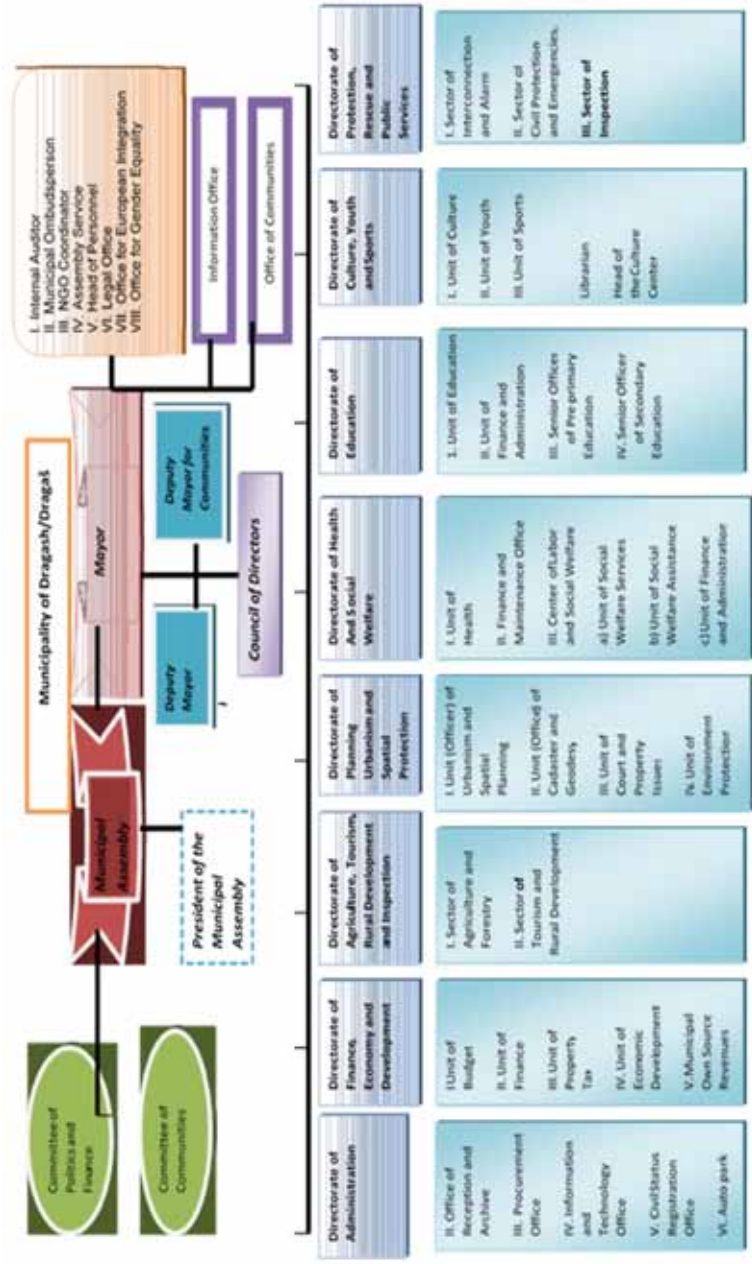
Waste management, a challenge for the area, road maintenance, water supply and sewage maintenance are coordinated and organized by the Directorate for Public Services, while primary health services are provided at the main family medical center, Family Medical Centers and Ambulances. Within the Directorate of Health are also provided social and family services by the Center for Social Welfare.

Planning of the annual budget for operational expenditures and field investments is organized by the Directorate of Economy and Finance, which, in addition to the annual plan, also carries out payments and prepares reports on the implementation of various activities.

Registration of public and private properties as well as addressing requests for construction permits is carried out by the Directorate for Urbanism and Cadaster of the municipality.



Organizational Chart



MUNICIPAL DIRECTORATES

DIRECTORATE OF ADMINISTRATION AND PERSONNEL

- Provides management of transport, information technology equipment and maintenance of network applications (website, Internet connection);
- It is responsible for communicating and informing the public on the activities of the municipality;
- Coordinates local community offices in villages;
- Coordinates with human resources manager in the municipality for human resource planning;
- Drafts municipal administrative and legal acts;
- Instructs the Mayor and other municipal directors on legal issues;
- Drafts the Human Resources Development Plan (employment, promotion);
- Develops the budget for human resources and makes civil service planning;
- Ensures that the procurement plan is prepared on time.

Within this directorate operate offices for civil registration, where can be obtained:

- **Birth extract and certificate**
- **Have marriages, marriage certificates**
- **Family certificate**
- **Death certificate**

DIRECTORATE OF CULTURE, YOUTH AND SPORTS

- Keeps records and organizes debates on cultural, sports and youth developments and achievements in the municipality;
- Develops and organizes meetings on culture, youth and sports;
- Manages municipal facilities for culture, youth and sports including libraries;
- Drafts a plan for implementation of cultural, youth and sports activities;
- Grants permissions to use cultural centers;
- Issues decisions on the establishment of clubs;
- Manages the Local Youth Action Council;
- Facilitates the process of establishing youth NGOs.



DIRECTORATE FOR EDUCATION

- Plans the development of local education and training of teaching staff in cooperation with MEST;
- Encourages cooperation between education staff in relation to pupils and parents;
- Performs maintenance and repair of school facilities;
- Participates in the selection of school directors and teachers.



DIRECTORATE FOR PROTECTION, RESCUE AND PUBLIC SERVICES

- Has a firefighters' team and provides emergency services;
- Monitors, informs and alerts the population of any danger threat;
- Organizes and maintains alarm equipment;
- Plans and maintains safeguards for protection and rescue;
- Provides means for temporary emergency housing and realization of training programs;
- Assess risks and develops plans for natural calamities and other disasters;
- Coordinates the provision of public services, public transport, road maintenance, water supply, sewer maintenance and waste management;
- Issues security licenses for businesses and public buildings;
- Proposes establishment of the Committee for Protection and Rescue from Natural Disasters and organizes the service and the forces of the unit and the committee;
- Harmonizes plans and preparatory work for protection and rescue and assistance with neighboring municipalities for common issues, equipment and services.



DIRECTORATE OF AGRICULTURE, FORESTRY, TOURISM, RURAL DEVELOPMENT AND INSPECTION

- Performs all tasks that contribute to the overall process of sustainable development of agriculture and farm;
- Analyzes the state of agriculture and livestock on the ground;
- Drafts plans and programs for rural development and tourism;
- Lobbies for the development of infrastructure in villages;
- In cooperation with various organizations, coordinates support for agriculture, tourism and rural development;
- Provides advisory services and organizes capacity building trainings for farmers/producers of various sectors;
- Assists farmers/producers in the process of applying for subsidies and grants in the Ministry of Agriculture, Forestry and Rural Development;
- Conducts registration of farms and farmers;
- Addresses farmers' needs and problems;
- Carries out regular municipal, veterinary, market, traffic and urban inspection.

