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Platforma kombëtare për mbrojtje  
nga diskriminimi për komunitetet  
Rom, Ashkali dhe Egjiptian

# REPORT

## COUNTERING DISCRIMINATION BASED ON CASES IN THE NATIONAL ANTI-DISCRIMINATION PLATFORM FOR THE ROMA, ASHKALI AND EGYPTIAN COMMUNITIES

(2022-2024)

Prishtina, 2025



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# ABBREVIATIONS

1. **FLAA** - Free Legal Aid Agency;
2. **KAS** - Kosovo Agency of Statistics;
3. **Technical Group** - Technical Working Group on Protection from Discrimination for Roma, Ashkali and Egyptian Communities in the Republic of Kosovo;
4. **HEKS/EPER** - Hilfswerk Der Evangelischen Kirchen Der Schweiz;
5. **OIK** - Ombudsperson Institution;
6. **NIPHK** - National Institute of Public Health of Kosovo;
7. **KEC** - Kosovo Education Center;
8. **ECHR** - European Convention on Human Rights, and its Protocols;
9. **KFOR** - NATO Kosovo Force;
10. **KJC** - Kosovo Judicial Council;
11. **CCC** - Consultative Council for Communities;
12. **KPC** - Kosovo Prosecutorial Council;
13. **Constitution** - Constitution of the Republic of Kosovo, 2008;
14. **LPD** - Law on Protection against Discrimination, no. 05/L -021;
15. **MIA** - Ministry of Internal Affairs;
16. **MoH** – Ministry of Health;
17. **Platform** - National Platform for Protection from Discrimination for the Roma, Ashkali and Egyptian Communities;
18. **SDC** - Swiss Agency for Development and Cooperation;
19. **TdhK** - Terre des hommes Lausanne in Kosovo;
20. **VoRAE** - Voice of Roma, Ashkali and Egyptians;
21. **OGG/OPM** - Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister - Republic of Kosovo.

## INTRODUCTORY REMARKS



### **Z. Habit Hajredini,**

*Director of the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination*

**“Speak Up! Report discrimination!”**

**T**he Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister (OGG/OPM) is one of the key and most important mechanisms in the Government of Kosovo, established by the Law on Protection against Discrimination, specifically Article 10 of this law. The key role of the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister is to develop anti-discrimination policies, coordinate and monitor the implementation of the Law on Protection against Discrimination, and in particular to strengthen mechanisms for protection against discrimination at the central and local government levels.

In order to best and most efficiently fulfill our mandate, the Technical Group for Protection from Discrimination for the Roma, Ashkali and Egyptian Communities has also been established.

The OGG/OPM has persisted with its work and commitment to combating discrimination, especially against the Roma, Ashkali and Egyptian communities, through its National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities. This platform marks one of the crowning successes in combating and preventing discrimination against these communities, which has served as an additional mechanism to assist institutions tasked by the LPD to combat discrimination.

The consistent work done under the Platform is a joint merit of the employees of the OGG/OPM, the engaged professional team, as well as the partners who support the work of the Platform, namely the project “Social Justice for Roma, Ashkali and Egyptians in Kosovo”, implemented by Terre des hommes Lausanne in Kosovo (TdHK), in partnership with the organization “Voice of Roma, Ashkali and Egyptians” (VoRAE) and Swiss Church Aid (HEKS/EPER).

However, our work would not be possible without the support and trust of members of the Roma, Ashkali and Egyptian communities themselves. This joint work has also resulted in a certain number of cases being reported and addressed.

Throughout 2022, 2023, but also in 2024, the Technical Group for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities, and the Platform, have consistently and successfully addressed a large number of cases, by fact-finding, combating and preventing discrimination against the Roma, Ashkali and Egyptian communities.



Throughout the years 2022, 2023 and 2024, the Platform has been characterized by many successes, and one may mention the success stories and the conclusion of two (2) cases with a ruling from the court of jurisdiction, while in 2024, success increased by 100% compared to previous years, recording a great number of 18 cases deemed to have been successfully resolved.

Throughout the years and to date, the number of visitors to the Platform has risen to over 20 thousand, and there are over 800 active user accounts, which demonstrates a great reach among the Roma, Ashkali and Egyptian communities. This also shows that the Platform has become a rather important mechanism in combating discrimination, increasingly gaining more and more trust.

Work and success are never enough, so in countering discrimination, speak up, we must report discrimination cases to the National Platform for Protection against Discrimination! Report to: [www.raportodiskriminimin.org](http://www.raportodiskriminimin.org)!

I shall use this window of opportunity to confidently call upon all members of the Roma, Ashkali and Egyptian communities who are discriminated against, or those holding any knowledge of discrimination against them, to use the National Platform and “Speak up - Report Discrimination”.

# 1. INTRODUCTION

Based on the purpose of Law no. 05/L -021 on Protection against Discrimination (LPD) on the basis of nationality, or association with a community, the effective implementation of the LPD is very important in combating discrimination on ethnic basis.

This report has been drafted by the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, as Article 10 of the LPD requires the OGG/OPM to file a report on the implementation of the LPD, with a view of countering.<sup>1</sup>

In order to counter discrimination, and to fulfill the purpose of the LPD, the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister has taken the initiative, with the support of partners, to develop a National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities. This report aims to depict the situation of discrimination against respective communities, building on the cases reported to the Platform, which have been addressed by the Platform's professional team, and other institutions of competency, pursuant to the LPD. The report also aims to provide an overview of the fight against discrimination against the Roma, Ashkali and Egyptian communities, through cases reported to the Platform.

Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, in addition to general reports on the implementation of the LPD, in this case in conjunction with partners, and with the support of the "Social justice for Roma, Ashkali and Egyptians in Kosovo" Project, implemented by Terre des hommes Lausanne in Kosovo (TdhK), in partnership with the organization "Voice of Roma, Ashkali and Egyptians" (VoRAE) and Swiss Church Aid (HEKS/EPER), and funded by the Swiss Agency for Development and Cooperation, has drafted this report to address the implementation of the LPD, in particular with regard to the protection against discrimination of the Roma, Ashkali and Egyptian communities. This report, in addition to general reports on the implementation of the LPD, is also based on cases reported on the Platform.

This report includes all cases reported and handled by the Platform, from the beginning of its work to the cases presented in **December 2024**.

The report is based on a comprehensive methodology, which presents the records on discrimination against Roma, Ashkali and Egyptian communities reported to the Platform, as well as measures taken by the Republic of Kosovo to prevent and combat discrimination against the

<sup>1</sup> Law no. 05/L -021 on Protection against Discrimination, Article 10.7.

communities in question. The methodology of this report consists of:

- Analysis of records of discrimination against the Roma, Ashkali and Egyptian communities;
- Analysis of data on cases submitted to the Platform, including the statistical terms, and their resolution by institutions;
- Analysis of matters raised regarding the implementation of the LPD, in relation to cases of discrimination against Roma, Ashkali and Egyptian communities, etc.

The report also presents the operations of the Platform for over a 30-month period, starting from **June 2022 to December 2024**. The report also introduces an analysis of cases reported to the Platform, along with concrete statistics, including cases successfully handled by the Platform, regarding protection against discrimination for the Roma, Ashkali and Egyptian communities, as well as the aspects of violation of certain constitutional rights, using discriminatory grounds.





## 2. ROMA, ASHKALI AND EGYPTIAN COMMUNITIES IN THE CONTEXT OF DISCRIMINATION BEYOND THE CASES REPORTED TO THE PLATFORM

In addition to the cases reported to the Platform, members of the Roma, Ashkali and Egyptian communities have also reported complaints to other institutions responsible for the implementation of the LPD. The Ombudsperson's report for 2023 shows that the OIK has received 38 complaints involving the communities, namely, 22 complaints from the Ashkali community, 19 complaints from the Roma community and 7 complaints from the Egyptian community.<sup>2</sup> The Ombudsperson had a visit, on March 30, 2023, to the "Adem Voca" neighborhood to check the situation of the Roma, Ashkali and Egyptian communities living in this area of South Mitrovica. The Ombudsperson's report of the visit emphasized, among other things: *"Attendees from the Roma, Ashkali and Egyptian communities expressed their concerns regarding the lack of basic living conditions, their difficult economic and social situation, the high level of unemployment, and allegations of discrimination by municipal bodies, as well as other public and private institutions. Among the most worrisome issues that require urgent action by authorities, both municipal and central, is the large presence of litter on the streets, but also inside the basements and entrances of collective housing buildings, which pose a serious risk to residents. According to residents, waste collection is not carried out by the company contracted by the Municipality of South Mitrovica, because residents cannot afford to pay the bills, for economic reasons."*<sup>3</sup> The Kosovo Progress Report 2024, among other things, highlighted the discrimination against women from the Roma, Ashkali and Egyptian communities, in the fields of education, employment and access to health care. Early marriages, especially for women from these communities, are considered and recognized as a worrying phenomenon.<sup>4</sup> The Progress Report for Kosovo qualifies the Law on Protection against Discrimination as ineffective in combating antigypsyism.<sup>5</sup>

Regarding discrimination against Roma, Ashkali and Egyptian communities, the Human Rights Report, drafted by civil society, among other things, emphasizes: *"In contrast to inclusive policymaking, the Roma, Ashkali and Egyptian communities in Kosovo face discrimination on the basis of their ethnicity, despite the existence of the Law No. 05/L 021 on Protection from Discrimination, which counters any discrimination on the basis of ethnicity. The stigma imposed*

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<sup>2</sup> Annual Report of the Ombudsperson Institution for 2023, f. 16.

<sup>3</sup> Ibid, f. 64.

<sup>4</sup> Brussels, 30.10.2024 SWD(2024) 692 final COMMISSION STAFF WORKING DOCUMENT Kosovo\* 2024 Report, f. 36.

<sup>5</sup> Ibid, f. 38.

*on their culture has pushed them further towards marginalization, resulting in unequal access to health care, employment and education.”<sup>6</sup>.*

Discrimination against Roma, Ashkali and Egyptian communities has also been addressed in the Report on the implementation of the Law on Protection from Discrimination, based on cases reported to the National Platform for Protection from Discrimination for the Roma, Ashkali and Egyptian Communities, published in December 2023. Based on the Platform’s cases, and pursuant to this report, as of December 2023, 39 cases of discrimination had been reported to the Platform.<sup>7</sup>

## **2.1. Reporting on the Platform of cases of discrimination against Roma, Ashkali and Egyptian communities, and the challenge of anonymous reporting**

The Platform, the Technical Group, the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister and supporting partners have continuously encouraged the reporting of discrimination cases to the Platform. For this reason, the partner supporting the Platform, namely Terre des hommes in Kosovo, has invested in enhancing the Platform, in terms of facilitated reporting of cases by potential victims of discrimination. The Platform’s technical updates and enhancement were carried out throughout 2024, to facilitate the reporting of cases, but also ensuring feedback to reporting parties.



However, the rarity of cases reported for discrimination also generates a challenge in itself for the institutions of the Republic of Kosovo, and this has also been observed from the cases reported within the Platform.

The reluctance of members of the Roma, Ashkali and Egyptian communities to report cases of discrimination is also evident from the number of complaints filed with the Ombudsperson in 2022, considering the fact that the Ombudsman is one of the key mechanisms for protection against discrimination. The number of complaints submitted to the Ombudsperson Institution for 2022 is as follows: 10 Roma; 12 Ashkali; 2 Egyptians<sup>8</sup>. However, the number of reporting people did increase, according to the 2023 Annual Report of the Ombudsperson Institution, from 24 in 2022 to 38 in 2023..<sup>9</sup> Regarding complaints filed in 2024, the Ombudsperson’s annual report published on March 31, 2025 states that 22 complainants were from the Ashkali community, 19 Roma and 7 Egyptians.<sup>10</sup> Meanwhile, in terms complaints investigated by the Ombudsperson in 2024, by ethnicity, were: 5 cases from the Ashkali community, 7 cases from the Roma community and 3 cases from the Egyptian community.<sup>11</sup>

<sup>6</sup> Civil Society Report on Human Rights in Kosovo, 2023, May 2024, p. 90.

<sup>7</sup> For more, see the Report on the implementation of the Law on Protection against Discrimination, based on cases reported to the National Platform for Protection from Discrimination for the Roma, Ashkali and Egyptian Communities.

<sup>8</sup> Summary of the Ombudsperson’s Annual Report 2022, May 2023, p. 9.

<sup>9</sup> Annual Report of the Ombudsperson Institution for 2023, f. 16.

<sup>10</sup> Annual Report of the Ombudsperson Institution for 2024, f. 16.

<sup>11</sup> Ibid, f.18.

National Research on Antigypsyism in Kosovo, published in May 2022, regarding the reporting of cases of discrimination against members of the Roma, Ashkali and Egyptian communities, found that one of the reasons for the reluctance to report cases is the lack of proper treatment by institutions. Also, some fear that they would not have sufficient evidence for the cases, while others are not aware of the manner of reporting. For this reason, most of potential reporters would be afraid to report, as they believe that their case will not be handled properly.<sup>12</sup>

Even within the context of cases reported to the Platform, a reluctance to report cases for protection against discrimination has been observed. This may be inferred considering the large number of anonymous cases that have been reported, which is why many cases have not been addressed properly, in the absence of an injured party, due to the parties being anonymous. However, members of the Roma, Ashkali and Egyptian communities must be consistently encouraged to provide their contact number or other contact information when reporting cases to the Platform, so that they can be contacted and further decide whether they want their identity to be revealed. This is made possible by the rules set by the Technical Group for the Platform. The OGG/OPM and NGOs promoting the rights of Roma, Ashkali and Egyptian communities should play an active role in encouraging Roma, Ashkali and Egyptian communities to identify and report cases to the Platform. This can be done through more frequent meetings with communities. Thus, out of 11 cases reported in 2022 to the Platform, 6 of them, or over 50%, were anonymous. On the other hand, out of 21 cases reported to the Platform in 2023, 11 of them or 50% were reported anonymously. This also indicates a sense of reluctance to report cases in the Roma, Ashkali and Egyptian communities, given the degree of anonymity of the reported cases. Anonymous reports can also be linked to the fear of openly reporting the case, a finding that the Ombudsperson made in the 2022 report.

Meanwhile, **in 2024**, 13 cases have been submitted to the Platform until the drafting of this report (31.12.2024). What has been noted, unlike other years, is the fact that only one case was reported as an anonymous case.

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<sup>12</sup> Ann Morton Hyde - Dr Iulius Rostas - Drenushë Telaku - Delia Spatareanu, *"National Research on Antigypsyism in Kosovo"*, maj 2022, f. 56.

