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Kosovo
Këshilli Prokurorial i Kosovës/ Tužilački savet Kosova/
Kosovo Prosecutorial Council



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

Communication Strategy of the Prosecutorial System

2018-2020

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STRATEGY FOR PUBLIC COMMUNICATION

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This publication was made possible with the support of UNDP and OSCE.

ELIMINATION OF RESPONSIBILITY

The author's views expressed in this publication do not necessarily reflect the views of UNDP and OSCE.

INTRODUCTION

The Public Communication Strategy is a new initiative and effort to improve the quality of communication of the prosecutorial system of the Republic of Kosovo, encouraging citizen participation and information, and increasing accountability and transparency for the general public. At the same time, through concrete actions, increasing credibility in Kosovo's prosecutorial system, as well as enhancing cooperation with the media for the sake of prompt and accurate information of the public regarding the work of the prosecution offices.

Communication of the prosecutorial system has already changed shape when it comes to external communication. For greater transparency and efficiency, the prosecutorial system should be interactive in communication with the media and the general public. This communication, in addition to continuous information on different cases, or providing answers to journalists' questions, also involves raising awareness about the work of the prosecutorial system. It is also important that in order to increase the efficiency and effectiveness of communication with public opinion, the prosecutorial system continuously evaluates the opinions of different actors.

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

This communication strategy should reflect the overall plans of our country's prosecutorial system for three years (2018-2020).

MISSION

The strategy through objectives and activities aims to increase the level of credibility of the work of the prosecutorial system of the Republic of Kosovo and at the same time to increase the effective and efficient cooperation with the media and civil society with a view to providing correct and accurate information about the prosecutions' work, as well as the advancement of the work of their officials.

VISION

The Kosovo prosecutorial system should build more efficient and effective communication mechanisms with the public for the sake of fair and accurate information regarding the work of prosecutions and cases of public interest.

CURRENT SITUATION

The prosecutorial system faces a number of challenges of various kinds, which directly or indirectly affect its relationship with the public. Initially, this system should understand the importance of the public relations field, including the communication of the system with external actors in improving and increasing the efficiency of the work of the prosecutorial system.

The ongoing challenge in the realization of these objectives is considered the socio-economic developments in the country, the increase in 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.

Building an internal communication culture working within the system to achieve common goals.

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

Another challenge is the completion of sufficient staff of the translation office, in order to timely translate all materials based on the Law on the Use of Languages in Kosovo.

Next, the Appellate Prosecution Office and seven (7) Basic Prosecutions in Kosovo do not have adequate officials dealing with communication issues, thus transferring all responsibility for communicating with the public to the Office for Public Communication of the State Prosecutor, which faces a load of media demands and lack of capacity to address all information of interest to the public in a manner that addresses them.

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

Consequently, the first Communication Strategy of the Prosecutorial System of the Republic of Kosovo for the next three years (2017-2020) has been drafted, which has 4 objectives and 19 sub-objectives which this strategy aims to reach through concrete activities, with the main purpose of increasing the credibility of citizens in Kosovo's prosecutorial system through communication, and regulating the internal and external communication of the prosecutorial system of the Republic of Kosovo.

METHODOLOGY

The drafting of this strategy was made through a comprehensive process, with the participation of all key actors in the implementation of this strategy, as representatives of the prosecutorial system, the Office of the Journalist Coordinator in State Prosecution, journalists' representatives (Association of Kosovo Journalists) , representatives of the 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 the internal rules of communication and other applicable laws in Kosovo, are reviewed in detail.