Most frequent services:

- **Farm registration**
- **Application for MAFRD subsidies and grants**
- **Inspection and field counseling**



DIRECTORATE FOR FINANCE, ECONOMY AND DEVELOPMENT:

- Under the supervision of the Mayor is responsible for the management of treasury;
- Drafts municipal regulation on financial matters;
- Assists the Mayor in preparing the draft budget;
- Maintains financial accounts and produces annual financial reports;
- Creates conditions for sustainable development of small and medium enterprises;
- Designs concrete plans for sustainable development of the municipality;
- Drafts plans for the use of local economic resources;
- Provides business registration service;
- Sets tariffs including the property tax.

Most frequent services:

- **Business registration**
- **Property Tax Certificate**



COMMITTEE OF CADASTER, URBAN PLANNING AND ENVIRONMENT PROTECTION

- Drafts Municipal Development Plan in coordination with the Ministry of Environment and Spatial Planning;
- Drafts Municipal Development Plan, Urban and Rural Plan in coordination with the Ministry of Environment and Spatial Planning;
- Records the names of settlements, streets, squares, and the numbers of buildings and houses within the territory of municipality;
- Assess properties according to the criteria and standards set by law;
- Keeps the Register of Immovable Property and the Municipal Land Register;
- Responsible for implementation of the Law on Energy Efficiency;
- Drafts criteria for issuing construction permits, issuing municipal buildings and municipal construction plots;
- Drafts municipal regulation for waste control within the territory;
- Protects the property from usurpation;
- Responsible for the treatment of wastewater and solid waste;
- Issues various permits for the construction of public and private buildings.

Most frequent services:

- **Issues the land possession certificate**
- **Construction, use permit**
- **Verifies properties and provides geodetic services**
- **Review appeals/property disputes**



DIRECTORATE FOR HEALTH AND SOCIAL WELFARE

- Provision of health services in the territory of the municipality according to the rules and the law;
- Budget planning according to the needs in the field and in accordance with the guidelines of the Ministry of Health;
- Functioning of the social welfare centers and provision of social services;
- Inspection of private primary health care centers;
- Coordination and supervision of the work of the Main Family Medical Center, Family Medical Centers and Ambulances.

Most frequent services:

- **Social assistance**
- **Social services**

Primary health care services:

- Examinations
- Analyses
- Vaccinations
- Pediatrics
- Gynecology
- Dialysis, etc.

MAYOR'S OFFICE:

Represents the municipality and acts on its behalf; manages the executive of the municipality and its administration and oversees the financial administration of the municipality; exercises all powers, which are not explicitly given to the municipal assembly or its committees; executes acts of the Municipal Assembly; appoints and dismisses his deputies; appoints and dismiss his advisors who assist him in discharging his duties; organizes the work and directs the policy of the municipality; proposes municipal regulations and other acts for the approval of Municipal Assembly; proposes municipal development, regulatory and investments plans; proposes the annual budget for the approval of the Municipal Assembly and executes the budget adopted; reports before the Municipal Assembly on the economic-financial situation and the implementation of the investment plans of the Municipality at least once every six months or as often as required by the Municipal Assembly; and may request the Municipal Assembly only once to review a municipal act when he deems the act to violate the applicable legislation and/or the interests of communities; consults the Deputy Mayor for Communities about the matters related to non-majority communities; and other activities assigned to him/her by the statute.

Within the office of the Mayor functions also:

- **Internal Auditor**
- **Municipal Ombudsperson**
- **NGO Coordinator**
- **Assembly services**
- **Head of Personnel**
- **Legal Office**
- **Office for European Integration**
- **Office for Gender Equality**
- **Municipal Office for Communities and Returns**
- **Information Office**

Public Debates with citizens are organized at least twice a year where participation is open to all interested citizens to present requests, comments or suggestions on matters of community interest.

VITI/VITINA





The municipality as a basic unit of local government operates under the Law on Local Self-Government (Official Gazette of the Republic of Kosovo No. 28/08), the Statute of the Municipality as its highest act, as well as other laws that stipulate its competences and scope.

All municipal bodies ensure that the citizens of the municipality enjoy all rights and freedoms regardless of race, ethnicity, colour, gender, language, religion, political or other opinion, national or social origin, regardless of property, birth or any other status to enjoy equal rights and opportunities in municipal services at all levels.

The municipality applies its policies and practices to support coexistence and peace among its citizens and to create adequate conditions that enable all communities to express, maintain, develop their ethnic, cultural, religious and linguistic identities.

All municipal authorities respond to citizens of the municipality as defined in the Law on Local Self-Government.

Municipal bodies are the Municipal Assembly and the Mayor:

The Municipality has full and exclusive competencies regarding local interest, while respecting the standards set out in the applicable legislation, in the following areas:

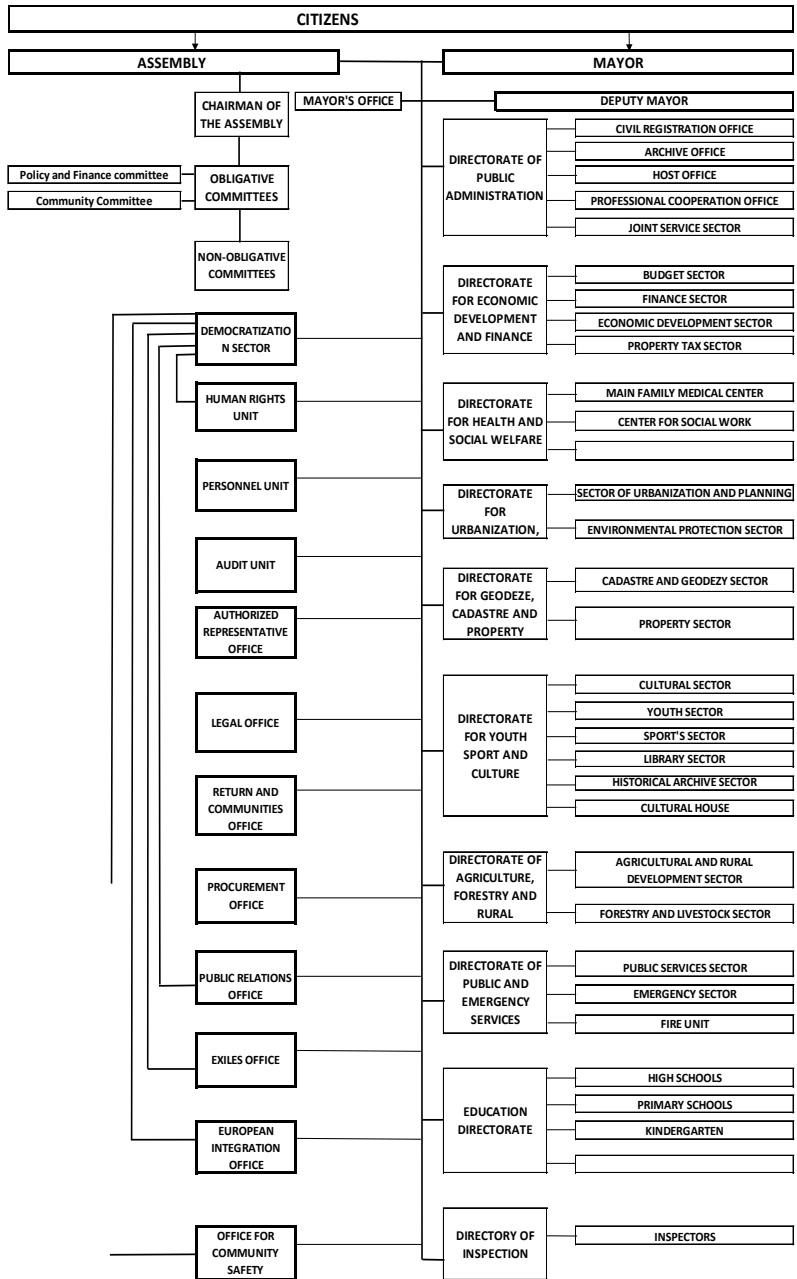
- a) local economic development;
- b) urban and rural planning;
- c) land use and development;
- d) Implementation of building regulations and standards for construction control;
- e) protection of the local environment;
- f) provision and maintenance of public utilities and utility services, including water supply, sewage and drainage, waste water treatment, waste management, local roads, local transport and local heating schemes;