*Based on the cases reported to the Platform, a common observation is that the reporting parties are reluctant to cooperate in the handling of cases in the competent institutions, refusing to respond or provide evidence to corroborate their claims in the reporting.<sup>13</sup> Based on the platform team's analysis, this hesitation appears for the following reasons:*

- 1.** Lack of awareness of the parties regarding the concept of discrimination;
- 2.** Inability to provide sufficient evidence for the case reported, and providing only a description of events, without other supporting elements;
- 3.** Confusion between the concept of protection against discrimination and free legal aid, confusing these two aspects with the specific legal aid needs of these communities;
- 4.** Lack of necessary knowledge for reporting cases.

Anonymous reporting of cases can also be considered a challenge in reporting cases of discrimination by Roma, Ashkali and Egyptian communities, a matter which should be carefully addressed by the Technical Group, Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, partners and institutions tasked with the implementation of the LPD.

However, as noted, in 2024 there was an improvement in this regard, resulting in only one anonymously reported case.

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<sup>13</sup> This happened in the case reported by KK and in the case of LQ, who did not appear to provide evidence for what they claimed when they reported the case to the Platform.



### **3. INSTITUTIONAL MECHANISMS FOR PROTECTION AGAINST DISCRIMINATION UNDER THE LPD, AND THE NATIONAL PLATFORM FOR PROTECTION AGAINST DISCRIMINATION FOR THE ROMA, ASHKALI AND EGYPTIAN COMMUNITIES AS A SUPPORT MECHANISM**

In terms of institutional mechanisms for protection against discrimination for the Roma, Ashkali and Egyptian communities, a guiding instrument is the current Law no. 05/L-021 on Protection against Discrimination (LPD). The institutional mechanisms for protection against discrimination on ethnic grounds and all other types of discrimination are: The Ombudsperson Institution, courts of jurisdiction, the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, ministries and municipalities, with their officials designated for reporting discrimination; the State Prosecution and the Kosovo Police, when discrimination results in a criminal offense, as well as other institutions, in their own mandates deriving from specific laws, such as the case with the Education Inspectorate, etc.

Meanwhile, as supporting (alternative) mechanisms for preventing and countering discrimination against members of the non-majority Roma, Ashkali and Egyptian communities, there are: The Technical Working Group for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities, as well as the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities, which operates under the Technical Group and is administered by the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, as the secretariat of the Technical Group.

From the number of cases reported so far within the Platform, and considering inter-institutional cooperation, it has been observed that the Platform has operated as an alternative mechanism, which facilitates the institution's work in resolving cases of discrimination against the Roma, Ashkali and Egyptian communities.

The number of 51 cases reported to the Platform, and 18 cases successfully addressed so far, are clear indicators of cooperation between the Platform team and other institutions responsible for the implementation of the LPD.

### **3.1. Technical Group on Protection against Discrimination for the Roma, Ashkali and Egyptian communities in the Republic of Kosovo**

The Technical Group for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities was established in 2020, by a decision of the Prime Minister of the Republic of Kosovo, as an institutional mechanism to address cases and combat discrimination against these communities on all grounds as provided for by applicable legislation. Among other things, this group assumed the duty of addressing all complaints, to defend members of these communities against discrimination.<sup>14</sup> In addition to the Constitution of Kosovo and the LPD, the Technical Group is also tasked to implement the Declaration of the Western Balkans Partners on Roma integration, within the framework of the European Union enlargement process.

The main scope of the Technical Group is the protection of Roma, Ashkali and Egyptian communities against discrimination.<sup>15</sup> The composition of the Technical Group includes representatives of the institutions of the Republic of Kosovo, such as representatives of the relevant line ministries, two (2) representatives of the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, the Kosovo Prosecutorial Council (KPC), the Consultative Council for Communities (CCC), the Ombudsperson Institution (OIK), and representatives of civil society, among others.<sup>16</sup> In addition, considering the needs, the composition of the Technical Group has been further supplemented with other relevant partners, since the founding decision does allow for it. The Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister remains the chair of the Technical Group, and also has the mandate to manage the secretariat of this Group.

*The terms of reference of the Technical Group also include the following issues:*

- 1.** Responsibility for implementing the items deriving from the Western Balkans Partners' Declaration on Roma integration, within the framework of the European Union enlargement process;
- 2.** Cooperating with responsible institutions to address complaints from members of the Roma, Ashkali and Egyptian communities on discrimination against them;
- 3.** Forwarding complaints of discrimination against Roma, Ashkali and Egyptian communities to competent institutions;
- 4.** Cooperation with responsible institutions to provide legal support, to provide protection against discrimination for the Roma, Ashkali and Egyptian communities;

<sup>14</sup> Decision of the Prime Minister of the Republic of Kosovo, no. 139/2020, dated 11.09.2020, item 3.1.

<sup>15</sup> Ibid., item 1.

<sup>16</sup> Ibid., item 1.

5. Carrying out public awareness activities to prevent discrimination against the Roma, Ashkali and Egyptian communities;
6. Implementing other activities aimed at addressing cases of discrimination against the Roma, Ashkali and Egyptian communities.<sup>17</sup>

In order to implement the mandate of this Group, the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister has founded the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities. This platform serves as an alternative mechanism for combating discrimination against these communities, and as a support mechanism in implementing the mandate of the Technical Group, created pursuant a decision of the Prime Minister establishing such group.

Throughout 2021, 2022 and 2023, and with an aim of addressing issues of protection against discrimination against the Roma, Ashkali and Egyptian communities, the Technical Group has held 8 (eight) meetings.<sup>18</sup> The Technical Group, pursuant to the founding decision, must hold at least 4 meetings annually, meaning at least one meeting every 3 months. On the other hand, for 2024, the Technical Group has held 2 regular meetings and 2 information sessions regarding the matter of the Platform, and the promotion of its work.<sup>19</sup>

In addition to the Group members, other civil society organizations are also invited to the meetings of the Technical Group, as per the decision on the establishment of the Group.

In order to ensure proper operation, as stated above, the activities of the Technical Group are hosted by the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, and this group, including the Platform, is supported by professional staff, with their legal and administrative expertise, who analyze and follow up on cases reported to the Platform, draft letters to address relevant cases to competent institutions, and draft concrete recommendations for the needs of the Technical Group.

Of the cases handled by the professional team supporting the Technical Group and the Platform, 2 of them were reported to the Technical Group, and 5 of them to the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, during 2019, while the Technical Group had not yet been established.

Since the launch of the Platform, 47 new cases have been submitted directly to the Platform. This shows that the Platform has already had a significant effect, thereby activating the Technical Group, and supporting its mandate. Following the launch of the Platform, cases reported in 2020 to the Technical Group and in 2019 to the Office for Good Governance, Human Rights, Equal

<sup>17</sup> Decision of the Prime Minister of the Republic of Kosovo, no. 139/2020, dated 11.09.2020, item 3.

<sup>18</sup> Technical Group meetings held on: 18.05.2021; 04.08.2021; 25.11.2021; 29.03.2022; 05.09.2022; 15.12.2022; 07.02.2023; 11.07.2023

<sup>19</sup> Technical Group meetings held on: 20.05.2024 and 10.10.2025, as well as the meetings or sessions held on 09.09.2024 and 18.11.2024.



Opportunities and Anti-Discrimination/Office of the Prime Minister have also been registered and handled by the Platform, and this increased the total number of cases on the platform to 39 cases by November 15, 2023, and 52 cases by December 31, 2024.

Since its establishment, the Technical Group has played the role of an important functional mechanism, serving as the foundation for the functioning of the Platform. Depending on the cases reported on the Platform, the Technical Group has established its positions and assessments in countering discrimination. **During the year 2024**, the Technical Group has held regular meetings with the OIK, with the aim of coordinating and harmonizing actions to combat discrimination against the Roma, Ashkali and Egyptian communities. As noted above, in addition to regular meetings, the Technical Group has also practiced holding sessions in the form of meetings with the relevant mechanisms for combating discrimination. These information sessions (meetings) are as follows:

**Information sessions between the Technical Group and the central and local level entities:** On September 9, 2024, an information session was held with 23 participants, with Discrimination Protection Officers at the central level, and with the Human Rights Unit in the municipalities of the Republic of Kosovo, which focused on the reporting mechanisms of discrimination against the Roma, Ashkali and Egyptian communities, namely the National Platform for Protection against Discrimination for the communities in question. The meeting was hosted by the Office for Good Governance/Office of the Prime Minister, with the support of the TdhK.<sup>20</sup> This information session aimed to provide a detailed overview of the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities, and its role in protecting these communities from discrimination. During this event, participants had an opportunity to learn more about the constitutional and legal aspects involved in protection against discrimination, the mechanisms for protection against discrimination, respectively the Platform, as well as the inter-institutional cooperation and operations in this field.



An information session was also organized for the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities [www.raportodiskriminimin.org](http://www.raportodiskriminimin.org). The purpose of this session was to raise awareness among the Roma, Ashkali and Egyptian communities on the role and operations of the Platform, and ways to report cases of discrimination. The information session was organized by the Office for Good Governance/Office of the Prime Minister, in collaboration with the organization Advancing Together. 19 beneficiaries attended the session.<sup>21</sup>

<sup>20</sup> Reporting by Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, dated 21.11.2024.

<sup>21</sup> Information session organized at the level of the Technical Group, on 18.11.2024.





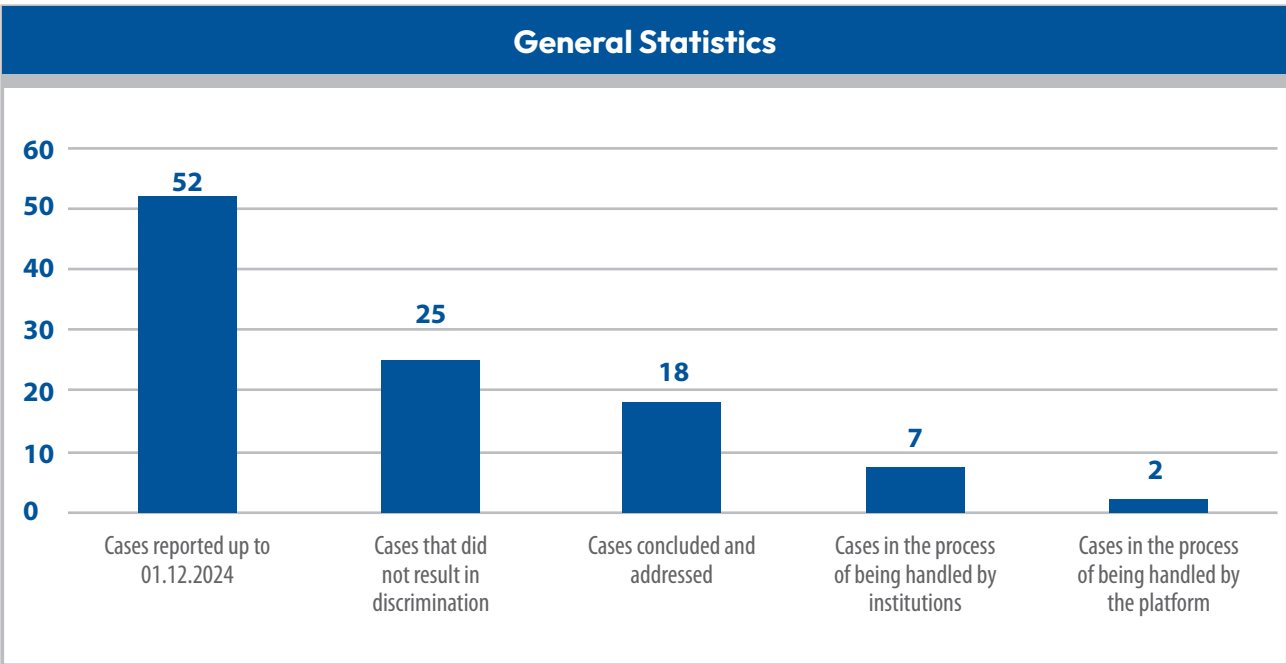
## **4. NATIONAL PLATFORM FOR PROTECTION AGAINST DISCRIMINATION FOR ROMA, ASHKALI AND EGYPTIAN COMMUNITIES, AND CASES REPORTED BETWEEN JUNE 2022 TO DECEMBER 31, 2024**

**T**he National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities was established by the Government of the Republic of Kosovo to support the values enshrined in the Constitution of Kosovo, and to combat discrimination against the Roma, Ashkali and Egyptian communities. With a commitment to combating and preventing discrimination against these communities, the Platform constitutes an additional affirmative measure to ensure equal treatment for all citizens of the Roma, Ashkali and Egyptian communities. The platform was launched in June 2022 and, from its launch until December 31, 2024, 30 months of work on this mechanism have been completed.

Managed by the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister and supported by the project “*Social justice for Roma, Ashkali and Egyptians*” implemented by TdhK in partnership with the organization VoRAE and HEKS/EPER, and funded by the Swiss Agency for Development and Cooperation, the Platform aims to serve the Technical Working Group for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities in Kosovo. The “*Social Justice for Roma, Ashkali and Egyptians*” project also provides the services of a legal expert to the Technical Group, and a Platform administrator, who facilitate and support the Technical Group, and above all, to those reporting to the Platform, throughout the entire process, from reporting to the conclusion and addressing of the case.<sup>22</sup>

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<sup>22</sup> See more in the report Protection against Discrimination - a comprehensive summary of the one-year efforts of the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities (2022-2023), Albanian version, p. 4-5.



**TABLE:** General statistics for the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities, regarding reported cases.

Since its launch until December 31, 2024, the Platform has had a total of **21,896 visitors**. In total, there are **872 open and active accounts**.

The Platform operates under a clear mission to receive and address cases of direct, indirect, collective and other forms of discrimination against the Roma, Ashkali and Egyptian communities. It aims to ensure equal access and facilitate the reporting of cases of discrimination, with a particular focus on the aforementioned Roma, Ashkali and Egyptian communities. The platform also plays a crucial role in raising awareness about relevant legislation and institutional mechanisms for protection against discrimination. In supporting the vision of equal constitutional and legal treatment for all citizens of Kosovo, regardless of their different personal traits, the Platform strives to promote a society without discrimination against the Roma, Ashkali and Egyptian communities on the basis of gender, age, marital status, language, physical or mental disability, sexual orientation, nationality, political opinion or belief, religion or belief, ethnic or social affiliation, race, property, birth or any other status.<sup>23</sup>

The platform serves as a vital avenue for citizens belonging to the Roma, Ashkali and Egyptian communities to report cases of discrimination, regardless of when and where they occur. It aims to promote cooperation between institutions, civil society organizations, media and citizens to actively and effectively combat and prevent discrimination against these communities. In addition to its role as a reporting mechanism, the Platform is a all-encompassing information center, providing updates on discrimination cases, preventive measures, national and international legislation for protection against discrimination, various activities organized by the

<sup>23</sup> Ibid.

