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Republika e Kosovës
Republika Kosovo / Republic of Kosovo
Prokurori i Shtetit / Državni Tužilac / State Prosecutor

Communication Strategy of the Prosecutorial System

2018-2020

The drafting of the Communication Strategy of the Prosecutorial System was done through a comprehensive process, with the participation of representatives of the prosecution system, the Office of the Coordinator for journalists in the State's Prosecution Office, representatives of journalists (Association of Kosovo Journalists), representatives of media and civil society.

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LIST OF ABBREVIATIONS

KPC - Kosovo Prosecutorial Council

SP - State Prosecutor

MEST - Ministry of Education Science and Technology

MIA - Ministry of Internal Affairs

AKJ - Association of Kosovo Journalists

INTRODUCTION

The strategy for public communication is a new initiative and an effort for improving communication quality of the Republic of Kosovo prosecutorial system, by encouraging citizens' participation and information, as well as by increasing accountability and transparency towards wider public. At the same time raising credibility of Kosovo prosecutorial system through particular activities, and increasing cooperation with the media for faster and more accurate information of the public about the work of prosecution offices.

Prosecutorial system's communication has already changed its approach in the part of external communication. For higher transparency and efficiency, prosecutorial system should be interactive in the communication with media and wider public. Except continuous information on different cases and providing answers to journalists' questions, this communication also includes raising awareness about the work of the prosecutorial system. In order to increase the effectiveness and efficiency of the communication with the public, it is also important that prosecutorial system assesses continuously opinions of different stakeholders.

The objective is to improve the public perception for the prosecutorial system, as well as to increase the level of citizens' confidence in the work of this system.

This communication strategy should reflect general plans of the prosecutorial system of our country for the next three years (2017-2020).

MISSION

Through its objectives and activities the Strategy aims to increase the level of confidence in the work of prosecutorial system of the Republic of Kosovo, and, at the same time, to achieve more effective and more efficient cooperation with the media and civil society with the aim of providing correct and accurate information to the public regarding the work of prosecutors and for advancing the work of their officials.

VISION

Kosovo prosecutorial system shall build sustainable mechanisms for more effective and more efficient communication with the public with the aim of providing fair and accurate information regarding the work of prosecution offices as well as for cases of public interest.

CURRENT SITUATION

Prosecutorial system faces a number of challenges of different natures, which directly or indirectly impact its relations with the public. Initially, this system should understand the importance of the field of public relations, including the communication of the system with external stakeholders, for improving and increasing the efficiency of the work of the prosecutorial system.

A continuous challenge in achieving these objectives is considered to be the socio-economic situation in the country, increase of the number of media and journalists in general and the scope of action, depending on these developments.

The financial side remains a risk, since as a consequence there may be a lack of sufficient staff and this can lead to difficulties in achieving goals and objectives.

Next, within this context falls also the building of an internal communication culture of the work within the system for achieving common goals.

Willingness to cooperate and to coordinate activities of prosecutors and support staff with public communication offices also remains a challenge for the achievement of the objectives.

As another challenge remains the completion of translation office with sufficient staffing, with the purpose of timely translation of all materials based on the Law on the Use of Languages.

On the other hand, the Appellate Prosecution Office and the 7 Basic Prosecutions in Kosovo have not assigned adequate officers in charge of communication issues, thus transferring all the responsibility of communicating with the public to the Public Communication Office of the State Prosecutor, which faces the burden of media demands and lack of capacity to address all information of interest to the public in an appropriate manner.

However, there is still a need for drafting and reviewing strategic documents and regulations that regulate the issue of internal communications of communication officers and prosecutors and external communications, which would include communication with the media, as broadcasters to the general public, and communication with civil society which has a vital role in raising awareness of the importance of an independent, impartial, professional and prosecutorial system with integrity.

Subsequently, the drafting of the first communications Strategy of the prosecutorial system of the Republic of Kosovo for the next three years (2018-2020) has started, and it has four main objectives and 19 sub objectives which this strategy aims to achieve through specific activities, with the main purpose of increasing the citizens' confidence in the Kosovo prosecutorial system through communication, and for regulating the internal and external communication of the prosecutorial system of the Republic of Kosovo.

METHODOLOGY

The drafting of this strategy was done through a comprehensive process, with the participation of all key stakeholders in the implementation of this strategy, as representatives of the prosecution system, the Office of the Coordinator for journalists in the State's Prosecution Office, representatives of journalists (Association of Kosovo Journalists), representatives of media and civil society.

During the drafting of this strategy, all evaluation reports and other documents related to the implementation of the internal and external communication of the prosecutorial system, including internal communications regulation and other applicable laws in Kosovo, have been reviewed in detail.