THE LEGAL FRAMEWORK

The Strategy in its content is within the legal and sub-legal framework which regulates the functioning of the prosecutorial system in Kosovo, the justice system of the Republic of Kosovo in general, the right 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 which, according to the Constitution of the Republic of Kosovo, failure to respect them 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 THE REPUBLIC OF KOSOVO NO. 04 / L-082
- CODE OF JUSTICE FOR JUVENILE NO. 03 / L-193
- LAW NO. 03 / L-224 - ON THE PROSECUTION COUNCIL OF KOSOVO
- LAW NO. 03 / L-225 - FOR THE STATE PROSECUTOR
- LAW NO. 03 / L-052 - ON SPECIAL PROSECUTOR OF THE REPUBLIC OF KOSOVO
- LAW NO. 05 / L-035 ON AMENDMENT AND SUPPLEMENTATION OF LAW NO. 03 / L-224 ON THE PROSECUTION COUNCIL OF KOSOVO
- LAW NO. 05 / L-034 ON AMENDMENT AND SUPPLEMENTATION OF LAW NO. 03 / L-225 ON THE STATE PROSECUTOR
- LAW NO. 04 / L-043 ON INFORMATORS PROTECTION
- LAW NO. 04 / L-015 ON WITNESSES PROTECTION
- LAW NO. 03 / L-057 ON MEDIATION

- LAW NO. 04 / L-050 ON DECLARATION, ORIGIN AND CONTROL OF PUBLIC HIGH OFFICIALS ASSETS AND DECLARATION, ORIGIN AND CONTROL OF GIFTS FOR ALL OFFICIAL PERSONS
- LAW NO. 04 / L-051 ON PREVENTION OF CONFLICT OF INTEREST IN EXERCISING PUBLIC FUNCTION
- LAW NO. 04 / L-31 ON INTERNATIONAL JUDICIAL COOPERATION IN CRIMINAL MATTERS
- REGULATION NO.04 / 2017 - ON CLASSIFICATION OF INFORMATIONS OF THE PROSECUTION SYSTEM OF THE REPUBLIC OF KOSOVO
- REGULATION NO.06.2016 - FOR PUBLIC COMMUNICATION
- REGULATION NO. 05.2016 - FOR INTERCEPTION LIAISON OFFICE
- REGULATION NO.04.2016 - ON INSTITUTIONAL COOPERATION
- REGULATION NO.11.2015 - ON INTERNAL ORGANIZATION AND FUNCTIONING OF THE STATE PROSECUTOR
- REGULATION NO.10.2015 - ON ORGANIZATION AND ACTIVITY OF KOSOVO PROSECUTION COUNCIL
- REGULATION NO.03 / 2017 - FOR COMMISSION FOR ADMINISTRATION OF PROSECUTORS

- CODE OF ETHICS AND PROFESSIONAL CONDUCT FOR PROSECUTORS
- CODE OF ETHICS AND PROFESSIONAL CONDUCT FOR MEMBERS OF KOSOVO PROSECUTORY COUNCIL
- CODE OF PROFESSIONAL ETIK FOR SUPPORTING EMPLOYEES

LEGAL LIMITATIONS

This Strategy and its activities will be subject to legal restrictions, in the case of information requests, which are protected by laws and by-laws, in cases of information that could damage investigations and violate human rights and freedoms, information that is legally limited and which causes legal consequences for the publisher of such information, and in any case should be protected the right of journalists to use and to protect anonymous sources of information, except in cases where laws foresee otherwise.

The opinion 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 but without damaging the interest of investigations and the rights of parties in criminal proceedings.

During public information, the right balance between transparency on the one hand and public interest and a fair criminal procedure will be found, including the privacy of the parties to the proceedings on the other hand. 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.