Government and the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, and annual reports. The virtual platform includes a website, database and mobile application for users, regularly updated with policy and practical materials, including regional and national legislation, operational procedures and guidelines.<sup>24</sup>

Platform users can directly report cases of discrimination, whether related to their own experiences or incidents they have witnessed, even if they are not directly involved.

The Platform team works on the basis of the principle of confidentiality of the parties, and preservation of official secrecy, in handling all reported cases. All reported cases are thoroughly reviewed by professional staff and appropriately referred to the relevant institutions, in accordance with the applicable Law on Protection against Discrimination (LPD).<sup>25</sup>

The establishment of the Platform was also mentioned in the 2023 Progress Report, where the Platform was viewed as a mechanism for addressing cases of protection against discrimination for the Roma, Ashkali and Egyptian communities. However, it is also emphasized that the LPD remains ineffective in combating antigypsyism.<sup>26</sup>

#### **4.1. Cases addressed by the Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities**

During the period from its establishment until December 31, 2024, a total of 52 cases were reported to the Platform, which may be divided into two categories as follows:

- 1.** Cases reported to the Platform, addressed and handled by competent institutions;
- 2.** Other cases reported to the Platform, which have not resulted in discrimination, but have been handled by the Platform.<sup>27</sup>

##### **4.1.1. Cases reported to the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities, and addressed and handled by the competent institutions<sup>28</sup>**

In 30 months of operations, of all the cases received by the Platform, 18 have been fully addressed by the institutions, while 7 cases are under ongoing proceedings, and may take some time, due to institutional proceedings, including those in judicial proceedings. These 7 cases involve proceedings in the Police, the Prosecution (criminal proceedings), the Ombudsperson Institution, and relevant courts (administrative and civil matters).

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<sup>24</sup> Ibid.

<sup>25</sup> Ibid.

<sup>26</sup> Kosovo 2023 Report, Brussels, 8.11.2023, SWD(2023) 692 final, f. 41.

<sup>27</sup> This category of cases is further explained in the following section 5.1.2.

<sup>28</sup> Cases 1-8 in this category are addressed also in the report Protection against Discrimination - a comprehensive summary of the one-year efforts of the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities 2022-2023), Albanian version, p. 12-13.

### 1. A case of collective discrimination against the Roma community in Obiliq:

**Type:** Collective discrimination

**Description:** The case involves the Roma community in Obiliq, who experienced discrimination in terms of their access to housing and other forms of property. The National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities has prepared a special report and forwarded it to the Ombudsperson. This case was addressed by the Ombudsperson, in an ex-officio report, published on 18.11.2023.

### 2. A case of discrimination by the Kosovo Police against a member of the Roma community:

**Type:** Individual discrimination/involvement in public affairs

**Description:** A member of the Roma community claimed that he was discriminated against by the Kosovo Police, because he was denied his freedom to assemble and organize during the COVID-19 pandemic. The platform conducted an investigation, and established the grounds for discrimination. The case is now being reviewed by the competent Basic Court, on the basis of relevant articles of the Law on Protection against Discrimination. Although the LPD provides on the facility of discrimination cases to be treated urgently by the courts, there has been no ruling on this case for a full year from the filing of this case with the court.

### 3. Case of discrimination against a woman from the Roma community:

**Type:** Individual discrimination, constituting a criminal offense

**Description:** A woman from the Roma community experiencing discrimination on multiple grounds, including discrimination involving criminal offenses. The platform has generated a special report highlighting discrimination by physical assault (criminal offense) and hate speech on social media. The case is currently under review by the competent courts and is being monitored by the Platform. Regarding this case, the Ombudsperson has issued a report with recommendations, where it addresses with particular emphasis the aspect of discrimination by hate speech.<sup>29</sup>

### 4. Cases of denial of citizenship due to failure to meet legal requirements:

**Type:** Alleged discrimination, but found to be non-discriminatory

**Description:** Four citizens from the Roma, Ashkali and Egyptian communities claim that their applications for citizenship were rejected due to discrimination. The Platform investigated these cases and received a response from the Ministry of Internal Affairs, thereby stating that the denial was not discriminatory, but due to the applicants' failure to meet legal requirements. The cases have been deemed closed.

<sup>29</sup> "Report with recommendations of the Ombudsperson of the Republic of Kosovo", Ex-officio Report No. 468/2019, Ombudsperson Institution, Pristina, December 9, 2019.

## **5. Case of continuous discrimination by a natural person, affecting access to property:**

**Type:** Individual discrimination/unequal treatment by institutions administering justice

**Description:** A citizen, who is a member of the Roma community, is involved in a pending case involving a criminal investigation. The platform is in contact with the affected party to prevent further discrimination. The discrimination in this case is attributed to a natural person and concerns the obstruction of access to property. This case has been addressed to the Ombudsperson, and there has not yet been any decision/recommendation regarding this case. The Platform will continue to monitor and address this case, as discrimination is ongoing, while the Technical Group shall ask the Ombudsperson to address these cases as a priority. The subject that caused the discrimination in this case is a public natural person, and the State Prosecutor should also be involved. The platform has re-addressed the case citing delays, and has yet to receive a response or any information about a concrete outcome.

## **6. The case of hate speech and collective discrimination promoted through social networks:**

**Type:** Collective discrimination and hate speech

**Description:** An Albanian citizen of the Republic of Kosovo has engaged in hate speech through social networks, targeting communities. The Platform has treated this case as discrimination, amounting to a criminal offense. They have initiated the necessary proceedings, and filed a criminal report with the competent institutions.

## **7. A case of discrimination in higher education:**

**Type:** Individual discrimination/discrimination in the field of education

**Description:** A citizen, a member of the Roma community, has faced discrimination related to higher education. The platform has received a response from the institution (university) involved in this case. In their response, clarifications were provided about the procedure for her enrollment at the university, and the institution has explained the legal reasons for her non-enrollment.

## **8. The case of ongoing discrimination in employment by the Ministry of Health:**

**Type:** Individual discrimination/continuous discrimination and unequal treatment

**Description:** A citizen from the Egyptian community has reported ongoing discrimination in employment by the Ministry of Health. The platform has analyzed and handled the case to address issues of discrimination. The case was successfully addressed and concluded with a ruling of the Basic Court C. nr. 400/2019. 18.05.2023, which confirmed indirect discrimination by the Ministry of Health. The Court's ruling found indirect discrimination against the citizen due to the failure to provide him with equal employment opportunities.<sup>30</sup>

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<sup>30</sup> This case is further explained in the following section, as a case of the Platform which has resulted in success.

## **9. A case of hate speech on the occasion of the celebration of Egyptian Community Day<sup>31</sup>:**

**Type:** Individual discrimination/hate speech

**Description:** An Albanian citizen, a citizen of the Republic of Kosovo, through a post on the official Facebook page of the Prime Minister of Kosovo, has been involved in spreading hate speech and expressing intolerance towards members of the Egyptian community. The case was addressed to the competent authorities as discrimination, which constitutes a criminal offense. The case was addressed to the Kosovo Police in Pristina. The platform has not received any feedback of any outcome regarding this case.

## **10. Discrimination of 25 Roma and Ashkali children from the Municipality of Fushë-Kosova, and denial of their right to education:**

**Type:** Collective discrimination/unequal access in the field of education

**Description:** 25 children from the Roma and Ashkali communities have been denied their continuation of alternative education by a school in the municipality of Fushë-Kosova. The case occurred in 2021, and was addressed by the Platform in 2023, following a report by TdhK, as TdhK itself supported the alternative education of such children at the "Selman Riza" school in Fushë-Kosova. The case has been addressed to the Education Inspectorate and the Ombudsperson. No response has been received from the Education Inspectorate, while the Ombudsperson recorded this case in April 2023. Regarding this case, the Ombudsperson has issued a report no. 637/2023, thereby finding discrimination against students, and thereby ordering the Municipality of Fushë-Kosova to take relevant measures. The case was successful, while the notification for this case came in 2024.

## **11. Discrimination against children from the Roma and Ashkali communities in a school in the municipality of Prizren:**

**Type:** Collective discrimination/prevention of discrimination

**Description:** The case was reported to the Platform in 2023, and was publicly published by the 'Nacionale' newspaper. According to the circumstances of the case, it was reported that a school in Prizren had segregated students into classrooms by their ethnicity. The Platform addressed the case, and immediate measures were taken by the Municipal Education Department in Prizren, thereby preventing discrimination.

## **12. Discrimination against a female student from a school in the municipality of Fushë-Kosova:**

**Type:** Individual discrimination/prevention of discrimination

**Description:** The case was reported in the municipality of Fushë-Kosova, where in a primary school in this municipality, a sixth grade student was denied the continuation of her education by the school director, under the justification of having repeated the school year. The case, with the consent of the parents, was addressed to the Education Inspectorate and the Platform received a response, while the Inspectorate recommended disciplinary measures against the school director, and the case was successfully addressed.

<sup>31</sup> Cases 9-13 are presented in the Report on the Implementation of the Law on Protection against Discrimination, based on cases reported to the National Platform for Protection from Discrimination for the Roma, Ashkali and Egyptian Communities, published on December 23, 2023 by the Platform.

### **13. Discrimination against two disabled students from the Roma community:**

**Type:** Individual discrimination/discrimination in education

**Description:** Two disabled students from the municipality of Fushë-Kosova have not been able to register in a center (special school) because the Municipality of Fushë-Kosova failed to establish a committee to examine the degree of disability. Such an approach by the Municipality has rendered them unable to continue their education properly. The case was addressed to the Municipality of Fushë-Kosova, and is being monitored by the Platform. The Platform has yet to receive a concrete response regarding the resolution of the case, as the Municipality is the competent authority for the establishment of such relevant committee.

### **14. The case of Roma children roaming the streets and discrimination by inaction**

**Type:** Does not constitute discrimination

The case concerns four (4) Roma children, and was reported by a third person. Of the 4 children, the youngest was 8 years old, and the oldest was 14 years old. According to the report, the children were seen wandering in the 'Dardania' neighborhood in Pristina at 5 am, unaccompanied by any adults. For this, the reporting person claimed that she notified the Kosovo Police at 5:27, respectively the Station South. Also, according to the report, the same children were again seen playing near waste containers in the 'Dardania' neighborhood in Pristina. The Kosovo Police was notified twice regarding this case, on the day the reporter noticed the children. The Platform's professional team handled the case, thereby notifying the Kosovo Police on the inaction in this specific case, and it considers the case handled, since it was not about discrimination, but about inaction of the institution competent for the protection of public order and peace.

### **15. Complaint against the 'Pastrimi' company in the Municipality of Lipjan**

**Type:** Does not constitute discrimination

The reporting person claimed that she was subject to injustice by the Waste Collection Company 'Pastrimi' in Lipjan, and that the company had sent her 35 Euro unpaid bill to the private enforcement agent, thereby also claiming there is some collusion between the two, and that she is inclined to believe there is injustice. The case reporter is identified by name, and she was duly informed that the case does not constitute discrimination, but it is a case for free legal aid, namely the enforcement of a water supply bill. The Platform deemed the case concluded upon its contacts with the company 'Pastrimi' in Lipjan, by notifying the company of the situation as claimed by a member of the community.

### **16. The case of Roma children without parental care**

**Type:** Does not constitute discrimination

The case was reported by a third party, and was handled in January 2024. In to this case, the three (3) children of a member of the Roma community were left without parental care due to the death of their mother, and the new marriage of the member of the Roma community. Upon receipt of the report, the Platform's professional team contacted the reporter and the Center for Social Work (CSW) in Fushë-Kosova, and received a response from the CSW that the case



had been under CSW management since September 2020 and that it would be addressed further. The case is deemed concluded from the viewpoint of the Platform.

## **17. Discrimination against members of the Roma and Ashkali communities by the Kosovo Agency of Statistics (KAS)**

**Type:** Racial discrimination

The case concerns the alleged discrimination of the Roma and Ashkali communities by the relevant officials competent for the population census, respectively the officials engaged in the population census process by the Kosovo Agency of Statistics (KAS). The discrimination is suspected to have occurred during a meeting with members of the Roma and Ashkali communities in the municipality of Fushë-Kosova, specifically at the 'Hivzi Sylejmani' school. During a meeting on the population census process, according to the report, the KAS official several times mentioned the word "maxhup (gypsy)" when referring to members of the Roma and Ashkali communities. The report by K.G. implies that she and other members of the Roma and Ashkali communities present at the meeting felt discriminated against. The reporting party has not presented any evidence of this type of racial discrimination occurring, despite the Platform's request. The Platform contacted ASK and addressed the case, without attaching any concrete evidence in its absence, however ASK has denied that such a type of racial discrimination occurred in the specific case, and has made clear its stance against such phenomena.

## **18. Racial discrimination by the Kosovo Police**

**Type:** Racial and ethnic discrimination

The case was reported by a public figure, namely I.S., and involved the mention of the ethnicity of suspects by the Kosovo Police during a public statement. The Regional Police Directorate in Peja, in a public statement reporting on an arrest of a man suspected of a criminal offense, emphasized in the statement that the suspect and the injured party belong to the Ashkali community, emphasizing the ethnicity in the statement, although in other statements, it had identified the suspects only as Kosovo citizens. The reporting party has submitted concrete evidence. The case was addressed to the Ombudsperson and received a positive response from this institution on August 20, 2024.

## **19. Discrimination reported by a private company**

**Type:** Does not constitute discrimination

The case was reported by a natural person, a citizen of the Republic of Kosovo, as the discriminated party, who had worked in a private company. The discriminated party had notified the company three weeks earlier that he would resign from his job. After his resignation, the company had promised to pay him the remaining salary to the 10th of the respective month. However, this had not happened. The Platform acknowledged the receipt of the report, and communicated with the injured party, informing them that this case does not constitute discrimination, but a legal issue related to a failure to enforce the labor law. The Platform team also asked the party for clarification on whether there was an employment contract in his employment relationship.



## **20. Discrimination against Roma and Ashkali communities by KEDS**

**Type:** Collective ethnic discrimination

The case was reported by a citizen and several NGOs who engage in protecting the rights of the Roma and Ashkali communities. The case concerns a complaint received which alleges that, for 24 years, despite continuous requests, members of the Roma and Ashkali communities in Obiliq have not had their high voltage electricity supply regulated. The Platform's professional team requested additional relevant evidence be submitted, namely the requests addressed to KEDS. From the evidence received in August 2024, it results that 160 residents of the Roma and Ashkali communities, on 05.12.2019, submitted a request to KEDS, where they elaborate that a large part of the village of Plemetin has problems with the electricity supply and its network, namely poor voltage, and have requested a new electricity transformer. The case was addressed by the Platform, and an official response is awaited, because it concerns collective discrimination against a large number of members of the Roma and Ashkali communities.