LEGAL FRAMEWORK

In its content the Strategy is within the legal and sub-legal framework governing the functioning of the prosecutorial system in Kosovo, the justice system of the Republic of Kosovo in general, the right of the public to be informed and the freedoms, rights and privacy of all parties in criminal proceedings.

In addition to the legal framework that will be presented below, this strategy has taken into account and will respect all international conventions because, according to the Constitution of the Republic of Kosovo, their non-observance automatically causes legal consequences.

The legal framework on which this strategy is based is:

- CONSTITUTION OF THE REPUBLIC OF KOSOVO
- CRIMINAL PROCEDURE CODE OF KOSOVO No. 04/L-123
- CRIMINAL CODE OF KOSOVO No. 04/L-082
- JUVENILE JUSTICE CODE No. 03/L-193
- LAW No.03/L -224 ON THE KOSOVO PROSECUTORIAL COUNCIL
- LAW No.03/L -225 ON STATE PROSECUTOR
- LAW NO. 03/L-052 ON THE SPECIAL PROSECUTION OFFICE OF THE REPUBLIC OF KOSOVO

- LAW No. 05/L -035 ON AMENDING AND SUPPLEMENTING THE LAW No. 03/L-224 ON KOSOVO PROSECUTORIAL COUNCIL
- LAW No. 05/L -034 ON AMENDING AND SUPPLEMENTING THE LAW No. 03/L-225 ON STATE PROSECUTOR
- LAW No. 04/L-043 ON PROTECTION OF INFORMANTS
- LAW No. 04/L-015 ON WITNESS PROTECTION
- LAW No. 03/L-057 ON MEDIATION
- LAW No. 04/L-050 ON DECLARATION, ORIGIN AND CONTROL OF PROPERTY OF SENIOR PUBLIC OFFICIALS AND ON DECLARATION, ORIGIN AND CONTROL OF GIFTS OF ALL PUBLIC OFFICIALS
- LAW No. 04/L-051 ON PREVENTION OF CONFLICT OF INTEREST IN DISCHARGE OF PUBLIC FUNCTIONS
- LAW No. 04/L-031 ON INTERNATIONAL LEGAL COOPERATION IN CRIMINAL MATTERS
- REGULATION No. 04/2017 - ON CLASSIFICATION OF INFORMATION OF THE PROSECUTORIAL SYSTEM OF THE REPUBLIC OF KOSOVO
- REGULATION No. 06-2016 - ON COMMUNICATION WITH THE PUBLIC
- REGULATION - No. 05-2016 - ON INTERCEPTION LIAISON UNIT
- REGULATION No. 04-2016 - ON INSTITUTIONAL COOPERATION
- REGULATION No. 11/2015 ON INTERNAL ORGANIZATION AND FUNCTIONING OF THE STATE PROSECUTOR OF KOSOVO
- REGULATION No. 10-2015 ON THE ORGANIZATION AND AKTIVITY OF KOSOVO PROSECUTORIAL COUNCIL
- REGULATION NO. 03.2017 ON THE COMMITTEE FOR ADMINISTRATION OF PROSECUTIONS
- THE CODE OF ETHICS AND PROFESSIONAL COUNDUCT FOR PROSECUTORS
- THE CODE OF ETHICS AND PROFESSIONAL CONDUCT FOR MEMBERS OF THE KOSOVO PROSECUTORIAL COUNCIL
- THE CODE OF PROFESSIONALL ETHICS FOR SUPPORT STAFF

LEGAL RESTRICTIONS

This Strategy and its activities will be subject to legal restrictions in cases of information that are protected by laws and by-laws; in cases of information that could damage investigations and violate human rights and freedoms; information which is restricted by law and will cause legal consequences for the publisher of that information; as well as, in any case, the right of journalists to use and protect the anonymous sources of information should be protected, except in those cases where the laws provide otherwise.

The public has the right to be informed in due course of developments in concrete investigations and criminal cases. When informing the public, priority will always be given to cases of public interest, by not damaging the interest of investigations and the rights of parties to criminal proceedings.

During public information, the right balance will be found between transparency on one hand, and public interest and a fair criminal procedure, including the privacy of the parties to the proceedings, on the other. The position and legal acts of the prosecutorial and judicial system, the privacy of the parties to the proceedings such as the suspect, the victim, their relatives, witnesses and the public interest will be respected.

In addition, the balance between the transparency and the interest of the investigation will be taken into account. In this case, the information will be opened where possible and the information will be kept there when necessary, always respecting the public interest, the interest of investigations and the rights of parties to criminal proceedings.