- g) response to local emergency cases;
- h) provision of public pre-school, primary and secondary education, including registration and licensing of educational institutions, employment, payment of salaries and training of instructors and education administrators;
- i) promotion and protection of human rights
- j) provision of primary public health care;
- k) provision of family services and other social welfare services, such as care for the vulnerable, foster care, childcare, elderly care, including registration and licensing of these care centres, hiring, payment of salaries and training of social welfare professionals;
- l) public housing;
- m) public health;
- n) licensing public services and facilities, including those related to entertainment, cultural and leisure activities, food, housing, markets, street vendors, local public transport and taxis;
- o) the naming of roads, alleyways and other public places;
- p) provision and maintenance of parks and public space;
- q) tourism;
- r) cultural and leisure activities;
- s) Any issue that is not explicitly excluded from their competence, or that has not been assigned to another authority.

The Municipal Administration is run by the Mayor. The Municipal Administration carries out works and tasks through the directorates, sectors, units and offices defined in the Municipal Organogram.

In order to realise and implement all responsibilities, authorisations and competencies normed by the imperative provisions of the Law on Local Self Governance and provisions of special laws regulating and regulating specific areas of social life and in full compliance with the provisions of the Statute of the Municipality of Viti/Vitina, the administration in the Municipality of Viti/Vitina, respectively the executive power is organised in these administrative directorates:

- 1 - Administration Directorate
- 2 - Directorate of Finance, Economy and Development
- 3 - Inspection Directorate
- 4 - Directorate of Public Services and Emergency
- 5 - Directorate for Health and Social Work
- 6 - Directorate for Education
- 7 - Directorate for Cadastre, Property and Geodesy
- 8 - Directorate of Urbanism, Planning and Environmental Protection
- 9 - Directorate of Agriculture, Forestry and Rural Development
- 10 - Directorate of Culture, Youth and Sports.



THE LIST OF SERVICES DELIVERED IN THE ADMINISTRATION DIRECTORATE:

1. Birth Certificate, Marriage Certificate, Birth Extract;
2. Death Certificate;
3. Marriage Status Certificate;
4. Marital Capacity;
5. Marriage Ceremony;
6. Marriage Certificate;
7. Certificate of Residence;
8. Death certificate;
9. Certificate of Family Union;
10. Citizenship Certificate;
11. Verification of Visits;
12. Certification of Means;
13. Other certificates;
14. Citizen registration in LAL for the first time from old books, before 1999;
15. Registration of births within the state, after 1999;
16. Registration of births abroad before and after 1999;
17. Registration of marriages abroad after 1999;
18. The registration of deaths both in country and abroad, before and after 1999;
19. New marriages;
20. Certificates from the Archive for Persons and Divorced Persons;
21. Registration of Marriages Abroad before 1999;
22. Decision on Registration in LAL, LAV;
23. Decision for Corrections, Change of Personal Name etc.

THE LIST OF SERVICES DELIVERED IN THE DIRECTORATE FOR FINANCE, ECONOMY AND DEVELOPMENT:

1. Prepares draft municipal regulations for approval to MA for financial affairs of Viti/Vitina Municipality;
2. Responsible for overseeing systems and procedures for budget execution;
3. Assists and provides professional advice from the budget field to all municipal administration directorates and municipal public utilities - under the management of the Municipality;
4. Informs all departments of the Municipal Administration on the financial situation of the Municipality and its budget units;
5. Makes procurement planning within legal deadlines and helps the Mayor of the municipality as a contracting authority;
6. Assist the Mayor in preparing the draft budget prior to his submission to the Policy and Finance Committee and the Municipal Assembly for approval;
7. Conducts procedures and preparations for budget revisions;
8. Conducts procedures for reallocation of municipal funds;
9. Prepares the Cash Flow Statement;
10. Supervises budget spending procedures;
11. Makes the projections of own-source revenues of the Municipality of Viti/Vitina;
12. Creates an appropriate framework for sustainable economic development (creation of conditions, equal opportunities and encouragement of production and services for an advanced social reproduction);

13. Drafts the revenue collection plan from taxpayers in the territory of the municipality;
14. Provides civil services for the execution of property tax, registration fees for vehicles, business services, municipal business tax and other services for citizens, respectively taxpayers;
15. Proposes the rate of tax liability, property tax, activity tax, work permits, business certificates and fees, charges and fines for approval in the Municipal Assembly;
16. Conducts the collection and forced collection of property and immovable property tax, property valuation and property status based on the Law on Immovable Property Tax No. 03 / L-204.
17. Creates a register and registers businesses (decentralized competence) and validates records on their activity development;
18. Cooperates with municipal directorates especially with the Inspection Directorate to establish the legality of the business entities operating in the territory of the municipality;
19. Issues work permits for the development of business activities etc.



THE LIST OF SERVICES DELIVERED IN THE INSPECTION DIRECTORATE:

1. Inspection of businesses, certificate of acceptance of business premises;
2. Inspection in the field of environmental protection;
3. Hygienic-sanitary inspection of foodstuffs and goods;
4. Inspection of foodstuffs of plant and animal origin, agricultural and veterinary pharmacies, bakeries, mills, green markets and livestock markets etc;
5. Inspection of butcheries and slaughterhouses, movement of animals and foodstuffs for humans and animals;
6. Inspection of the preservation of agricultural land from degradation, pollution, illegal construction etc;
7. Inspection of illegal building constructions;
8. Inspection and identification of usurpations of public property, undertaking measures for the release of those properties, etc.;
9. Inspection of the maintenance of lines for bus operators, their technical condition, the ban on illegal taxis, determination of traffic sign placements, etc.;
10. Taking samples of water and food for analysis (chemical-microbiological);
11. Inspection of school and healthcare buildings, swimming pools, etc;
12. Taking sanctioning measures in accordance with applicable laws and regulations;
13. Representation of cases at the Prosecution Office, Court etc.

THE LIST OF SERVICES DELIVERED IN THE DIRECTORATE OF PUBLIC SERVICES:

1. Issuing permits for the public transport of passengers, public companies and associations of individual taxi drivers, legal operators;
2. Permit renewals for auto-taxis;
3. Permits for road bumps;
4. Permits to block the road;
5. Road Traffic Permit;
6. Generator Installation Permit;
7. Reserved parking permit;
8. Unloading of goods in front of shops;
9. Permits for use of public spaces;
10. Permits for advertisement placements;
11. Infrastructure permits.