## **21. Discrimination against a member of the Ashkali community amounting to a criminal offense**

**Type:** Collective ethnic discrimination

Throughout 2024, the Platform has addressed the case of Ashkali community member A.P. The case concerned the occupation of commercial premises by a natural person. The Platform's professional team has contacted the discriminated party several times, and has been in constant contact with them. Also, several official letters have been addressed to the Basic Court in Prizren. The case was successfully concluded and in September 2024, the party's property was vacated, pursuant to a ruling of the competent Court in Prizren, C.nr. 1791/2023, dated 02.08.2024.

## **22. Reported cases of early marriage**

Two (2) cases related to early marriages have also been reported on the Platform, namely cases in which girls from the Roma and Ashkali communities were reported to have joined civil unions under the age of 18 (eighteen). One of the cases occurred in the Municipality of Prizren and the other in Obiliq. In cooperation with the inter-departmental group on early marriages, the Platform's professional team has forwarded the cases to the Kosovo Police, as well as to the CSWs of the municipalities of Prizren and Obiliq, and these cases are deemed concluded.

## **23. Case of alleged hate speech**

**Type:** Hate language

A reporting person claims that the 'Korrekt Press' online portal spread hate speech because it featured a person watching a football match where Spain was playing. According to the allegations, the online outlet in question had described the boy featured in the article as a member of the Roma community, instead of being described as a member of the Ashkali community. The case is being analyzed by the Platform and an internal legal analytical report has been submitted for this purpose.

#### 4.1.2. Other cases reported to the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities that have been addressed, and constituted no discrimination<sup>32</sup>

There are 25 cases of a total of 34 cases which the Platform assessed as not being within the scope of discrimination, based on the applicable legislation (LPD), as well as other legislation in force. It was noted above that 18 cases are deemed successfully handled by the Platform.

These cases are registered with the Platform and appear in its database, and as such are treated by the Platform's professional team with the aim of addressing them professionally.

*The reasons for assessing these cases as non-discriminatory are as follows:*

1. Only registered cases, where the discriminated person (subject) and his/her contacts were unknown and in the description of their report they did not present any evidence of discrimination. Usually, the description on the Platform in these cases has been very brief, and as such insufficient for the case to be proceeded further with the competent institutions.
2. Cases that have been handled, though the parties have not cooperated with the Platform, failing to provide concrete evidence for what they have claimed. In such cases, the Platform professional staff has consistently contacted the parties to provide additional evidence. There are 3 such cases reported.
3. The platform was not the proper venue to handle the case.

As a result, all cases in this category were professionally handled by the Platform, though it being unable to forward it with the competent institutions, pursuant to the LPD.



All cases presented and further described in this section of the report are in the order reported on the Platform, based on a timeline of reporting and recording in the Platform's database.

##### 1. Case of discriminatory language used in a 'reality show':

**Type:** Hate speech and media discrimination

**Description:** An anonymous report was made to the Platform regarding discriminatory language used against communities in a 'reality show'. The language specifically referred to them as "gypsies". The platform took action by addressing the case and highlighting the consequences caused by discriminatory videos. The TV production has responded by taking down the video, and the case is now deemed closed.

<sup>32</sup> Cases 1-13 in this category are addressed also in the report Protection against Discrimination - a comprehensive summary of the one-year efforts of the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities 2022-2023), Albanian version, p. 13-15.

## 2. Case of discrimination reported against the Municipality of Klina:

**Type:** *Alleged discrimination by a public institution*

**Description:** An anonymous report of discrimination was made against the Municipality of Klina and was reported to the Platform. The Platform has addressed the case, and received a response from the Municipality of Klina, stating that this case does not constitute discrimination.

## 3. Case of anonymous report of discrimination against a passenger transport company:

**Type:** *Alleged discrimination by a private company*

**Description:** An anonymous report of discrimination was made against a private passenger transport company, and was reported to the Platform. Although it is not clear which party is discriminated against, the Platform has addressed this case. The Ministry responsible for infrastructure (MESPI) has responded to the Platform regarding the case. Details of the response and outcome were not provided, but it is stated that the case is deemed closed.

## 4. Anonymous case reported in Peja:

**Type:** *Unqualified discrimination*

**Description:** An anonymous report was made in Peja, which provided only one word without any additional information. Due to the lack of details and contacts, the Platform was unable to handle the case.

## 5. Anonymous case reported in Fushë Kosovë mentioning “racism”:

**Type:** *Alleged racism*

**Description:** An anonymous report was made in Fushë-Kosova, where the word “racism” was mentioned, without any further information. The platform was unable to address the issue due to a lack of details.

## 6. Anonymous case of discrimination reported in Peja:

**Type:** *Unqualified discrimination*

**Description:** Another case of discrimination was reported anonymously in Peja, without any information, except for one word. The platform could not address the case due to lack of details.

## 7. Anonymous case of discrimination reported against a private business in Fushë-Kosova:

**Type:** *Alleged discrimination by a private business*

**Description:** A case of discrimination was reported against a private business in Fushë-Kosova, with only one sentence provided and no additional information. The platform was unable to address the issue due to a lack of details.

#### **8. Anonymous case of discrimination addressed to the Prime Minister of Kosovo:**

**Type:** *Unknown discrimination, addressed to the Prime Minister*

**Description:** An anonymous person wrote an open letter to the Prime Minister of Kosovo regarding discrimination. However, the case could not be addressed due to lack of information, due to anonymity, and the manner of reporting.

#### **9. Anonymous case of discrimination by the Government of Kosovo:**

**Type:** *Alleged discrimination by the Government*

**Description:** An anonymous report claimed that the Kosovo Government denies the existence of Kosovo Egyptians. The case lacks substantial information and the person remains anonymous.

#### **10. Anonymous case of discrimination reported against “Retro” Bar in Gjakova:**

**Type:** *Unqualified discrimination by a business*

**Description:** An anonymous person reported a case of discrimination at the “Retro” bar premises in Gjakova. No information was provided, and the affected party left no contact details, or provide further explanation on the discrimination.

#### **11. Anonymous case of discrimination reported against a health care institution in Fushë-Kosova:**

**Type:** *Alleged discrimination by a health care institution*

**Description:** A person claimed to have experienced discrimination at a health care institution in Fushë-Kosova. However, the person who reported the case remained anonymous, while the Platform was not able to address the case due to a lack of basic information and evidence.

#### **12. Case of discrimination reported by a member of the Roma community (Case 1):**

**Type:** *Unfounded claim of discrimination*

**Description:** A member of the Roma community reported a case of discrimination to the Platform, providing some details on the purported incident. The Platform team reviewed the case, and met with the relevant party to discuss the issue. However, despite the conversation, the party failed to provide concrete evidence of discrimination or identify the subjects liable. The case remains unsolved due to a lack of supporting evidence.

#### **13. Case of discrimination reported by the same member of the Roma community (Case 2):**

**Type:** *Unfounded claim of discrimination*

**Description:** The same individual from the Roma community reported another case of discrimination to the Platform. This case differs from the previous one in its nature. Again, the Platform team engaged with the party and discussed the case, but the party failed to provide concrete evidence or identify the subjects involved in the alleged discrimination. The case remains unsolved due to a lack of supporting evidence.

#### 14. Anonymous case of discrimination by natural persons:

**Type:** *Alleged discrimination by natural persons*

**Description:** A person who wished to remain anonymous and says he works at a international organization in Kosovo, claiming that she is being discriminated against by some of her colleagues of Albanian nationality. The platform could not take any action in the absence of other information and contacts of the reporter.

#### 15. Case of hate speech in Obiliq:

**Type:** *Alleged discrimination/hate speech*

**Description:** An anonymous person reports being the target of hate speech in Obiliq. However, no data or further details have been reported to the Platform that would help the Platform address the case.

#### 16. Case addressing Platform issues:

**Type:** *No discrimination*

**Description:** A person from the Roma community filed a report, thereby requesting that the National Platform for Protection from Discrimination for the Roma, Ashkali and Egyptian Communities be translated into the Romani language. The Platform team has responded to the person regarding the issue raised.

#### 17. Case of denial of registration in a fitness club:

**Type:** *Discrimination by a private sector entity*

**Description:** An anonymous person reported being denied registration at a fitness club in the Municipality of Obiliq, simply because of belonging to the Roma community. The platform received no further records, and was unable to contact the anonymous complainant, and no evidence was presented to the database that substantiates the reported issue.

#### 18. Two other cases reported anonymously and without subject matter

**Type:** *Inexistent*

**Description:** Two other cases reported anonymously only wrote one word on the Platform, respectively the word “discrimination” and the word “bullying”. There was no other information and the Platform was unable to contact the reporters.

#### 19. Discrimination in the field of musical art

**Type:** *Individual discrimination*

**Description:** An anonymous person reports that in a song featuring two Albanian singers and one from the Roma community, which was also published on the YouTube channel, the name of the member of the Roma community is not mentioned. The platform was unable to proceed with further procedures due to the lack of information and identity of the reporter.

## 20. Hate speech caused by a doctor

**Type:** Alleged discrimination/hate speech

**Description:** An anonymous complainant alleges that a doctor from the municipality of Gjilan, on the social network Facebook, used racist expressions towards the Roma, Ashkali and Egyptian communities, using the term “blacks”. The reporting party has not provided evidence regarding this case or his/her identity.

## 21. Discrimination by private business in Gjakova

**Type:** Alleged discrimination

**Description:** An anonymous reporter points out that because he/she belongs to the Egyptian community, he/she was removed from a bar just because he/she belongs to the respective community. However, the Platform has no information about where and how the incident occurred, and the Platform is not aware of the identity of the reporter.

## 22. Case reported on the Platform by a citizen of the majority Albanian community

*Discrimination in employment*

On September 11, 2024, the Platform received a case related to the dismissal of a citizen of the Republic of Kosovo, respectively from the Kosovo Civil Service. Believing in the work of the Platform, the rapporteur complained about the handling of his case by the competent mechanisms for the implementation of the legislation in force for the Kosovo Civil Service.

## 4.2. Case of the Roma cemeteries in the municipality of Mamusha - a case requiring legal engagement

In December 2024, within the framework of the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, S.K. reported an old case related to a dispute between the Municipality of Mamusha and members of the Roma community in Mamusha.

This concerns a sensitive issue of the Roma community's cemeteries, which are considered an important heritage of this community. In the place where such graves are located, the Municipality of Mamusha has decided to build a mosque. The case has been contested and, according to the reporting party's claim, it is considered racism and discrimination. The Platform's professional team has received this case and compiled a professional report, contacted the reporting party and provided the necessary assistance.<sup>33</sup> The case is being reviewed by the Ombudsperson and the competent court as an administrative dispute.

<sup>33</sup> This case was reported on December 6, 2024.

## 5. THE RIGHTS THAT HAVE BEEN VIOLATED AGAINST MEMBERS OF THE ROMA, ASHKALI AND EGYPTIAN COMMUNITIES THROUGH CASES REPORTED ON THE PLATFORM

Of the total of 25 cases addressed to the Platform, in which discrimination was found, 18 of them have been addressed, and 7 of them are in the process of being addressed by institutions. In these cases, members of the Roma, Ashkali and Egyptian communities have had their rights, as enshrined in the Constitution of the Republic of Kosovo, violated.

The table below presents, by the description of the cases, the violations of rights of members of the Roma, Ashkali and Egyptian communities. This table does not include cases mentioned in the report in which discrimination was not found, for relevant reasons as stated above.

The cases as described in the report	Rights violated as provided by the Constitution of the Republic of Kosovo, grounds of discrimination
A case of collective discrimination against the Roma community in Obiliq	Article 23 [Human Dignity] and Article 52 [Responsibility for the Environment]
A case of discrimination by the Kosovo Police against a member of the Roma community	Article 43 [Freedom of Assembly]
Case of discrimination against a woman from the Roma community	Article 23 [Human Dignity]
Cases of denial of citizenship due to failure to meet legal requirements	Article 35 [Freedom of movement]
Case of continuous discrimination by a natural person, affecting access to property:	Article 31 [Right to a Fair and Impartial Trial], Article 32 [Right to a Legal Remedy], Article 46 [Protection of Property]
Case of hate speech and collective discrimination promoted through social networks	N/A
Case of discrimination in higher education	Article 47 [The Right to Education]
Case of ongoing discrimination in employment by the Ministry of Health	Article 49 [The Right to Work and Exercise Profession]



Case of hate speech on the occasion of the celebration of Egyptian Community Day	N/A
Discrimination of 25 Roma and Ashkali children from the Municipality of Fushë-Kosova, and denial of their right to education	Article 47 [The Right to Education]
Discrimination against children from the Roma and Ashkali communities in a school in the municipality of Prizren	Article 24 [Equality before Law], Article 47 [Right to Education]
Discrimination against a female student from a school in the municipality of Fushë-Kosova	Article 47 [The Right to Education]
Discrimination against two disabled students from the Roma community	Article 47 [The Right to Education]
The case of Roma children roaming the streets and discrimination by inaction	Article 23 [Human Dignity]
Complaint against the 'Pastrimi' company in the Municipality of Lipjan	N/A
The case of Roma children without parental care	Article 50 [Rights of the Child]
Discrimination against members of the Roma and Ashkali communities by the Kosovo Agency of Statistics (KAS)	Article 24 [Equality Before the Law]
Racial discrimination by the Kosovo Police	Article 24 [Equality Before the Law]
Discrimination reported by a private company	N/A
Discrimination against Roma and Ashkali communities by KEDS	Article 24 [Equality Before the Law]
Discrimination against a member of the Ashkali community amounting to a criminal offense	Article 46 [Protection of Property]
Reported cases of early marriage	Article 37 [Right to Marriage and Family]

*Of all the cases handled by the Platform, in terms of violation of rights as set forth by the Constitution, it results that the right to education has been violated in most cases. Respectively, in terms of the number of cases handled by the Platform, and in relation to the violated rights, the statistics are as follows:*

1. The right to education was violated in 5 cases;
2. Equality before the law has been violated in 4 cases;
3. Human dignity has been violated in 3 cases;
4. Protection of property was infringed in 2 cases;
5. In some cases, human rights violations were not identified because discrimination occurred in the private sector.



## 6. THE IMPACT OF THE NATIONAL PLATFORM FOR PROTECTION FROM DISCRIMINATION FOR THE ROMA, ASHKALI AND EGYPTIAN COMMUNITIES IN COUNTERING DISCRIMINATION

During the 30 months of its work, since the establishment of the Platform, in addition to other cases reported directly to it, the Technical Group and the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister have also handled 7 cases which were presented as follows: 5 to the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister (2019) and 2 to the Technical Group (2021), before the launch of the National Platform for Protection from Discrimination for the Roma, Ashkali and Egyptian Communities. These cases were then recorded in the Platform database, and are being consistently monitored by the Platform, until their resolution. Also, these cases have been included in the entirety of the statistics released in this report, as they were manually recorded in the Platform's database, after its launch in 2022.