OBJECTIVES

Within this strategy, four main objectives and 19 objectives are foreseen to be achieved through specific activities foreseen by the action plan and timeframes. Implementation of activities in practice will depend entirely on the financial cost and budget coverage.

OBJECTIVE I – INCREASE OF CONFIDENCE IN KOSOVO PROSECUTORIAL SYSTEM

This objective aims to increase the level of citizens' confidence in Kosovo's prosecutorial system through communication with general public, while at the same time increasing the level of cooperation with citizens for various criminal cases, with the aim of their most efficient treatment and establishing the justice.

This objective has three sub-objectives that are intended to be fulfilled through specific activities envisaged in the Action Plan of this Strategy (See Action Plan attached to the document) such as:

a) Increase of communication with the public, which is to be achieved through activities such as:

- Publication of the bulletin of the prosecutorial system,
- Implementation of awareness campaigns (holding lectures in educational institutions, realization of TV spots, brochures and other information material),
- Organization of regular conferences,
- Organizing regular meetings with citizens,
- Holding lectures in secondary education institutions,
- Improvement of the functioning of the official site,
- Notification of the public regarding cases filed by citizens and media as well as cases initiated ex officio,

b) Improvement of internal communication, which is intended to be achieved through:

- Organizing monthly or even more frequent meetings, according to the needs of prosecutors and communication officers;
- Updated information of Chief Prosecutors on cases relevant to the public by the prosecutor of the case;
- Updated information of public communication officers on cases relevant to the public by the prosecutor of the case

c) Increase of inter-institutional coordination in the field of communication, through activities such as:

- Regular and ad-hoc meetings, between police, prosecution, court and other institutions;
- Establishment of a joint team for inter-institutional communication (security and justice);
- Signing memorandums of cooperation between security and justice institutions in the field of public communication;
- Holding joint conferences between the police and the prosecutor's office and, where appropriate, with other law enforcement institutions;
- Organizing joint trainings with law enforcement institutions on communication issues.

OBJECTIVE II – INCREASE OF COOPERATION WITH THE MEDIA

This objective aims to raise the level of communication with the media, as the main provider of information to the public as well as key stakeholders in the correct and accurate information of the general public. This objective has four sub objectives as follows:

1. Building adequate human resources for communication with media, which is to be achieved through activities such as:

- Appointment of prosecutors responsible for communication in all Prosecutions;
- Appointment of the coordinating prosecutor responsible for communication;
- Appointment of responsible officers for communication in all prosecutions and in the KPC.

2. Capacity building of media officers and prosecutors, which is to be achieved through activities such as:

- Creation of technical conditions for the fulfilment of the duties of communication offices;
- Training of officers and prosecutors for communication with the public.

3. Capacity building of justice sector journalists in cooperation with AKJ, to be achieved through activities such as:

- Unification of practices for access to public documents;
- Organizing joint trainings with journalists;
- Establishing an informal group of communication officers, prosecutors and justice journalists in cooperation with AKJ;
- Holding meetings of the Chief State Prosecutor (four times a year) with the chief editors / editors of the media in cooperation with AKJ.

OBJECTIVE III – INCREASE OF COOPERATION WITH CIVIL SOCIETY

This objective has a vital role, especially in raising civic awareness of the role of an impartial system, the role of the profession and prosecutorial integrity. The role of civil society as a transmitter, but also given the professional expertise that can be offered in capacity building of the prosecutorial system, is crucial to the implementation of this Strategy. Therefore this objective has no sub objectives but there are four main activities that are expected to be realized in order to achieve this objective, and they are:

- Organizing joint research on the development of criminality and other important issues;
- Organization joint meetings on issues pertaining to the prosecutorial system;
- Organizing joint trainings in order to build capacities,
- Signing memorandums of cooperation.

OBJECTIVE IV –EFFECTIVE AND EFFICIENT COMMUNICATION ON SPECIFIC AND URGENT CASES

This objective is primarily aimed at ensuring more effective internal communication, i.e. within the prosecutorial system, but also more effective inter-institutional communication with other justice and law enforcement institutions in order to create mechanisms for managing and dealing with specific and urgent cases, which need to be communicated to the public in order to prevent misinformation and to guarantee individual or state security in certain cases.