THE LIST OF SERVICES DELIVERED IN THE DIRECTORATE OF HEALTH AND SOCIAL WELFARE:

1. Drafting a development strategy for primary health care including the promotion, prevention, treatment and rehabilitation of the ill, disorders and injuries, health education and immunization of the population of Viti/Vitina Municipality;
2. First diagnosis and basic health care including minor surgical interventions, care and promotion of oral health and basic dental care for the citizens of Viti/Vitina;
3. Ensure the quality of water and public food (through sample analyses) in coordination with the Regional Institute of Public Health (IRSP) and the Director of Inspection in sanitary areas;
4. Provision, care, ascertainment and implementation of the provision of social and family services within the territory of Viti/Vitina Municipality, according to the legal standards stipulated by MLSW.
5. Monitoring, supervision and permanent periodic and annual reporting from the main family medical centre and other family medical centres within the FMC;
6. Monitoring and oversight of the Centre for Social Work, respecting the legal and professional independence of the CSW services;
7. Care for the use of specific health grant;
8. Reviewing, accounting, reporting, monitoring and verifying the collection of co-payments by FMC and CSW;

9. Ensures the provision of primary level health services for all citizens without discrimination;
10. Carries out, develops and exercises the right delegated by the Mayor to use the property for the purpose of providing social housing for persons with extreme needs for housing within the territory of Viti/Vitina Municipality - chairs the Housing Commission and proposes its formation;
11. Exercise monitoring, coordination and cooperation with the CSW in Viti/Vitina regarding the care for social cases;
12. Coordinates and supervises the work of MFMC, FMC and ambulances in the Municipality of Viti/Vitina;
13. Undertake measures to ensure and identify the nature of the need for social and family services, within the territory of Viti/Vitina Municipality;
14. Preparation of annual plans for development and maintenance of social and family services and keeping of statistical data for them, etc.

THE LIST OF SERVICES DELIVERED IN THE DIRECTORATE OF EDUCATION::

1. Leading, managing and coordinating the structure of public pre-school, primary and secondary education (0,1,2,3) in the municipality as well as licensing any pre-university public-educational institution according to the policies and strategy of MEST;
2. Employment of teachers and other staff. Election of directors and deputy directors of the school level institutions;
3. Permanent and professional oversight of educational institutions;
4. Registration and enrolment of students in accordance with the principle of all forms of non-discrimination;
5. Encouraging and promoting the opportunities to attend pre-school education, compulsory primary and secondary education on conditions of full equality for all;
6. Respecting and affirming the rights of communities and their members in all fields and levels of public pre-school education (0.1.2.3);
7. Making decisions on appeals against the decisions of school directors of all pre-university levels in the Municipality;
8. Finding, identifying and proposing, in agreement with MEST, the decision to establish, shut down, divide or close public school institutions of the levels 0,1,2 and 3 in the Municipality of Viti/Vitina;

9. Encourages, assists and initiates cooperation between teachers, parents, pupils and in order to increase the quality of teaching and learning in schools that it manages and supervises (public schools);
10. Organizes, encourages and encourages the organization of various knowledge competitions between schools;
11. Ensures the maintenance and refurbishment of school facilities and equipment of educational institutions with public funds;
12. Ensures the maintenance of surrounding school environments by promoting their greenery;
13. Established cooperation with the civil society as well as governmental and non-governmental organisations with the aim of attracting donations in the interest of public schools;
14. Consultation with MEST and other municipal administration directorates to coordinate the education of children with needs for special education (special needs).



THE LIST OF SERVICES DELIVERED IN THE DIRECTORATE OF CADASTRE, PROPERTY AND GEODESY:

1. Property Transactions;
2. Certificate of land property/possession document;
3. Copies of the plan;
4. Municipality's validation for sale/purchase;
5. Physical division of parcels;
6. Merging of parcels;
7. Determining and re-arranging borders;
8. Expertise for the Court;
9. Processing of cases from licensed companies or licensed Geodesy engineers;
10. Geodetic recording of building;
11. Update and maintenance of the official graphical database;
12. Cadastral corrections;
13. Mortgage Registration;
14. Registration of tax burdens, servitudes and other charges;
15. Deregistration of mortgages;
16. Certificates for social needs etc.

THE LIST OF SERVICES DELIVERED IN THE DIRECTORATE OF URBAN PLANNING AND ENVIRONMENT PROTECTION:

1. Information on Urbanism (Certificates);
2. Construction conditions;
3. Field visit;
4. Construction permits;
5. Temporary construction permits;
6. Repair licenses;
7. Demolition permits;
8. Use permits;
9. Municipal Environmental Permit, etc.



THE LIST OF SERVICES DELIVERED IN THE DIRECTORATE OF AGRICULTURE, FORESTRY AND RURAL DEVELOPMENT:

1. Acceptance of subsidy applications for: wheat, maize, soft fruits, vegetable crops etc;
2. Acceptance of applications for direct payment subsidies: dairy cows, sheep, goats, sows, bees and subsidies for milk quality;
3. Providing advice on preparing the documentation for grant applications to MAFRD;
4. Organising training events in the field of agriculture;
5. Participation in commissions for agricultural damage compensation;
6. Provision of certificates for agricultural activities;
7. Conversion of agricultural land into construction land;
8. Field visits for providing professional advice to farmers;
9. Prepare plans for spring and autumn sowing;
10. Follow-up of the harvesting process;
11. Supporting women in the field of agriculture and establishing women farmers associations.
12. Cooperation with international and local organisations in the field of agriculture;
13. Protection of forests from illegal logging;
14. Protection of flora and fauna in forests;
15. Supply with documentation for wood transport;
16. Stamping of wood mass;
17. Marking of wood mass;
18. Registration of damages in forests;
19. Street control to prevent illegal timber transport;
20. Controlling markets to prevent illegal wood sales;
21. Reporting of forest perpetrators to the Court;
22. Representation of cases in the court, in the field of forestry;
23. Following the time limits for hunting, etc.

THE LIST OF SERVICES DELIVERED IN THE DIRECTORATE OF CULTURE, YOUTH AND SPORTS

The Directorate for Culture, Youth and Sport is a department that operates within the Municipality of Viti/Vitina, with its duties, functions and institutional responsibilities. This directorate carries out managerial, creative and organizational duties in these key areas: culture, youth, sports, libraries and archives.