The Platform professional team<sup>34</sup>, after reporting each case, has followed a methodology of work and subsequent actions such as: analyzing the facts, communicating with the reporting party/parties, collecting and reviewing relevant evidence submitted by the reporting party/parties, meetings with the party/parties, preparing analytical reports on the cases, preparing letters to address the case to the institutions responsible pursuant to the LPD (Ombudsperson Institution, local/administrative institutions, central institutions, the State Prosecutor, the Kosovo Police and the competent courts), monitoring the cases as necessary, at all stages of progress.



In all the operations of the Platform team, anonymous cases have been handled with reports for each case, but without being able to address them properly, due to the lack of the alleged victim of discrimination, as well as information (evidence) regarding such purported discrimination. On the other hand, in some cases, the complainants have not responded with facts and evidence that would corroborate the claims made in their reports, and as a result, cases have not been addressed, due to unwillingness of the parties themselves, despite the meetings held.<sup>35</sup>

<sup>34</sup> The professional team of the platform consists of: officials of the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, legal experts; the platform administrator; responsible persons assigned by supporting partners within the project, such as TdHK.

<sup>35</sup> Such cases are those filed by members of the Roma, Ashkali and Egyptian communities, KK and LQ.

In its 30 months of operation since its launch, the Platform has managed to serve as an important window for the Roma, Ashkali and Egyptian communities, with the aim of protecting them from discrimination. For one (1) year of its operation, the Platform has managed to have 9,976 visitors<sup>36</sup>, an indicator that demonstrates its (platform's) reach within the respective communities. Since its launch and until December 2023, the Platform had a total of 15,296 visitors. There are 673 accounts in total. By December 2024, the Platform had 6,600 more visitors than in the previous year (December 1, 2023), while there were 199 more active accounts.<sup>37</sup> The increase in the number of visitors for 2024 by 6,600 also indicates the trust vested in the Platform, and this is further corroborated by the increased number of active accounts.

Meanwhile, for one year of its operation (June 2021-June 2022), a total of 23 cases were reported to the Platform.<sup>38</sup> Meanwhile, between June 2023 and November 2023 alone, over a period of five (5) months, 16 new cases were reported to the Platform. This also shows that in the period July-November 2023, the Platform received over 70% of the cases that would be reported throughout the year, respectively the period June 2021-June 2022. This argument points to a significant increase in the number of reporters on the Platform, an increase in awareness of the importance of reporting cases, and an appreciation of the work of the Platform.

While for a year of operations of the Platform, out of 23 reported cases, 2 of the cases were completed, while by November 2023<sup>39</sup>, in addition to the new cases filed, 7 cases were fully concluded. Also, the number of new cases by December 31, 2024 that have been addressed and resolved went to 18. On the other hand, while in the first anniversary of the Platform's work, out of 23 reported cases, 10 of them were in process, in November 2023<sup>40</sup>, out of 39 reported cases, only 9 of the cases were pending proceedings before the competent institutions according to the LPD. The situation changed for the better, as of December 31, 2024, with only 7 new cases in treatment. This shows an increase in efficiency and cooperation with institutions in addressing cases. Also, success stories in 2024 show an increase in the number of cases resolved, from 7 in 2023, to 18 cases in 2024 which are deemed to have been successfully concluded, in terms of addressing.

Throughout the years 2022, 2023 and 2024, the Platform has continuously recorded increases in the number of reported cases, namely, in 2022 there were 11 cases, in 2023 there were 21 cases, while in 2024 there were 13 cases. On the other hand, in 2024 there was only one anonymous case, unlike previous years where the number of anonymous reports was relatively higher.

Looking at such efficiency in case development, one would conclude that the Platform has played an important role in combating discrimination against the Roma, Ashkali and Egyptian communities, throughout the 26 months of its existence and work.

<sup>36</sup> See the report Protection against Discrimination - a comprehensive summary of the one-year efforts of the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities (2022-2023), Albanian version, p. 6.

<sup>37</sup> Confirmation email from the administrator of the National Platform for Protection from Discrimination for the Roma, Ashkali and Egyptian Communities, dated 14.12.2024.

<sup>38</sup> Ibid, f. 6.

<sup>39</sup> Ibid, f. 9.

<sup>40</sup> Ibid, f. 9.

## 7. OPERATIONS OF THE PLATFORM IN THE TECHNICAL ASPECT OF CAS REPORTING

Since its establishment and over the years, the Platform has been continuously updated and enhanced, with the support of Terre des Hommes. The updates and advancements have been introduced with the aim of creating resources and to facilitate reporting of cases, easier communication with parties, easier addressing of cases, easier collection of evidence and maintaining confidentiality, etc. A significant portion of the Platform's advancements were made in 2024.

For the purpose of providing the widest possible information, the technical features of the Platform's operation, summarized in several characteristics, are as follows:

### 1. Automatic notification system

An automatic notification system that sends real-time alerts to all parties involved, including administrators and other stakeholders. When a case is reported, notifications with a description of the case are delivered immediately. This feature ensures rapid response and improves coordination between the parties involved.

## Raporto Diskriminimin

Në platformë është iniciuar një rast i ri

Ndërtesa e Qeverisë,  
Zyra për Qeverisje të Mirë /Zyra e Kryeministrit  
Kati i 6-të, Zyra Nr. 602-607  
Sheshi "Nene Terezë" p.n. 10.000  
Prishtinë –Kosovë



## 2. Automatic notifications on case progress

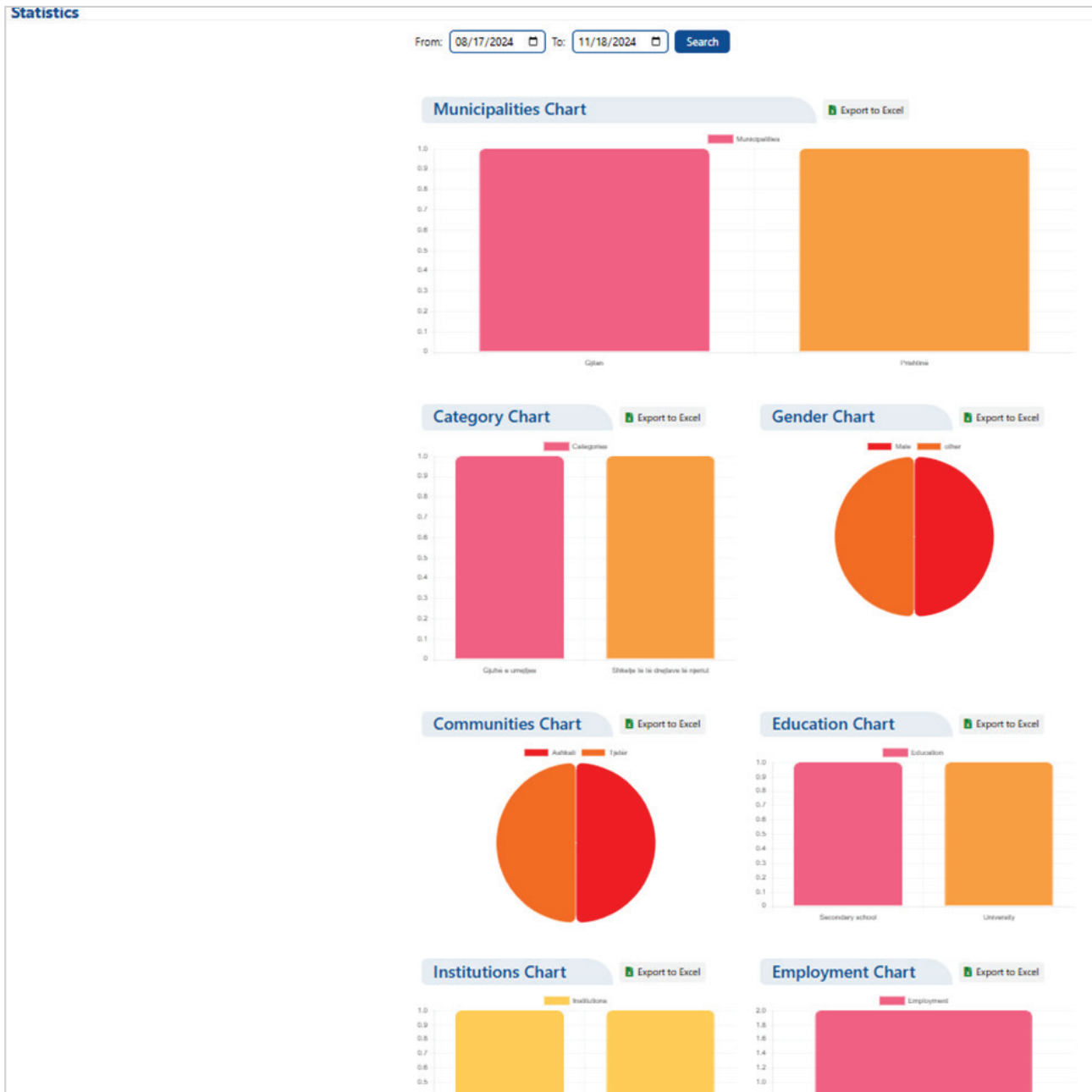
The platform sends automatic updates at every step of the case reporting and resolution process. Notifications are delivered at different stages, such as case initiation, investigation, and resolution, ensuring transparency and keeping all parties informed throughout the process.

## 3.Improved file upload capability

The platform supports uploading documents, photos, and videos. This allows users to submit comprehensive evidence to support their cases, making it easier for authorities to assess and address reported incidents of discrimination. Also, the administrator can now upload videos, more than one photo, as well as documents, reports, and other publications that are now possible to upload to the Platform.

## 4.Data export and statistical analysis

A new feature introduced for exporting reports to Excel format allows administrators to generate reports for detailed data analysis. This improvement allows for the generation of statistics based on different time periods, types of discrimination, and other criteria. This approach, with such formatting, offers new information opportunities.



## 5. Extended Reporting Categories

Over the years, new categories and reporting forms have been introduced, including the ability to report early marriages and other specific actions. This improvement provides a more comprehensive framework for reporting various forms of discrimination, addressing issues that may have previously been left aside. It has been possible to add new categories based on discrimination requirements, addressing issues that may have previously been left aside. It is possible to add new categories based on the requirements arising.



Platforma kombëtare për mbrojtje nga diskriminimi për komunitetet Rom, Ashkali dhe Egjiptian

REPUBLIKA E KOSOVËS  
QEVERIA - ZYRA E KRYEMINISTRIT  
ZYRA PËR QEVERISJE TË MIRË

Ballina Lajme Për ne Misioni Ligjet Dokumentet dhe Publikimet Mbrojtja nga d

### Ju lutemi plotësoni këtë formular për të raportuar një rast

Të dhënat dhe informacionet tuaja do të jenë konfidenciale dhe do të përdoren vetëm nga zyrtarë kompetentë.

Me çfarë ka të bëjë rasti që po raportoni?

- Diskriminim
- Bullizëm
- Shkelje të të drejtave të njeriut
- Refuzim i shërbimeve publike
- Dhunë/Kecotrajim
- Racizëm
- Ryshfet/fidele
- Gjuhë e urrejtjes
- Krim të urrejtjes
- Veçim/ndarje
- Tjetër
- pabarazi
- Martësat e Hershme

Gjinia

☐ Mashkull

☐ Femër













In 2024, the user interface was redesigned for easier access and simpler use. The new design includes a more streamlined layout, improved navigation, and a responsive design that improves the user experience for visitors and those reporting cases.

## Add documents and publications

Albanian Serbian English

Titulli AL

Normal  **B** *I* U         

*Write something awesome...*

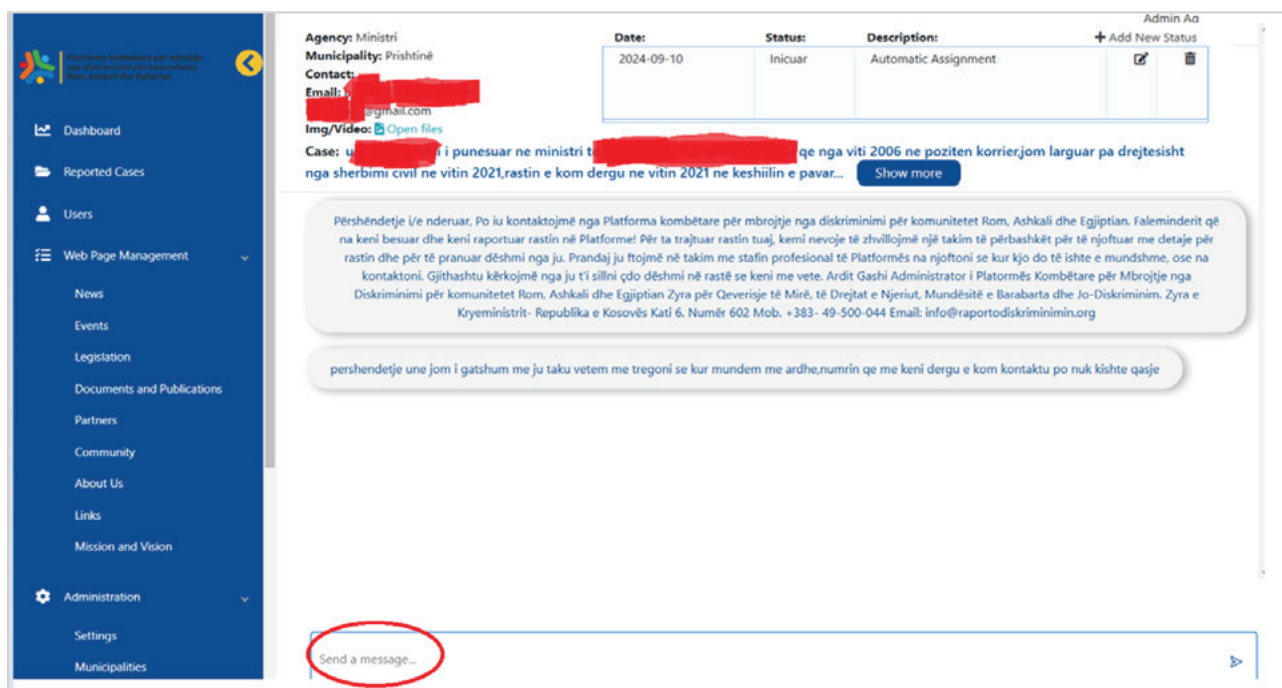
**Choose File** No file chosen

Add Legislation

The platform includes simplified content management tools for administrators, making it easier to upload updates, publish news, and share relevant information. This improvement helps keep the Platform active and up to date with the latest developments.