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

OBJECTIVES

Within this strategy, four objectives and 19 sub-objectives are foreseen, which are intended to be achieved through concrete 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 - INCREASING CONFIDENCE IN THE KOSOVO PROSECUTION SYSTEM

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

This objective has three sub-objectives that are intended to be met through concrete activities foreseen in the Action Plan of this Strategy (See Action Plan attached to the document) as follows;

a) Increased communication with the public aims to be achieved through activities such as:

- Publication of the bulletin of the prosecutorial system;
- Conducting awareness campaigns (holding lectures in educational institutions, realization of TV spots, brochures and other information materials);
- Organization of regular conferences;
- Organizing regular meetings with citizens;
- Improve the functioning of the official site;
- Notifying the public about the cases brought by citizens and media, as well as the cases initiated ex officio.

b) Improving internal communication which is intended to be achieved through activities such as:

- Organizing monthly meetings or as required by prosecutors and communication officers;
- Updated information of Chief Prosecutors on sensitive cases to the public, by the prosecutor of the case;
- Updated information of public communication officers on sensitive cases to the public, by the prosecutor of the case

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

- Regular meetings and as needed, police, prosecutor, court and other institutions;
- Creation of a joint team for inter-institutional communication (security and justice);
- Entering into memorandums of cooperation between security and justice institutions in the field of communication with the public;
- Holding joint conferences between the police and prosecutor's office and as needed, and with other law enforcement institutions;
- Organization of joint trainings with law enforcement institutions on communication issues.

OBJECTIVE II - ESTABLISHION OF MEDIA COOPERATION

This objective aims to raise the level of communication with the media, as the main provider of information to public opinion and key actors in providing fair and accurate information about the work of the prosecutorial system.

This objective has four sub-objectives as follows:

a) Establishing adequate human resources for communication with the media aimed at achieving 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 KPC.

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

- Creation of technical conditions for accomplishment of the duties of communication offices;
- Training of Prosecutors and Officials for public communication.

c) Capacity building of justice sector journalists in cooperation with AGK, aimed at achieving through activities such as:

- Unification of practices for access to public documents;
- Organization of joint trainings with journalists;
- Creation of an informal group of communication officers, prosecutors and journalists of justice in cooperation with AKJ;
- Maintaining the meetings of the Chief State Prosecutor (twice a year) with media chiefeditors / editors in cooperation with AKJ.

OBJECTIVE III - ESTABLISHMENT OF COOPERATION WITH CIVIL SOCIETY

This objective has a vital role, especially in raising civic awareness of the role of an impartial, professional system and with prosecutorial integrity. The role of civil society, as a broadcaster, but also given the professional expertise that can be offered in capacity building of the prosecutorial system, is crucial in terms of implementing 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, namely:

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

OBJECTIVE IV - EFFICIENT AND EFFECTIVE COMMUNICATION OF SPECIFIC AND URGENT CASES

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

This objective does not contain subobjectives but is intended to be achieved through five concrete activities detailed in the Action Plan of this strategy, which activities are:

- Creation of internal team by Chief State Prosecutor for public communication in specific cases;
- Creation of a joint prosecution and security and justice institution for communication issues with the public and as needed with other institutions;
- Handling of urgent cases of interest to the public;

- Drafting of communications, clarification, feedback, holding of conferences on these cases and other important issues, in coordination of representatives of law enforcement institutions.

ACTION PLAN

ACTION PLAN OF KOSOVO PROSECUTORIAL COMMUNICATION STRATEGY 2017/2020

Activities	Measuring indicators	Responsible institution	Supporting institutions	Timeline for realization	Cost	Comments / Challenges
1. ESTABLISHMENT OF RELIABILITY IN THE PROSECUTION SYSTEM OF KOSOVO						
1.1 Increasing 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	Kosovo Prosecutorial Council and State Prosecutor	Supporting partners	Every month (for KPC) and every three months (for SP)	Budgeted	Collect timely the material needed for their design
1.1.2 Implementation of self-awareness campaigns (lectures in educational	• Lectures in law faculties and journalism in higher education institutions;	Kosovo Prosecutorial Council and State Prosecutor	Supporting partners	Ongoing		Finding funds for the realization of TV spots

institutions, 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. 				Donors	
					Budgeted	
1.1.3 Organization of regular media conferences	Four conferences held during the year	Kosovo Prosecutorial Council and State Prosecutor	Supporting partners	Every three months within the year	Budgeted	
1.1.4 Organizing Regular Meetings with Citizens	Regular weekly meetings with citizens by the State Prosecutor	State Prosecutor		Every week	Budgeted	
1.1.5 Holding lectures in secondary education institutions	Joint Lectures with Kosovo Police and MEST	Kosovo Prosecutorial Council and State Prosecutor	Kosovo Police, MEST and MIA	According to need and requirements	No cost	