The Directorate for Culture, Youth and Sports is comprised of the sectors and units below:

- Sector of Culture
- Sector of Youth and Sports
- Town Library
- History Archive
- Managing of the House of Culture
- Cultural Heritage Office
- Council of Local Youth Action
- Youth Centre

This directorate has under management several facilities where it performs its work and activities, such as:

- ***House of Culture “Gursel dhe Bajram Sylejmani “***
- ***Town library in the villages***
- ***Town Stadium - Viti***
- ***Stadium “Ibrahim Kurteshi” Pozharan***
- ***History Archive (House of Culture)***
- ***Arts Gallery (House of Culture)***

In addition to official facilities, some special activities are also held in open or improvised environments such as:

- ***Town Square***
- ***Nijazi Azemi Square***
- ***Summer Theatre Stage, etc***

SERVICES DELIVERED IN THE DIRECTORATE OF CULTURE, YOUTH AND SPORTS FOR THE CITIZENS

1. Exercise planned activities, by managing the local, cultural resources of youth and sports;
2. Organises and ensures the marking of important dates and proven historical values.
3. Organizes debates, round tables with civil society groups and state bodies in order to advance, develop and promote the field of culture, concerns, problems and activities of youth and sports in all its branches and disciplines;
4. Responsibly manages the historical archive and archive material and ensures the preservation, conservation and maintenance of archival property;
5. Licensing of youth centres and registration of groups, clubs, ensembles etc;
6. Takes care about the cultural and historical heritage of the Municipality (mosques, churches, schools), old houses and other structures that witness histories; as historical material resources and together with MCYS and donors, ensures their maintenance and restoration in accordance with the identification of this cultural property in the UDP, Municipality of Viti/Vitina.
7. Organize various surveys, seminars and training events for the purpose of notifying, promoting and involving young people in Kosovo in European and world youth activities;
8. Organizes campaigns with youth and the society in general to fight against psychotropic substances (drugs, tobacco), and other health campaigns such as prevention, fight against HIV, prostitution and other negative phenomena in the society etc.

EMPLOYMENT OFFICE

The Employment Office in Viti/Vitina is under the management of the Employment Agency of the Republic of Kosovo. This Agency is within the Ministry of Labour and Social Welfare.

Employment Office Services:

- Registration of new jobseekers;
- Continued unemployment;
- Issuance of unemployment certificates for jobseekers;
- Counselling (for employment, vocational training and vocational rehabilitation at VTC, for career, etc.);
- Labour market research;
- Job vacancies;
- Job placements;
- Realization of Active Labour Programs (public projects, projects through UNDP, GIZ etc);
- Miscellaneous projects MLSW-APRK-MUNICIPALITY VITI;

GENDER EQUALITY OFFICE

The Gender Equality Office functions within the Office of the Mayor of the Municipality and within its activities performs the following tasks:

- In coordination with the directors of the directorates and other organisational structures operating under the authority of the municipality, promotes the integration of gender equality in all policies, programs, activities and functions of the institution;
- Provide recommendations and professional advice to the Mayor in formulating gender policies and integrating the gender component into strategic documents and local curricula expressed through specific or integrated activities using gender indicators;
- Coordinates, implements, monitors and reports to the Municipality on all activities related to gender equality;
- Collects and processes gender-specific, quantitative and qualitative data on the implementation of the Law on Gender Equality, the Kosovo Gender Equality Program and all strategies and programs that are in the function of gender equality;
- Monitors the implementation of laws that are in the function of gender equality and provides recommendations for easier application of applicable laws;
- Promotes public policies to civil servants and citizens and identifies training needs;
- Cooperates with the community of NGOs and other potential local and international partners for coordinating activities between institutions, providing financial resources for public policy implementation and institutional capacity building;
- Accepts and reviews appeals from citizens of Viti/Vitina Municipality for gender discrimination.

OFFICE FOR INVESTMENT AND BUSINESS SUPPORT (OIBS)

The Office for Investment and Business Support (OIBS) was established by the Municipality of Viti/Vitina with the support of “Foundation Kosovo-Luxembourg (FKL)” and continues to be supported by Helvetas Swiss Inter-cooperation. The Office is the first stop for new and existing entrepreneurs in the municipality of Viti/Vitina, and as such, is the main office through which all information on enterprise support can be obtained. The Office provides extensive support to the business community association.

As Diaspora is considered as an important asset with significant investment potential in Kosovo, the Diaspora office during their stay in Kosovo organises consultative meetings between municipal institutions, local businesses and the Diaspora to discuss potential investments in the municipality.

Activities of the Office for Investment and Business Support:

1. Linking Municipalities and Supporting Businesses for Access to Grants and Financial Support:

- Empowering the Business Association in the municipality;
- Informing businesses with any important decision by the municipality;
- Involving businesses in the decision-making process in the municipality;
- Providing information to business about grants and funding opportunities;
- Supporting businesses to meet the criteria for applying for grants and funding;
- Supporting businesses in filling out applications for grants and funding.

2. Attracting investments:

- Analysis and prioritization of investment opportunities in Viti/Vitina municipality;
- Preparing the presentations needed for potential investors;
- Preparing a list of the most successful Diaspora businesses by the municipality;
- Organize meetings between the Diaspora and the Municipality focusing on investment opportunities.

3. Trainings and consultancy for businesses in:

- Entrepreneur
- Market research
- Business strategy
- Marketing
- Tax
- Financial Management

ŠTRPCE/SHTËRPCË





MEANINGFUL INFORMATION ON GEOGRAPHIC, PHYSICAL, SPATIAL AND SOCIO-ECONOMIC SITUATION IN THE MUNICIPALITY OF ŠTRPCE/SHTËRPCË

The Municipality of Štrpce/Shtërpcë occupies an area of 247.36 km², and is located in the upper basin of River Lepenac/Lepenc, called Sirinička/Sirinik Parish. The Municipality has clearly defined administrative-governing and cadastral boundaries, and it is framed by mountain range of Šar/Sharr and its branches: Oshlak/Ošljak, Kodža Balkan/Koxha Ballkan, Zar and Lake Mountains (Jezerska Planina/Malet e Liqeneve), and considering these facts, it gives an impression of its natural isolation. The Municipality has 13.900 inhabitants.

The Municipality of Štrpce/Shtërpcë occupies an area in the south and southeast part of Kosovo, at around 72 km south from Priština/Prishtinë. The Municipality is neighbored by municipalities of Prizren, Suva Reka/Suharekë, Uroševac/Ferizaj, Kačanik/Kaçanik and FYR of Macedonia (Map No. 1). The Municipalities encompasses 16 settlements on both sides of River Lepenac/Lepenc, at an altitude of 600 to 1,200 meters.

RESPONSIBILITIES AND COMPETENCIES OF THE MUNICIPALITY

The Municipality, at its territory, is fully authorized and exclusively competent in terms of local interest, complying with standards established by applicable legislation.

The Municipality of Štrpce/Shtërpcë has the following departments:

1. Department of public Administration;
2. Department of Budget and Finances;
3. Department of Economic Development, Tourism, Agriculture and Forestry;
4. Department of Planning, Reconstruction, Urbanism and Environmental Protection;
5. Department of Geodesy, Cadaster and Property;
6. Department of Education, Culture, Sports and Youth;
7. Department of Health and Social Welfare;
8. Department of Public Services, Protection and Rescue.

DEPARTMENT OF PUBLIC ADMINISTRATION

Administration Department, based on applicable laws, regulations and administrative instructions, the Municipality Statute, municipal rules, is responsible for providing general administrative services for the municipal administration, as well as for providing services to all citizens.

Department of Public Administration is accountable for proper communication with citizens, providing applications to citizens, advising citizens and providing legal-administrative assistance in relation to the manner of filling applications, registering all applications, information on completed cases in each month, archiving cases and safeguarding cases, as well as other business based on competencies delegated by central authorities.