## 8. Safe communication with users

A feature of the Platform allows administrators to communicate directly with users through the Platform, without having to share personal contact information. This ensures secure and confidential communication, increasing user trust and privacy.



## 9. Integration with other platforms and databases

The latest updates in 2024 offer the possibility to connect the Platform with other databases and reporting systems, including various institutional websites or even new databases that can be created, facilitating data exchange and streamlining, always ensuring data protection by tracking operations. This improves the Platform's ability to contribute to the broader framework of monitoring and reporting on discrimination and human rights issues.





## 8. PROMOTION OF THE NATIONAL PLATFORM FOR PROTECTION AGAINST DISCRIMINATION FOR THE ROMA, ASHKALI AND EGYPTIAN COMMUNITIES

Throughout 2024, the OGG/OPM, together with partners, namely the organization Advancing Together, has hosted a series of information sessions and trainings on human rights and the promotion of the work of the Platform.

*The information sessions focusing on promoting the work of the Platform throughout 2024 include, among others:*

- On November 18, 2024, an information session on human rights and the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian communities was held in Graçanica;
- On November 22, 2024, a training was held in Pristina on the Framework of Indicators for Monitoring the Implementation of Law no. 05/L-021 on Protection against Discrimination, regarding the identification and reporting of discrimination, including hate speech and hate crime;
- On December 9, 2024, an information session on human rights and the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian communities was held in Lipjan;
- On December 16, 2024, a training was held in Gjakova on the Framework of Indicators for Monitoring the Implementation of Law no. 05/L-021 on Protection against Discrimination, regarding the identification and reporting of discrimination, including hate speech and hate crime;

Within the framework of such information meetings, among others, there were also representatives of the non-majority communities, Roma, Ashkali and Egyptian, who were closely introduced to the operations of the Platform, the successes, the reported cases and the advances made in 2024.

Also, as part of the commitment to combating discrimination and promoting equality, a series of trainings were organized for public officials, aiming to increase awareness in dealing with the phenomenon of antigypsyism. These trainings were carried out in cooperation with the Kosovo Institute for Public Administration (KIPA) and the Project "Social Justice for Roma, Ashkali and Egyptians in Kosovo". In total, 163 public officials attended such trainings, which had as their main objective the promotion of the Platform. Attendees, among other things, were trained to identify and combat stereotypes and prejudices against certain groups, as well as to implement policies and practices that respect human rights and equality. Among other things, 55 information sessions were organized with the general public, which aim to raise citizens' awareness of antigypsyism as a specific form of racism; as well as to promote the purpose and continued success of the said platform.



## **9. FUNCTIONING OF MECHANISMS FOR PROTECTION AGAINST AND COMBATING DISCRIMINATION THROUGH THE NATIONAL PLATFORM FOR PROTECTION FROM DISCRIMINATION FOR THE ROMA, ASHKALI AND EGYPTIAN COMMUNITIES**

Cases reported to the Platform since the initiation of its work have been handled according to a working methodology that follows the logic of the competent institutions pursuant to the LPD and other institutions as specified by special laws. All cases at the institutions were handled by the Platform's professional team and addressed by the Technical Group, which is led by the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/ Office of the Prime Minister.

Upon reporting, the Platform, according to the rules established by the Technical Group, analyzes the case and prepares an analytical report for each case, providing recommendations, including the institutions to which the case should be addressed. The Platform professional team and the Technical Group have initially addressed all cases to the institutions in which discrimination occurred, with the aim of preventing them, as well as to other institutions competent for combating discrimination according to the LPD.

Within the framework of inter-institutional cooperation, in some cases there has been satisfactory efficiency in the handling of cases by some of the institutions. As such an example, the Ministry of Internal Affairs (MIA) can be mentioned, which has professionally handled the cases addressed by the Platform.<sup>41</sup> Also, in the case of discrimination against children in a school in the municipality of Prizren, the Platform received a quick response, within 24 hours, from the Municipal Education Department, to address the case and prevent discrimination.<sup>42</sup>

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<sup>41</sup> Cases, MK, MB, BB and DI.

<sup>42</sup> Case reported by N.G.J.

Whereas, in cases of discrimination occurring in the Municipality of Fushë-Kosova, although the Platform team took immediate action, a delay was observed in the return of responses from the Municipality of Fushë-Kosova, and the responses received were inadequate and did not clarify the issues raised by the Platform team.<sup>43</sup>

Regarding the cases reported to the Ombudsperson, although the requests had been addressed since April 2023, the Platform team and the Technical Group had not received a response regarding these cases even though the 6-month deadline for investigating the case had passed, as stipulated in the Ombudsperson's work regulations.<sup>44</sup> However, in one of the cases reported in 2023, the Ombudsperson issued recommendations, finding discrimination against 25 Roma and Ashkali children, who were denied the right to education.

It should be noted that the Ombudsperson has addressed with great dedication the case presented by I.S., regarding the identification that the Kosovo Police has made of the ethnicity of the suspects in public statements and announcements.

Meanwhile, the procedure for handling cases by the court is quite evident, since although it is a legal requirement under Article 16.9 of the LPD to treat them with priority, such a thing has not occurred.<sup>45</sup>

The Education Inspectorate, in dealing with the discrimination that occurred in the municipality of Fushë-Kosovo, responded within the day, notifying the Platform of the actions taken regarding the case and issuing a report and recommendations regarding the reported case.<sup>46</sup> Based on the status of the cases, in terms of their treatment, in addition to cases closed and concluded by the Platform or concluded with a decision by the institutions, there are also cases that have been reported anonymously or are in the process of being handled by the institutions.

One must emphasize the important cooperation of the Platform with the Ombudsperson Institution, the Basic Court in Prizren, the Centers for Social Work, the Kosovo Police, and, among others, the Kosovo Agency of Statistics, in terms of the efficiency of handling cases reported to the Platform during 2024.

The following table depicts the status of inter-institutional cooperation in the management of cases reported to the Platform for 26 months of its work, respectively until December 31, 2024.

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<sup>43</sup> Case reported by E.G., and a case in which E.K. was discriminated against.

<sup>44</sup> The Platform cases submitted to the Ombudsperson Institution, and recorded under number 331/2023 and 332/2023, as well as other cases.

<sup>45</sup> Ex-Post Evaluation Report on Law no. 05/L-021 on Protection against Discrimination, adopted at the 159th Meeting of the Government of the Republic of Kosovo, by Decision no. 05/159 of 13.09.2023, p. 13.

<sup>46</sup> The EK case, reported by EG, is being treated with priority by the Education Inspectorate, as per the responses received by the secretariat of the Technical Group/Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister.

**Platform cases by institution and procedural status of case handling in the period June 2022-December 2024**

Institution handling the case	Number	Procedure/status of the case pending
Ombudsperson Institution	1	Addressed by Ex-Officio Report dated 18.11.2023 <sup>47</sup> .
Ombudsperson Institution	1	No report or recommendation.
Ombudsperson Institution	1	Report on the case no. 637/2023, dated 28.05.2024.
Ombudsperson Institution	1	A response has been recorded.
Ombudsperson Institution and the Education Inspectorate	1	No decision from the Inspectorate or the Ombudsperson.
Basic Court in Prizren	1	Judgment C.nr. 1791/2023, dated 02.08.2024.
Basic Court in Prishtina	1	There is no first instance ruling yet.
Basic Court in Prishtina	1	Indirect discrimination has been found in a court ruling.
Education Inspectorate and Ombudsperson	1	Under review, no final decision yet.
Municipality of Prizren/Education Department	1	Case closed/discrimination prevention.
Ministry of Internal Affairs/Civil Registry Agency	4	Completed/no discrimination.
Kosovo Police, Prishtina	2	Under investigation.
State Prosecutor	1	Processing the criminal report.
University of Gjakova	1	Handled by the University.
Kosovo Agency of Statistics	1	Pending treatment.
Platform recorded cases	25	The cases were only recorded, without finding discrimination, due to the lack of information reported to the Platform, as per the clarifications provided in the report.
Cases addressed as early marriages	2	Responses received from institutions, the Police and CSWs.
Cases pending treatment by the Platform	1	Expected to be forwarded to the Ombudsperson upon receiving a response from the private institution.
Cases reported and addressed by all institutions	3	These cases have been addressed with concrete responses from the relevant institutions.
Other cases not constituting discrimination	25	Such cases have been recorded but: 1. have not resulted in discrimination, 2. are anonymous and 3. Provide no further information.
Cases reported in which the Platform is not competent.	1	The reporting person did not belong to the Roma, Ashkali or Egyptian communities.
<b>52 RASTE</b>		

<sup>47</sup> A similar case was also addressed by the Platform and the same was presented to the Ombudsperson.



## 10. CASES HANDLED BY INSTITUTIONS AND A PRESENTATION OF THREE (3) SUCCESS STORIES

*Of all the cases handled recently, two cases shall be showcased below, which may be considered success stories in terms of identification, prevention and combating of discrimination. The cases are as follows:*

1. Case A.P., in which case the competent court issued a judgment in favor of the enjoyment of his right;
2. The case of discrimination against 25 children from the Roma and Ashkali communities in Fushë-Kosova;
3. The case of the student from Fushë-Kosova returning to school.

### 10.1. The A.P. Case, vacation of property by court ruling

A.P. is a member of the Ashkali community and lives in Prizren. He shared a case that was a concern for him and his family. The case concerned his business premises in a neighborhood of Prizren, in which a natural person had been operating for several years. A.P. had refused to continue cooperation and had demanded the vacating of his premises. The individual person had refused to vacate A.P.'s premises for months, denying A.P. access to the premises, and then further not paying him rent at all.

The Platform professional team contacted A.P. several times, and had held constant contact with them. A.P., with the help of the Platform, had addressed the case to the Prizren Prosecution Office and the competent court.

After constant work and communication with the competent court and the Prizren Court President, the case has been successfully concluded and the Court has decided to order the natural person to vacate the business premises of A.P. In this regard, the Basic Court in Prizren, General Department-Civil Division, has ruled with Judgment C.nr. 1791/2023, dated 02.08.2024. On 05.09.2024, to the address of the Technical Group secretariat, the party named A.P. sent a thank-you message with the following content: ***"By this letter, I would like to thank you for the assistance provided in resolving my case and the work you have done to find a solution to my case of usurpation of the premises. Now the case has reached a conclusion and once again thank you very much."***

## 10.2. The case of 25 Roma and Ashkali children in Fushë-Kosova, and the confirmation of their discrimination

25 children from the Roma and Ashkali communities have been denied their continuation of alternative education by a school in the municipality of Fushë-Kosova. The case occurred in 2021, and was addressed by the Platform in 2023, following a report by TdhK, as TdhK itself supported the alternative education of such children at the “Selman Riza” school in Fushë-Kosova. The case has been addressed to the Education Inspectorate and the Ombudsperson. No response has been received from the Education Inspectorate, while the Ombudsperson recorded this case in April 2023. Hence, in this case, the Ombudsperson has issued a report no. 637/2023, thereby finding discrimination against human rights of students, children, and thereby ordering the Municipality of Fushë-Kosova to take relevant measures. The case was successful, while the notification for this case came in 2024.

*The relevant case is considered a success story, because the Ombudsperson’s report no. 637/2023 issued concrete recommendations for the Municipality of Fushë-Kosova, and these recommendations are:*

- To take all measures to provide them with education based on their needs, taking into account their best interests;
- To organize special learning plans for children dropping out of school or who have never attended school, or for children returning from abroad, with the aim of integrating them into the national education system pursuant to the Law on Higher Education of Kosovo.

## 10.3. The case of the student at the ‘Selman Riza’ LPSS in Fushë-Kosova

The case was reported in the municipality of Fushë Kosova, where in a primary school (Selman Riza School) in this municipality, a sixth-grade student was denied the continuation of her education by the school director, under the justification of having repeated the school year. The case, with the consent of the parents, was addressed to the Education Inspectorate and the Platform received a response and the Inspectorate recommended disciplinary measures against the school director, and the case was successfully addressed. The Education Inspectorate ordered the Department to return the Roma student to school.

On January 30, 2025, the principal of the ‘Selman ‘Riza’ school notified that the student and her brother, in accordance with the Inspectorate’s decision, have returned to school and that they have passed the exam phase, and from September 1 they will be regular students at the school.



## 11. CONCLUSIONS AND RECOMMENDATIONS

The National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities has successfully addressed 52 cases of discrimination within 30 months of operation. These cases include various forms of discrimination, both individual and collective, in accordance with the existing Law on protection from discrimination. The platform, managed by the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/ Office of the Prime Minister, consists of a professional team dedicated to handling these cases. Each reported case has been thoroughly analyzed and for each case, contacts have been established with the relevant institutions involved in the discrimination cases. Upon legal review, cases are usually forwarded to the responsible institutions for further action.

The continuous progress that the Platform has achieved in the number of case reporting, including their addressing, has been evident. This can also be seen by the fact that in June 2023, the number of cases reported to the Platform was 23, while in 5 months, until November 2023, this number increased to 39, which means 16 more cases, while in 2024 there were 13 cases, with only one anonymous case.



It is essential to note that handling discrimination cases through the Platform and forwarding them to the relevant institutions follows a time-consuming investigative procedure. Despite this, members of the Roma, Ashkali and Egyptian communities should not be discouraged from reporting cases. On the contrary, the Platform should be considered as an complementary mechanism that supports these communities in their fight against discrimination.

Despite the efforts and commitment made by the team at the Platform, the Technical Group and relevant stakeholders, the number of anonymous cases reported, and for which evidence is not submitted, has remained at the same level. As of November 1, 2023, a total of 17 anonymous cases have been recorded, indicating a continuation of the previous trend. However, there has been progress in this regard, as only one anonymous case was reported in 2024.

In addition to reporting and handling cases by November 15, 2023, it should be noted that throughout 2024, the number of successfully handled cases has increased by over 100%, respectively to 18 cases in total, from 7 cases as of November 15, 2023. The efficiency of successfully addressing cases in 2024 has been significantly greater.

Unlike the last reporting in 2023, the number of visitors to the Platform for 2024 has increased to 6,600, while the number of active accounts has increased by 199, which indicates a high frequency of this mechanism.

Of all the reported cases, it is evident that two cases handled by the Platform have ended with a verdict confirming discrimination. This constitutes a success of the Technical Group, the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister and the Platform, because in case law, cases that end with a court verdict confirming discrimination are rare.

*An important focus in the conclusions of this report should also be the technical advancements of the Platform, which have been presented, and which have several positive effects as follows:*

**Increased efficiency:** Automatic notifications and streamlined processes reduce response time and administrative burden.

**Improving user experience:** A redesigned interface and expanded reporting options make it easier for users to navigate and submit detailed reports.