This objective does not contain any sub-objectives, but is intended to be achieved through five concrete activities detailed in the Action Plan of this strategy, and those activities are:

- Establishment of internal team by Chief State Prosecutor for public communication in specific cases,
- Establishment of a joint team of prosecution and security and justice institutions for public communication issues and, as appropriate, with other institutions,
- Urgent handling of the case and timely notification of the public,
- Drafting of press releases, clarifications, replies, holding of conferences on these cases and other important issues, in coordination of representatives of law enforcement institutions;

ACTION PLAN

ACTION PLAN OF THE COMMUNICATION STRATEGY OF KOSOVO PROSECUTORIAL SYSTEM 2017/2020						
Activities	Measuring indicators	Responsible institution	Supporting institutions	Time frame	Cost	Comments /Challenges
1. INCREASE OF CONFIDENCE IN KOSOVO PROSECUTORIAL SYSTEM						
1.1 Increase of communication with the public						
1.1.1 - Publication of the bulletin of the prosecutorial system	Twelve bulletins published by the Prosecutorial Council and four by the State Prosecution	The Kosovo Prosecutorial Council and the State Prosecutor	Supporting partners	Every month (for KPC) and every three months (for SP)	Budgeted	Timely collection of materials needed for their drafting
1.1.2 Implementation of awareness campaigns (holding lectures in educational institutions,	<ul style="list-style-type: none"> Lectures in law and journalism faculties in higher education 	The Kosovo Prosecutorial Council and the State Prosecutor	Supporting partners	Ongoing	Donors	Finding funds for the realization of TV spots

realization of TV spots, brochures and other information material)	<ul style="list-style-type: none"> • Publication of TV spots; and • Publication of brochures and other information materials. 				Budgeted	
1.1.3 Organization of regular conferences with media	Four conferences held during the year	The Kosovo Prosecutorial Council and the State Prosecutor	Supporting partners	Every three months within the year	Budgeted	
1.1.4 Organizing regular meetings with citizens	Regular weekly meetings of state prosecution with citizens	State Prosecutor		Every week	Budgeted	
1.1.5 Holding lectures in secondary education institutions	Joint lectures with Kosovo Police and MEST	The Kosovo Prosecutorial Council and the State Prosecutor	Kosovo Police, MEST and MIA	According to need and requirements	No cost	
1.1.6 Improvement of the functioning of the official site	Regular update of the official site	The Kosovo Prosecutorial Council and the State Prosecutor	Supporting partners	Ongoing	Budgeted	The financial cost, the appointment of competent officials for the maintenance of the official site

1.1.7 Notification of the public on the cases filed by citizens and media as well as cases initiated ex officio	Number of responses	The Kosovo Prosecutorial Council and the State Prosecutor		Ongoing	No cost	
1.2. Improvement of internal communication						
1.2.1 Organizing monthly or even more frequent meetings, according to the needs of prosecutors and communication officers	Number of meetings	The Kosovo Prosecutorial Council and the State Prosecutor		Ongoing	No cost	
1.2.2 Updated information of Chief Prosecutors on cases relevant to the public by the prosecutor of the case	Number of reported cases by the prosecutor of the case	State Prosecutor		Ongoing	No cost	
1.2.3 Updated information of public communication officers on cases relevant to the	Number of reported cases by the prosecutor of the case	State Prosecutor		Ongoing	No cost	

public by the prosecutor of the case						
1.3. Increase of inter-institutional coordination in the field of communication						
1.3.1 Regular and ad-hoc meetings, between police, prosecution, court and other institutions	Regular meetings between police, prosecution, court and other institutions	The Kosovo Prosecutorial Council and the State Prosecutor		Ongoing	No cost	
1.3.2 Establishment of a joint team for inter-institutional communication (security and justice)	Established inter-institutional team	The Kosovo Prosecutorial Council and the State Prosecutor	Other law enforcement institutions	2017/2018	No cost	
1.3.3 Signing memorandums of cooperation between security and justice institutions in the field of public communication	Number of signed memoranda	The Kosovo Prosecutorial Council and the State Prosecutor	Other law enforcement institutions	Ongoing	No cost	

1.3.4 Holding joint conferences between the police and the prosecutor's office and, where appropriate, with other law enforcement institutions	Organized conferences	The Kosovo Prosecutorial Council and the State Prosecutor	Kosovo Police and other law enforcement institutions	Ongoing	No cost	
1.3.5 Organizing joint trainings with law enforcement institutions on communication issues	Number of trainings held	The Kosovo Prosecutorial Council and the State Prosecutor	Other law enforcement institutions and supporting partners	Ongoing	Donor	Finding of funds and donors

2. INCREASE OF COOPERATION WITH THE MEDIA

2.1. Building adequate human resources for communication with media

Activities	Measuring indicators	Responsible institution	Supporting institutions	Time frame	Cost	Comments /Challenges