Following are some of the administrative services concerning service provision to citizens, that include civil status of citizens, as well as some documentation for such services:

1. CERTIFICATE OF DOMICILE

- Application
- ID card (copy)
- Document on possession of private property such as a house or an apartment, or contract on lease (if property is leased), confirmed by competent court (copy)
- Proof of relationship with the owner – legal occupant – copy
- Fee in amount of 1 €

2. CERTIFICATE ON HOUSEHOLD UNITY

- Application
- ID card (copy)
- Birth, marriage certificate – copy
- Birth certificate for all close family members of household unity – copy
- Fee in amount of 1 €

3. CERTIFICATE ON MARITAL STATUS

- Application
- Birth certificate – original
- Statement from two witnesses with an ID card. Statement procedure is conducted before responsible municipal official
- If the party is divorced – Decision on divorce by competent local court
- If the party divorced is living abroad – decision from such a country needs to be accepted also through a decision of the District Court, as a proof in the procedure
- If the party lives out of Kosovo, a certificate is needed from a lawyer from such country confirming that the party is not married in such country, or from civil office.
- If the party is widow(er) – marriage certificate and death certificate for the spouse
- Fee in amount of 1 €

4. ATTESTATION OF DOMICILE

- Application
- Passport of the party – copy
- ID card of the host-owner of the house or the apartment – copy
- Proof from the host – owner on the property, occupancy of the house or the apartment – copy
- Fee in amount of 1 €

5. BIRTH CERTIFICATE

- Application before registrar – authorized
- Information from civil registry of birth for given period
- Old birth certificate – copy (cases prior to 1999)
- Hospital vouchers if used (cases after 1999)
- Fee in amount of 1 €

6. INSTEAD OF BIRTH CERTIFICATE

- Statement before registrar (authorized)
- Identification document issued prior to 1999, such as: marriage certificate, ID card, passport, student ID, school diploma, driver's license, etc. – copy
- Marriage certificate or ID cards of parents – copies
- Fee in amount of 1 €

7. MARRIAGE CERTIFICATE

- Application before registrar – authorized
- Information from civil registry of marriages for given period
- Old marriage certificate – copy
- Fee in amount of 1 €

8. INSTEAD OF MARRIAGE CERTIFICATE

- Application before registrar – authorized
- Information from old marriage registries
- Procedure by competent sector officer to verify proofs of marriage through statements and official information, and conclusion by the Department Head for renewal of registration of marriage in the registry and issuance of alternate certificate.
- Fee in amount of 1 € (if conclusion is issued)

9. DEATH CERTIFICATE

- Application before registrar – authorized
- Information from civil registry of deaths for given period
- Old death certificate for a given party
- Fee

10. PROOF OF DEATH

- Application before registrar – authorized
- Proof of death – original
- Birth certificate and ID card or passport of a person who is close family member (or authorized person) requesting the proof of death – copy
- Statement from the party – applicant on relationship, number and order of heirs to the deceased
- Possession list or another proof (contract, deed, will, etc.) on possession over immovable property of the deceased
- Fee

11. REGISTRATION OF BIRTH

- Application by maternity institution for the newborn
- Statement from married parents of the newborn
- Statement from both parents on recognizing parenthood if parents of the newborn are not married
- If child is born outside of a health institution, the party in the procedure is required to provide certificate on immunization of the child (BSZ vaccine) by an institution, as well as statement from two witnesses aware of such person's circumstances, fee for each witness
- Identification documents for both parents of the newborn (ID card or passport)
- Fee

12. SUBSEQUENT REGISTRATION OF BIRTH (After 30 days)

- Application for subsequent registration
- Application by maternity institution for the newborn
- Marriage certificate for parents of the child to be registered – copy
- ID cards or passports for both parents of the child – copy
- Statement from two witnesses (with ID cards or passports) who are aware or familiar with circumstances of the birth, collection of a fee – witness
- Procedure by responsible officer and issuance of a decision on subsequent registration for the party in the procedure
- Fee in amount of 20 €

13. REGISTRATION OF CHILDREN BORN ABROAD

- Original birth certificate, translated to an official language in Kosovo
- Marriage certificate for parents of the child to be registered – copy
- ID cards or passports for both parents of the child to be registered – copy
- Fee in amount of 1 €

14. MARRIAGE – MATRIMONY

- Application for marriage before registrar
- Birth certificate for both parties interested in marriage – original
- Certificates on marital status for both parties – original
- Filling minutes on marriage by parties and witnesses
- ID cards or passports of parties getting married as well as witnesses
- Presence of parties getting married as well as witnesses is required during wedding

- In case of divorced parties, decision on divorce by competent court or decision on acceptance-recognition of a verdict is required to be presented
- Death certificate for a spouse if one of the spouses is deceased
- In case of underaged persons, decision from a court granting marriage is required
- Collection of a fee, which is varied, depending on where the marriage is performed (in or out of the Department)
- Fee

15. MARRIAGE WITH A FOREIGNER

- Application
- Certificate on marital status
- Birth certificate for both parties – original
- Certificate on marital status for both parties – original
- ID cards or passports for both parties – copy
- Certificate on party domicile from the country of residence – copy
- Presence of parties and witnesses during wedding
- Decision from competent court on approving marriage for underaged persons
- Filling minutes on marriage by parties and witnesses
- In case of divorced parties, decision on divorce by competent court or decision on acceptance-recognition of a verdict is required to be presented
- Death certificate for a spouse if one of the spouses is deceased
- Fee

16. REGISTRATION OF MARRIAGES CONCLUDED OUT OF KOSOVO

- Original marriage certificate from another country where the party was married, translated to an official language in Kosovo
- ID card or passport
- In case of incomplete certificate with information on parents, the party is required to also present birth certificate for both spouses
- Municipal fee

17. REGISTRATION OF DEATH

- Proof from health institution on deceased or decision by competent court on declaring a person dead – original
- ID card or passport for the deceased – copy
- Municipal fee

18. SUBSEQUENT REGISTRATION OF DEATH

- Application
- Proof from health institution on deceased or decision by competent court on declaring a person dead – original
- Statement from two witnesses directly familiar with the death of the abovementioned person and payment of fee per statement
- Issuance of decision on subsequent registration of death by competent officer
- ID card or passport for the deceased
- Fee in amount of 50 €

19. REGISTRATION OF PERSONS WHO DIED OUT OF KOSOVO

- Death certificate for the person who died out of Kosovo, translated to an official language in Kosovo
- Kosovo ID card for the person who died out of Kosovo
- Municipal fee

20. CERTIFICATE ON CITIZENSHIP

- Application
- Birth certificate for the party
- Kosovo ID card or passport
- Domicile certificate
- Fee

21. CHANGE OF PERSONAL NAME

- Application
- Birth certificate – original
- ID card or passport – copy
- Certificate by competent court that there are no active cases before the court
- Statement from two witnesses (justification for the change of name) for underaged, statement by parents
- Municipal fee for decision

22. VARIOUS CERTIFICATES AS SPECIFIED

Parties may be issued certificates and other documents in a regular administrative procedure as specified and needed, “ad hoc”, depending on the case.