**Improved data analysis:** The ability to export data and generate statistical reports provides valuable information on trends and patterns of discrimination cases.

**Higher privacy and security:** Secure communication features increase the confidentiality of user interactions, building trust within marginalized communities.

**Broader integration:** Connecting the platform to other systems enables inclusiveness.

*Based on what has been highlighted above, we can make the following recommendations:*

- 1.** The Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister should continue with campaigns that encourage the reporting of as many cases as possible on the Platform and encourage the reporting of new cases.
- 2.** Civil society organizations and the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, together, should continue to undertake consistent campaigns to raise awareness among the Roma, Ashkali and Egyptian communities about the importance of reporting cases. This is necessary, considering the lower number of cases reported in 2024 compared to 2023.
- 3.** The Technical Group and the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister should continue to organize information sessions with the Roma, Ashkali and Egyptian communities to see their situation on the ground and organize information sessions to demonstrate Roma, Ashkali and Egyptian citizens their role.
- 4.** The Technical Group and the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, in cooperation with the municipalities,

should communicate with the Roma, Ashkali and Egyptian communities to obtain their opinions regarding the improvement and advancement of the Platform for reporting cases. To include Roma, Ashkali and Egyptian citizens in important processes related to the protection and advancement of their rights, so as to increase trust in these institutions among the respective communities and reduce the number of anonymous cases reported to the Technical Group through the Platform.

5. The Technical Group and the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, through the Platform, must continue to monitor the cases in process until their completion and resolution by the competent institutions.
6. Access to education for Roma, Ashkali and Egyptian students should be enabled through supplementary and alternative learning. The Municipality of Fushë Kosova must implement the recommendations that emerged from the Ombudsperson Report no. 637/2023.
7. The Technical Group should continue to advocate and take appropriate actions so that other institutions, in addition to the Ombudsperson, urgently address cases of discrimination reported to the Platform.
8. The Technical Group should consider the possibility, within the framework of protection from discrimination for the non-majority Roma, Ashkali and Egyptian communities, through the Platform and Agency for Free Legal Aid (FLAA), to refer all cases requiring free legal aid to the FLAA.
9. Address with particular seriousness the cases of children from the Roma, Ashkali and Egyptian communities who are in a street situation. There should be a higher institutional response and mobilization of relevant mechanisms to address this problem at a higher level, and the Technical Group and civil society organizations should take concrete actions in this regard.
10. When there are cases reported to the Platform that are not related to discrimination, the parties should be instructed to seek free legal aid when it is deemed that the reporting party needs free legal aid. The Technical Group should communicate with the FLAA regarding the developments in this regard.
11. Raise concern for children from the Roma, Ashkali and Egyptian communities who lack parental care and often find themselves in discriminatory situations. Discuss this issue between the Technical Group and relevant stakeholders as well as civil society organizations representing the interests of Roma, Ashkali and Egyptian communities.
12. Violation of rights and discrimination by the private sector should be addressed more effectively by the competent institutions, considering that members of the Roma, Ashkali and Egyptian communities are largely discriminated against by the private sector, and this issue should be a topic of discussion at one of the Technical Group meetings for 2025.
13. The Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister and the Technical Group should continue to handle and address all cases reported to the National Platform for Protection against Discrimination for the Roma, Ashkali and Egyptian Communities.
14. The Technical Group should periodically address letters and requests to all competent institutions that implement the LPD, with the aim of updating them on the work of the Platform, and to request from the relevant institutions that the cases addressed by the Platform under

these legal conditions be treated with priority, in order to prevent the possible consequences that may be caused by discrimination against the Roma, Ashkali and Egyptian communities, always in due account of the independence of the relevant institutions.

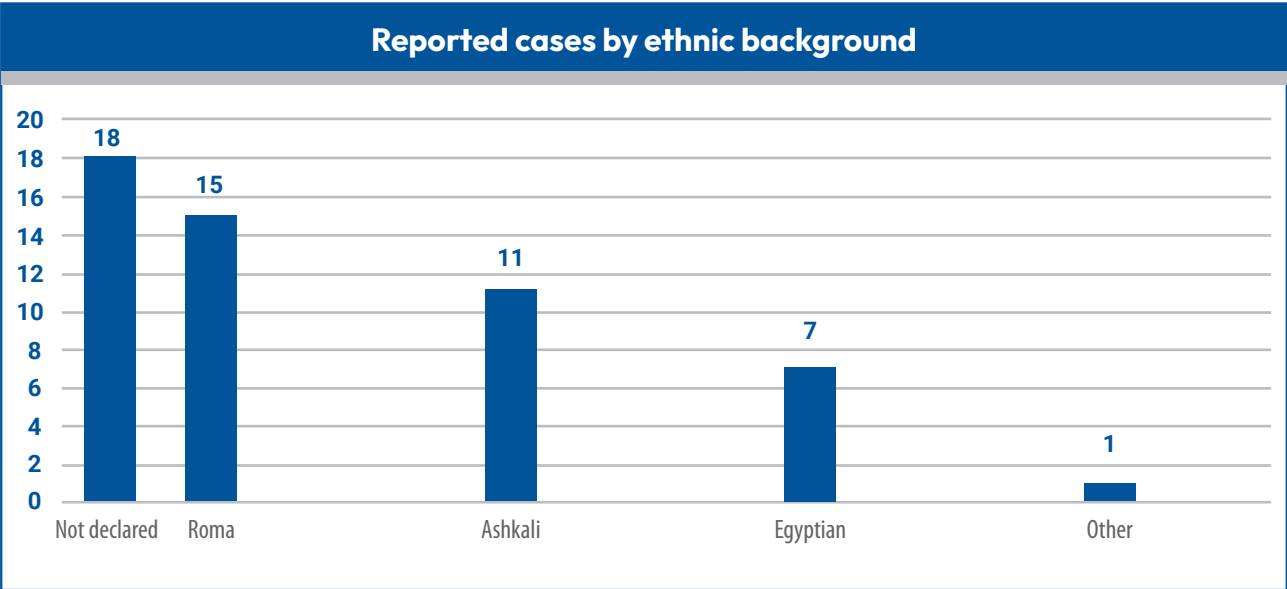
- 15.** It is recommended for all reporters of discrimination cases that, if they do not wish to report the case with their details (name and surname), they can leave only an email or phone contact, so that the Platform team can contact them to address their case anonymously and while protecting their data, upon request. This recommendation should be implemented through campaigns and information sessions through the Technical Group, the Office for Good Governance, Human Rights, Equal Opportunities and Anti-Discrimination/Office of the Prime Minister, municipalities and other relevant institutions, as per the LPD.
- 16.** It is recommended that the OGG and relevant NGOs that protect and promote the rights of the Roma, Ashkali and Egyptian communities intensify their focus group meetings with local NGOs and community members to identify new cases.
- 17.** The OGG and members of the Technical Group, in coordination with relevant NGOs, should continue their advocacy meetings to promote the Platform, in order to facilitate reporting of cases, and render the process more reliable, taking into account the legacy and successes achieved by the end of 2024.

Although some of the recommendations remain the same as the report published in December 2023, it is considered and deemed that the same should remain, because they continue to be valid even today, in order for the project of the National Platform for Protection from Discrimination for the Roma, Ashkali and Egyptian Communities to move forward even more successfully.

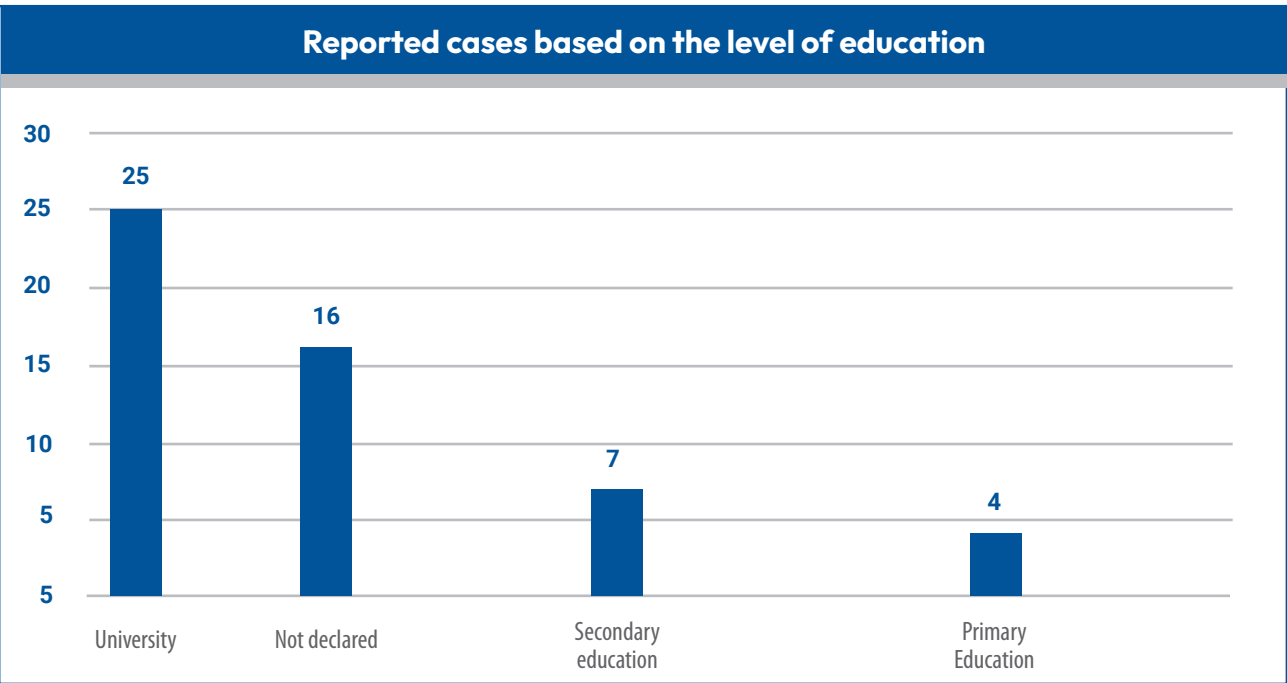
# ANNEXES:

## NATIONAL PLATFORM FOR PROTECTION FROM DISCRIMINATION FOR THE ROMA, ASHKALI AND EGYPTIAN COMMUNITIES PRESENTED IN STATISTICS

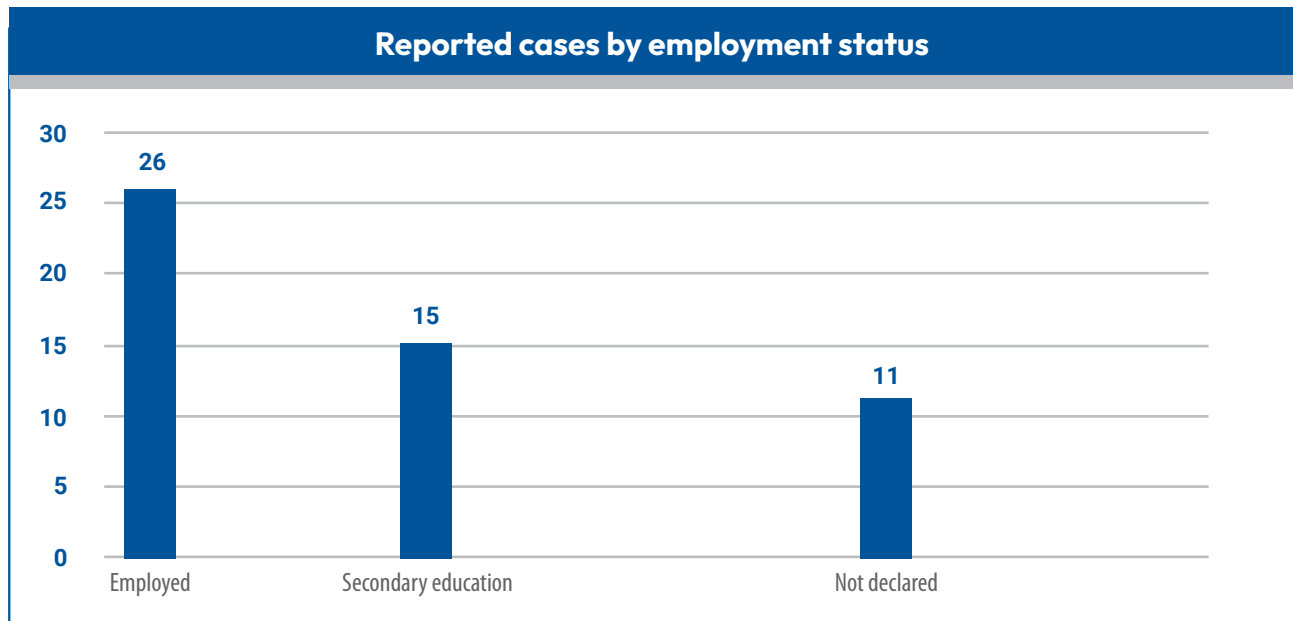
I.



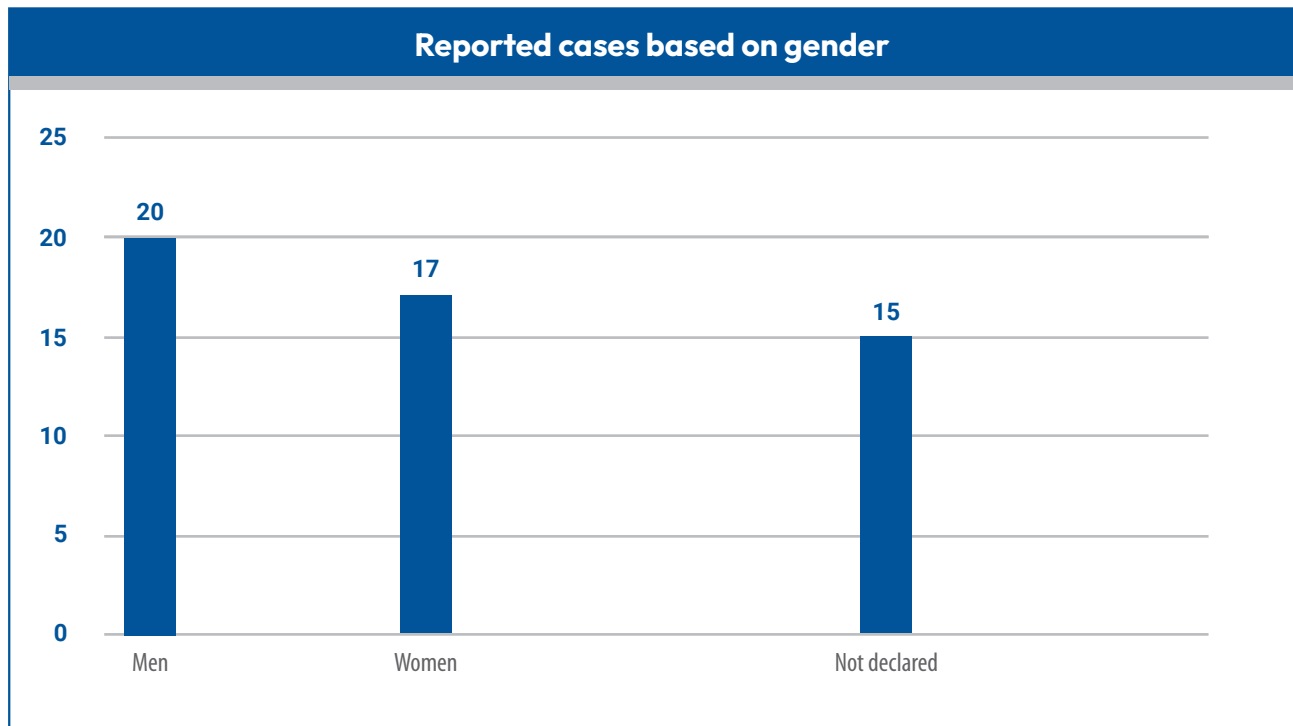
II.