2.1.1 Appointment of prosecutors responsible for communication in all Prosecution Offices	Number of prosecutors responsible for communication in Prosecution Offices	The Kosovo Prosecutorial Council and the State Prosecutor		2017/2018	No cost	Stimulation of appointed prosecutors, training,
2.1.2 Appointment of the coordinating prosecutor responsible for communication;	Appointed coordinator	The Kosovo Prosecutorial Council and the State Prosecutor		2017/2018	No cost	Trainings
2.1.3 Appointment of responsible officers for communication in all prosecutions and in the KPC	Number of communication officer in Prosecution Offices	The Kosovo Prosecutorial Council and the State Prosecutor		2017/2018	249,194.00	Cost and trainings
2.2 Capacity building of media officers and prosecutors						
2.2.1 - Creation of technical conditions for the fulfilment of the duties of communication offices;	Secured technical equipment	The Kosovo Prosecutorial Council and the State Prosecutor	Supporting partners	2018/2019	24,900.00	Cost and finding of donors
2.2.2 Training of officers and prosecutors for communication with the public	Number of trainings held	The Kosovo Prosecutorial Council and the State Prosecutor	Supporting partners	Ongoing	Donors	Cost and finding of donors

2.3. Capacity building of justice sector journalists in cooperation with AKJ

2.3. Capacity building of justice sector journalists in cooperation with AKJ						
2.3.1 Unification of practices for access to public documents;	Unification of practices for responding to requests for access to public documents in the prosecutorial system	The Kosovo Prosecutorial Council and the State Prosecutor		2017/2018	No cost	
2.3.2 Organizing joint trainings with journalists	Number of organized trainings	The Kosovo Prosecutorial Council and the State Prosecutor	AKJ and donors	Ongoing	Donors	Cost and finding of donors
2.3.3 Establishing an informal group of communication officers, prosecutors and justice journalists in cooperation with AKJ	Informal team established	The Kosovo Prosecutorial Council and the State Prosecutor	AKJ and other partners	2017/2018	No cost	Identification of journalists who cover justice field
2.3.4 Holding meetings of the Chief State Prosecutor (two times a year) with the chief editors / editors of the media in cooperation with	Two meetings held during the year	Chief State Prosecutor	AKJ, chief editors/editors	Every six months	Budgeted	

AKJ						
3. INCREASE OF COOPERATION WITH CIVIL SOCIETY						
Activities	Measuring indicators	Responsible institution	Supporting institutions	Time frame	Cost	Comments /Challenges
3.1 Organizing joint research on the development of criminality and other important issues;	Research carried out	The Kosovo Prosecutorial Council and the State Prosecutor	Civil Society and other Law Enforcement Institutions	Ongoing	Donors	Cost and finding of donors
3.2 Organization joint meetings on issues pertaining to the prosecutorial system	Three meetings held annually with representatives of civil society	Chief State Prosecutor	Civil Society and other Law Enforcement Institutions	Every four months	Budgeted	
3.3 Organizing joint trainings in order to build capacities,	Number of organized trainings	The Kosovo Prosecutorial Council and the State Prosecutor	Civil Society and donors	As needed	Donors	Cost and finding of donors

3.4 Signing memorandums of cooperation	Number of signed memoranda	The Kosovo Prosecutorial Council and the State Prosecutor	Civil Society	Ongoing	No cost	
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4. MORE EFFECTIVE AND EFFICIENT COMMUNICATION ON SPECIFIC AND URGENT CASES

Activities	Measuring indicators	Responsible institution	Supporting institutions	Time frame	Cost	Comments /Challenges
4.1 Establishment of internal team by Chief State Prosecutor for public communication in specific cases	The team established for communication for specific and emergency cases	Chief State Prosecutor		2017/2018	No cost	
4.2 Establishment of a joint team of prosecution and security and justice institutions for public communication issues and, as appropriate, with other institutions	The inter-institutional team established	The Kosovo Prosecutorial Council and the State Prosecutor	Justice, security and law enforcement institutions	2017/2018	No cost	

4.3 Urgent handling of the case and timely notification of the public	Number of conferences and media reports related to the cases, evidenced in the database for reporting	The Kosovo Prosecutorial Council and the State Prosecutor	Institutions represented in the team created for communication on specific and urgent cases	As needed	No cost	
4.4 Drafting of press releases, clarifications, replies, holding of conferences on these cases and other important issues, in coordination of representatives of law enforcement institutions	Number of press releases, explanations and responses sent to the media	The Kosovo Prosecutorial Council and the State Prosecutor	Institutions represented in the team created for communication on specific and urgent cases	As needed	Budgeted	