DEPARTMENT OF BUDGET AND FINANCES

This Department is responsible to:

- draft municipal rules for financial issues;
- assist the Mayor in preparing draft budget;
- maintain yearly financial accounts and statements;
- manage treasury under the supervision of the Mayor;
- oversee and monitor budget execution systems and procedures;
- prepare accounting procedures and reports;
- provide expert opinions on municipal bodies on budget;
- perform other tasks delegated by the Mayor and the Assembly.

CITIZEN SERVICE CENTER



DEPARTMENT OF ECONOMIC DEVELOPMENT, TOURISM, AGRICULTURE AND FORESTRY

This Department is responsible to:

- organize and manage the entire work of the Department;
- coordinate and oversee the work of the sector and advisory services;
- oversee and coordinate the work in veterinary sector;
- draft development plans for agriculture and forestry;
- propose actions to favorize and protect agricultural producers;
- organize training in agricultural area;
- propose budget for the needs of the Department;
- plan and program for
- plan and program for harvest and collection of agricultural products;
- request certificates for agricultural products;
- participate in all commissions in relation to agriculture;
- receive reports from forest guards;
- receive and register all letters submitted by parties;
- develop policies to manage wild animals and ecotourism;
- oversee implementation of management plans for forestry, hunting, ecotourism and other natural resources;
- prepare and propose projects in various forestry, hunting and ecotourism areas;
- initiate projects and programs that would support improvement of living conditions, employment and development of human resources of rural population;

- promote and support creation and continuation of activities in agricultural farms and outside of these, and to work on promoting possibilities for generation of rural income (employment);
- perform other tasks foreseen by law and delegated by the Mayor and the Assembly;
- draft plans for sustainable development of the Municipality;
- draft specific plans for development of crafts industry;
- draft plans for use of economic sources within the Municipality;
- create sustainable conditions for development of small and medium enterprises.

RASPBERRY FIELD IN ŠTRPCE/SHTËRPCË



OFFICE OF BUSINESS REGISTRATION WITHIN THE DEPARTMENT OF ECONOMIC DEVELOPMENT

Documents required for business registration:

1. I.B. – INDIVIDUAL BUSINESS

- ID card of the owner
- Filling the form (the form can be obtained in the Office of Business Registration, or from the Municipality's website)

2. LLC Limited liability company

- ID card of the owner
- Statute
- Annex
- Declaration
- Filling the form (the form can be obtained in the Office of Business Registration, or from the Municipality's website)

3. Addition of activities in an existing business

- ID card of the owner
- Original certificate
- Filling the form (the form can be obtained in the Office of Business Registration, or from the Municipality's website)

Documentation required for closure of business:

- ID card of the owner
- Tax certificate (issued within past 10 days)
- Original certificate
- Filling the form (the form can be obtained in the Office of Business Registration, or from the Municipality's website)

OFFICE OF FORESTRY WITHIN THE DEPARTMENT OF ECONOMIC DEVELOPMENT

Submission of application for confirming proprietary of forest (application for confirmation in private forests)

Required documentation:

- Application for confirming trunks of proprietary of forest. Application is to be submitted at the premises of the Office of Forestry in period 1 January – 31 March of the current year
- Possession list
- Copy of plan
- ID Card of the applicant

Documents provided need to be original and issued within the past 3 months.

DEPARTMENT OF PLANNING, RECONSTRUCTION, URBANISM AND ENVIRONMENTAL PROTECTION

This Department is responsible to:

- Draft Municipal Development Plan;
- Draft spatial development plan, urban development plan and rural development plan of the municipality;
- Develop criteria for issuance of construction permits;
- Draft local rules for garbage and waste management in the territory of the Municipality;
- Safeguard and maintain the environment;
- Care for waste water and solid waste treatment
- Perform other tasks delegated by the Mayor and the Assembly.

Issuance of urban conditions (PHASE I):

- Copy of ID card of applicant
- Possession list (original)
- Copy of plan (original)
- Three copies of detailed plan (physical copy and digital copy in PDF, DWG)
- Geodetic survey of the parcel
- Photograph of the parcel
- Application for urban conditions (Department of Urbanism)
- Fee in amount of 25 € (Department of Urbanism)

Construction Permit (PHASE II)

- Application for construction permit
- Copy of ID card
- Consent from KEDS
- Copy of plan (copy)
- Possession list (copy)
- Three copies of detailed plan (physical copy and digital copy in PDF, DWG)
- Certificate from the Ministry of Environment and Spatial Planning confirming whether if construction of building is planned within boundaries of a national park
- Fee for construction permit (2.61 €/m²)

Documentation for occupancy permit (PHASE III)

- Application
- Complete documentation submitted for construction permit
- Photograph of finished house
- Written statement on completed building verified by investor
- Proof from work superintendent that the building was constructed in compliance with construction permit and that he/she guarantees stability (does not represent a risk for occupancy)
- Elaborate on current situation
- Geodetic survey
- Inspection list of construction inspector
- Prior to issuance of occupancy permit, fee in amount of 50 % of the value of the fee for construction permit is collected.

DEPARTMENT OF GEODESY, CADASTER AND PROPERTY

- Performs complex geodetic-technical works in the area of basic works;
- Participates in the process of updating and filling existing networks of geodetic database and works on setting up and establishing a new one;
- Performs transfer of projected regulations in the ground;
- Performs surveys and processing of data from survey, as well as calculation of coordinates and conditions of geodetic base;
- Performs measurement and identification of parcels upon the request and for the needs of the Municipality;
- Files application for transfer of changes in cadastral registry;
- Performs various surveys and drafts situation plans for the needs of the Department and the Municipality;
- Enters certain data in the submission registry;
- Regulates and registers original data on direction and underground structures taken over by this organization, and data on those directions and structures allocated on use;
- Compares data obtained from real situation on the ground and through survey or identification;
- Performs all tasks in accordance with the Department's duties;
- Drafts material necessary for the Council of Directors, Department of Property, Department of Policy and Finances, and the Municipal Assembly;
- Provides for execution of Municipal Assembly decisions;

- Conduct administrative procedure in relation to parties' applications;
- Receives submissions for expropriation and de-expropriation of land owned by the Municipality, register and refer these to appropriate registry;
- Conducts expropriation and de-expropriation procedure;
- Refer the party if it is not satisfied with the decision for appeal before the Cadastral Agency of Kosovo;
- Develops criteria for leasing municipal buildings and construction land
- Maintains registry with names of settlements, streets, squares, as well as building and house numbers in the territory of the Municipality;
- Performs evaluation of property in compliance with criteria and standards set by applicable legislation;
- Maintains immovable property registry and land registry of the Municipality;
- Updates property based on confirmed documents;
- Protects municipal property from various usurpation;
- Maintains registry of performed tasks;
- Closely cooperates with Municipal Office for Representations.

DEPARTMENT OF EDUCATION, CULTURE, SPORT AND YOUTH

This Department is responsible to:

- Plan the development of local education and training of teaching staff in close cooperation with MEST;
- Encourage cooperation between teaching staff and students and parents;
- ensure maintenance and repair of school buildings and other axillary facilities with provided public funds;
- Adopt disciplinary rules for behavior and discipline of students in each education institution;
- Participate in selection of school principals and teachers;
- Properly manage all municipal facilities for culture, youth and sport;
- Organize, on behalf of the Municipality, meetings of cultural and sport significance, and of significance for the youth;
- Organize debates for development of culture, sport and youth in the Municipality;
- Maintain registry of cultural, sport and youth achievements in the Municipality;
- Develop plan to support cultural, sport and youth activities;
- Perform other tasks delegated by the Mayor and the Assembly.