### III.

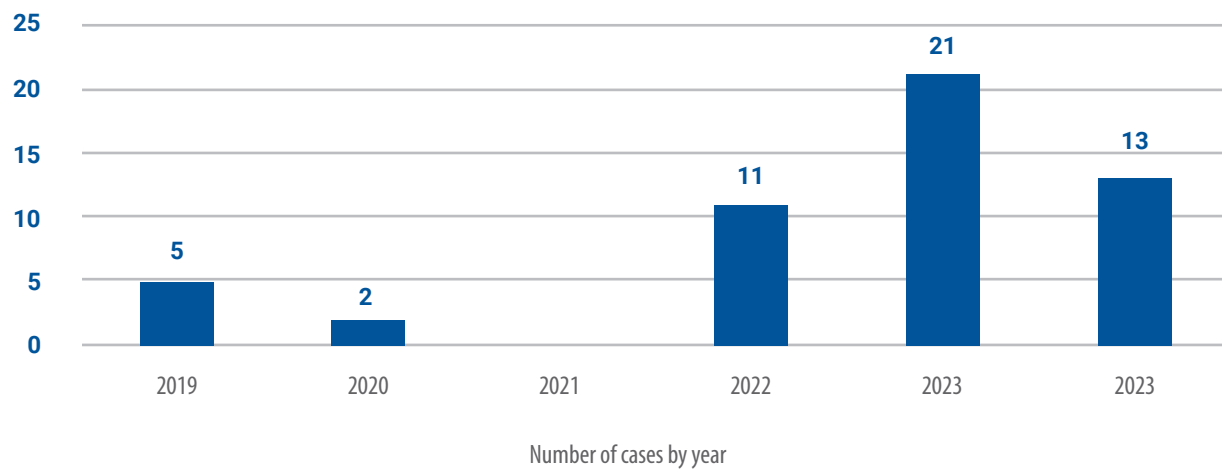


### IV.



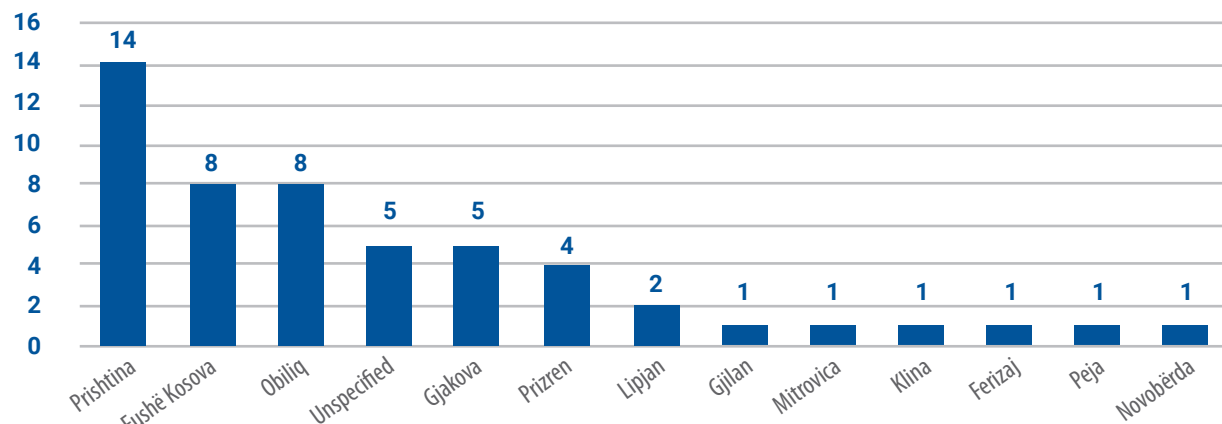
## V.

### Cases of discrimination against the Roma, Ashkali, and Egyptian communities reported by year



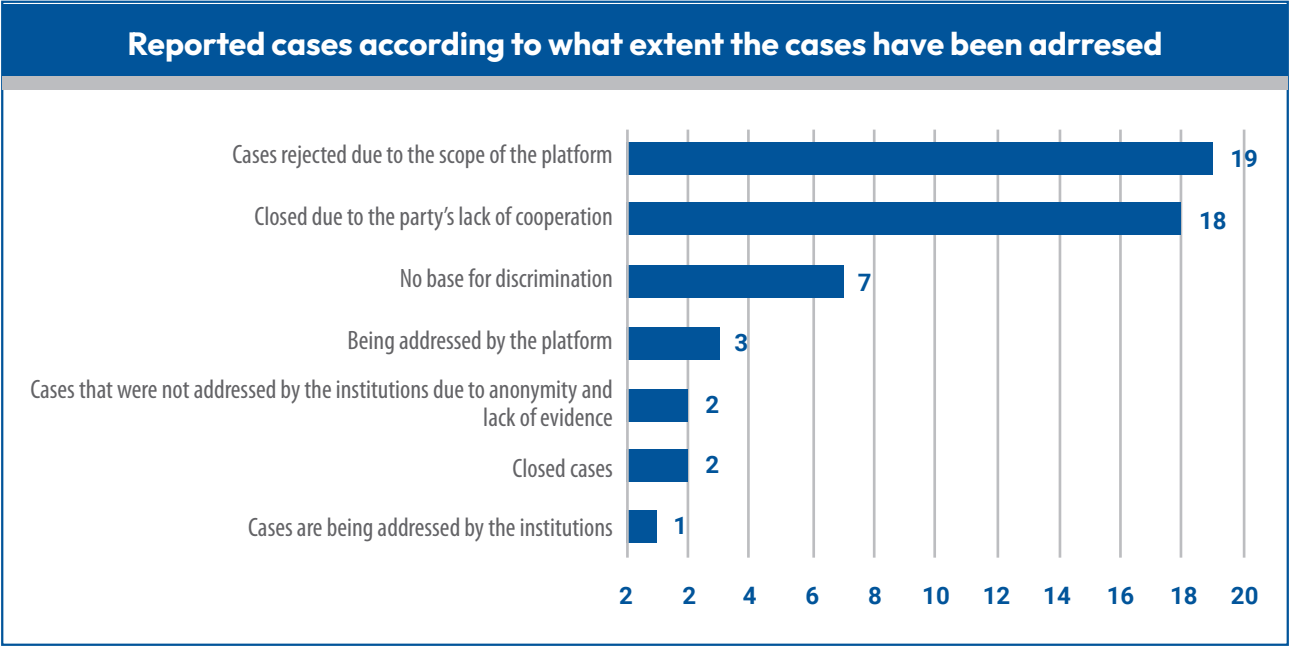
## VI.

### Reported cases by municipality where discrimination has occurred

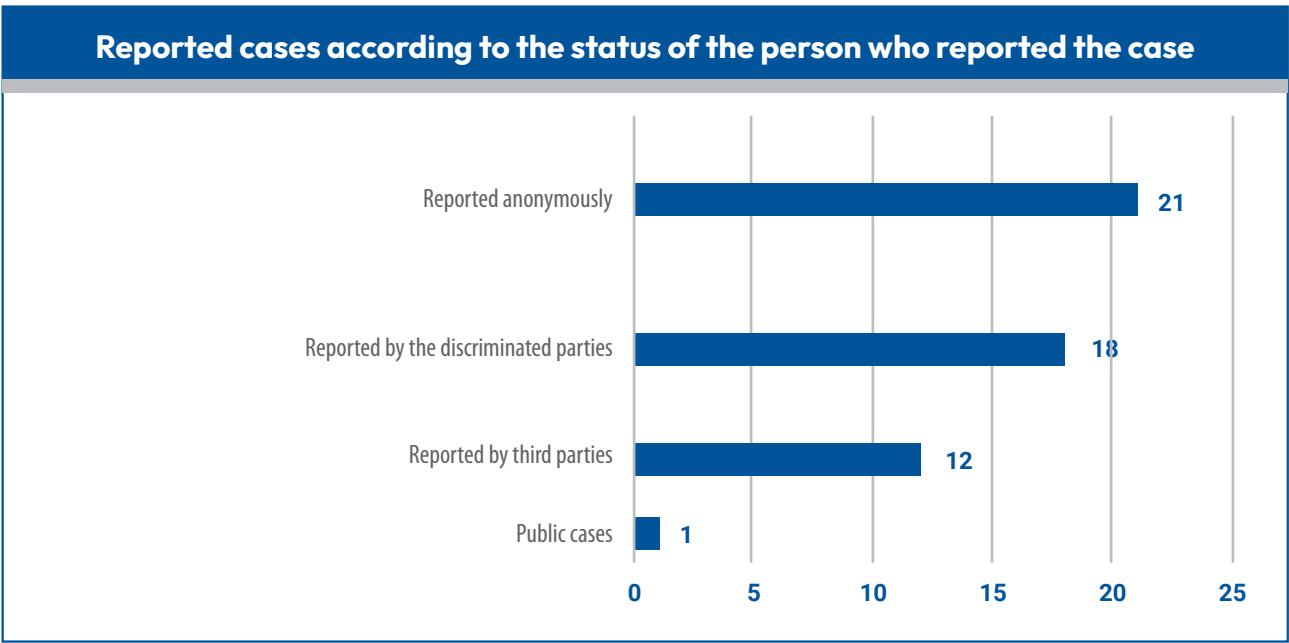




VII.

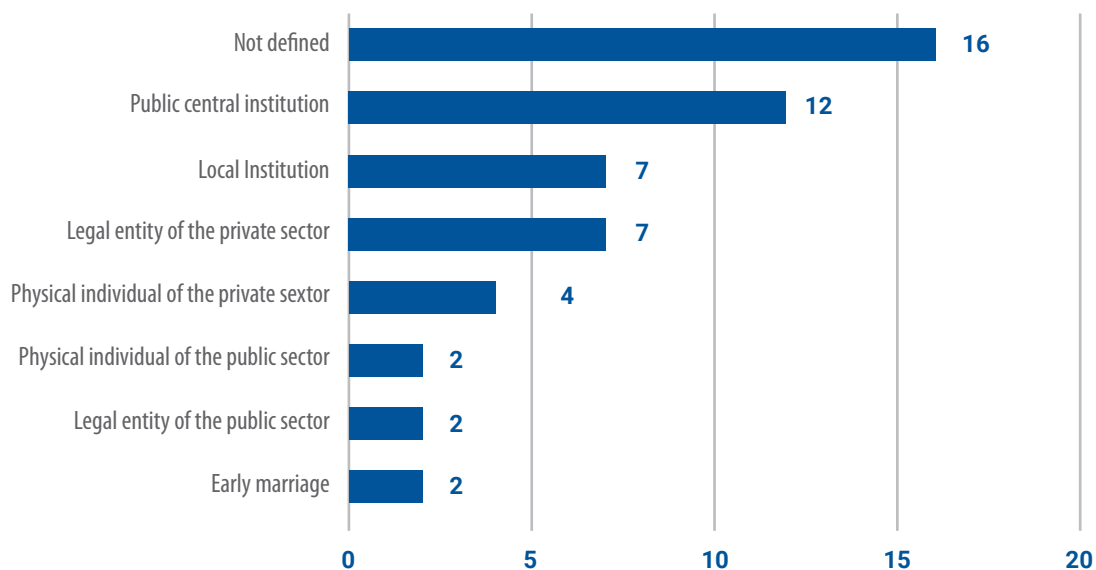


VIII.



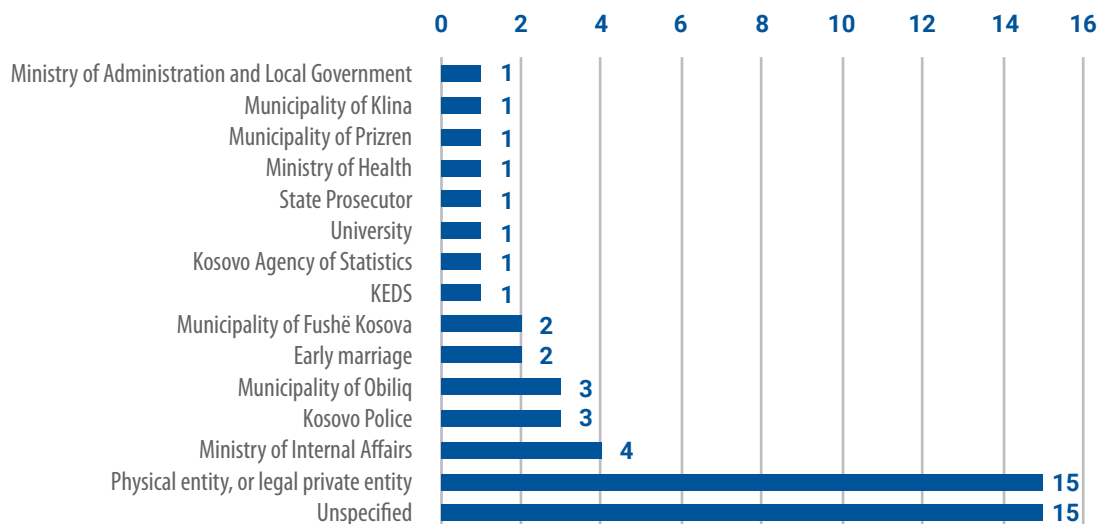
## IX.

### Reported cases on the platform according to the subject to whom the Law on Protection from Discrimination (Article 2.1)



## X.

### Reported cases on the platform according to the public authority involved in the discrimination







Terre des hommes  
Ndihmë për fëmijët.



VOICE OF ROMA, ASHKALI  
AND EGYPTIANS IN KOSOVO



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

**Swiss Agency for Development  
and Cooperation SDC**