YOUTH ACTIVITIES IN ŠTRPCE/SHTËRPCË



DEPARTMENT OF HEALTH AND SOCIAL WELFARE

This Department is responsible to:

- Provide primary health care in the Municipality in accordance with legal provisions;
- Perform inspection of private primary health care centers;
- Assess local needs for primary health;
- Set local targets for primary health care;
- Draft budget based on local needs, following guidelines from the Ministry of Health (MH);
- Coordinate and oversee the work of municipal family medicine centers and infirmaries;
- Ensure functioning of social work and social welfare centers;
- Develop plan for shelters in the territory of the Municipality;
- Ensure provision of social and family services within the territory in accordance with standards set by the Ministry of Labor and Social Welfare (MLSW);
- Perform other tasks delegated by the Mayor and the Assembly.

DEPARTMENT OF PUBLIC SERVICES, PROTECTION AND RESCUE

This Department is responsible to:

- Establish and provide local public services and infrastructure, including water supply, water supply company and sewage, waste water treatment, maintenance of local roads, local transport and local heating plant plans;
- Provide and maintain public parks and open areas and cemeteries;
- Issue permits for services and equipment, including public local transport and taxi service;
- Maintenance and management of green and animal market;
- Maintenance of public lighting, light advertisements of companies;
- Oversee and ensure implementation of the Law on Public Municipal Property and undertake adequate actions for its protection (consulting the Cadaster)
- Develop municipal defense and rescue plan in case of natural and other disasters;
- Assess danger based on factual information, in order to plan, undertake preventive measures for prevention, mitigation and elimination of consequences of natural and other disasters;
- Provide and maintain reserves of material resources in case of natural and other disasters;
- Organize monitoring, information and alarm system, provide shelter for population in case of natural and other disasters;
- Cooperate with security bodies and other entities in this area;
- Monitor the building of the Municipal Assembly and hire staff to secure municipal buildings;
- Develop firefighting plan for the territory of the Municipality and organize fire protection;
- Perform other tasks foreseen by law and delegated by the Mayor and the Assembly.

OFFICE OF COMMUNITIES AND RETURN

This Office is responsible to:

- Represent interests of communities and for the return of displaced persons to the Municipality of Štrpce/Shtërpçë, in accordance with applicable laws and regulations;
- Cooperate with ministries, local and international organizations in issues involving Communities and return.

INHERITANCE AND RIGHT TO INHERITANCE

Inheritance is transfer of property from deceased person to his/her heirs (alive descendants) in accordance with law and will of such person. Inheritance is applied in accordance with law when the deceased person left no will (testament) for the entire property or for a part of the property, or when the will is invalid (partially or fully).

Inheritance is received at the moment of death of a person. In accordance with law, each heir who is alive at the time of inheritance or any other person conceived prior to death of the decedent and born alive within 300 days after the death of the deceased person is entitled to become heir. There are three inheritance orders:

- Order I: Decedent is inherited by spouse and children (regardless of gender) and equally.
- Order II: When there are no children, inheritance is transferred to marital partner and parents of the deceased, equally.
- Order III: If decedent had no children or parents, inheritance is transferred only to marital partner. If there is no spouse or if spouse does not wish to receive inheritance, than inheritances is given to grandparents of the deceased and their dependents.

The law makes no difference between men and women, boys and girls. Each heir is equal in inheritance, under the same conditions. Inheritance sharing is based on the relationship with the descendant, regardless of gender.

Because of patriarchal values and traditions in Kosovo, it is common for women/girls not to exercise their property right. This usually happens because women renounce their inheritance (in which case they violate rights of their children to enjoy grandparents' property), as well as due to failure to declare sisters as heirs by brothers when obtaining death certificate for parents/deceased (which is a criminal act).

INHERITANCE PROCEDURE:

What is foreseen by laws in Kosovo?

1. Department of the Municipality responsible for registry of death is obliged to submit to the court death certificate within 15 days from registration of death;
2. Death certificate is very important in inheritance procedure. It contains information on the deceased (including time of death and properties belonging to him/her, as well as information on potential heirs);
3. Death certificate is issued based on data obtained by relatives of the deceased (who might be the persons who lived with the deceased or persons who have relevant information needed to complete the death certificate);
4. When court is informed of a person's death, inheritance procedure needs to be initiated;
5. Court finally decides on sharing the inheritance and for the parts that belong to heirs, except if there is a legally valid written or verbal will.

What happens in practice in Kosovo?

Court procedure to divide inheritance begins with application by heirs, and often it happens many years after this person's death. This means that, if the court does not initiate the inheritance procedure within the deadline, people may initiate inheritance procedure by themselves.

Renouncing the inheritance is allowed by law regardless of gender (brother as well can renounce it) and it needs to be done of free will and not under pressure. Renouncing the inheritance, however, is not recommended, because in such case, right to a better life is violated, as well as wellbeing of the heir who is renouncing it. In addition, prior to renouncing the inheritance, one should think well, because value of the property can change, for instance: where there was a small house, a building of higher value might be constructed (potentially building of several apartments), which you renounced irreversibly. In Kosovo it is common for sisters to renounce inheritance in favor of their brothers, because the only wealth of their parents is the house where parents lived, and in the right moment the house is sold and sister enjoys no material benefits deriving from selling the house.

Laws determining property rights:

- Kosovo Constitution;
- Law on Gender Equality in Kosovo;
- Family Law of Kosovo;
- Law on Inheritance;
- Law on Property and Other Real Rights;
- Anti-Discrimination Law;
- Law on Free Legal Aid.

These laws are published and available in a hard and electronic copies in five languages: Albanian, English, Serbian, Bosnian and Turkish. Electronic copy of the Official Gazette where these laws are published is available on: <http://gazetazyrtare.rks-gov.net>

When women lack financial possibilities to seek their rights, there are a few services that support such cases.

1. Free legal aid offered by the **Regional Legal Aid Office** (telephone Free Legal Aid Office on: 038 200 189 6 or visit official webpage on Internet <http://www.knj-rks.org>)
2. Non-governmental organizations that provide legal aid such as **CLARD** (+381 38 223759) or **NORMA** (info@norma-ks.org)
3. **Ombudsperson Institution** (080015555 or info@ombudspersonkosovo.org)

Other institutions dealing with property, property registration and women rights over property include the following:

1. Municipal gender equality officers (ensure implementation of gender equality law on a local level)
 2. Municipal cadaster officers (are responsible for registration of privately owned land and land owned by municipality)
 3. Notaries (legal office in charge of protecting legitimate interests of legal and private persons)
- Never sign a blank paper;
 - Do not hurry with signing any documents before reading them carefully;
 - Ask questions to the person requesting signature and insist until all ambiguities are cleared;
 - Report immediately if you signed something under pressure, threat, fear or fraud;
 - Do not renounce anything until you understand well what is it that you are renouncing;
 - Consult somebody who is familiar with law;
 - You can always seek assistance from previously mentioned institutions that provide free legal services.



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