1.1.6 Improve the functioning of the official web site	Regular update of the official web site	Kosovo Prosecutorial Council and State Prosecutor	Supporting partners	Ongoing	Budgeted	The financial cost, the appointment of competent officials for the maintenance of the official website
1.1.7 Public notification related to cases filed by citizens and media and cases initiated ex officio	Number of responses	Kosovo Prosecutorial Council and State Prosecutor		Ongoing	No cost	
1.2. Improving internal communication						
1.2.1 Organize monthly or even more frequent meetings, as needed by prosecutors and communication officers	Number of meetings	Kosovo Prosecutorial Council and State Prosecutor		Ongoing	No cost	

1.2.2 Updated information of Chief Prosecutors on sensitive cases to the public by the prosecutor of the case	Number of cases reported by the prosecutor of the case	State Prosecutor		Ongoing	No cost	
1.2.3 Updated information of public communication officers on sensitive cases to the public by the prosecutor of the case	Number of cases reported by the prosecutor of the case	State Prosecutor		Ongoing	No cost	
1.3. Establish inter-institutional coordination in the field of communication						
1.3.1 Updated information from public prosecutors on sensitive cases to the public by the prosecutor of the case	Regular meetings within a year with police, court and other institutions	Kosovo Prosecutorial Council and State Prosecutor		Ongoing	No cost	

1.3.2 Establish a joint team for inter-institutional communication (security and justice)	Created inter institutional team	Kosovo Prosecutorial Council and State Prosecutor	Other law enforcement institutions	2017/2018	No cost	
1.3.3 Entering into memorandums of cooperation between security and justice institutions in the field of communication with the public	Number of related memorandums	Kosovo Prosecutorial Council and State Prosecutor	Other law enforcement institutions	Ongoing	No cost	
1.3.4 Holding joint conferences between the police and the prosecution and,	Conferences organized	Kosovo Prosecutorial Council and State Prosecutor	Kosovo Police and other law enforcement institutions	Ongoing	No cost	

where appropriate, with other law enforcement institutions						
1.3.5 Organize joint training with law enforcement institutions on communication issues	Number of trainings held	Kosovo Prosecutorial Council and State Prosecutor	Other law enforcement agencies and support partners	Ongoing	Donator	Finding Funds and Donors
2. ESTABLISH COOPERATION WITH MEDIA						
2.1. Establish adequate human resources for media communication						
Activities	Measuring Indicators	Responsible institution	Supporting institutions	Timeline for realization	Cost cost	Comments / Challenges
2.1.1 Appointment of prosecutors responsible for communication in all prosecutions	Number of prosecutors for communication in prosecutions	Kosovo Prosecutorial Council and State Prosecutor		2017/2018	No cost	Stimulation of certain prosecutors, training

2.1.2 Appointment of the coordinating prosecutor responsible for communication	The designated coordinator	Kosovo Prosecutorial Council and State Prosecutor		2017/2018	No cost	Trainings
2.1.3 Appoint officers responsible for communication in all Prosecutions and KPC	Number of communication officers in prosecutions	Kosovo Prosecutorial Council and State Prosecutor		2017/2018	249,194.00	Cost and training
2.2 Capacity building of media officers and prosecutors						
2.2.1 Creation of technical conditions for the realization of the duties of communication offices	Provided technical equipment	Kosovo Prosecutorial Council and State Prosecutor	Supporting partners	2018/2019	24,900.00	Cost and Donor Finding
2.2.2 Training of Officials and Prosecutors for Public Communication	Number of trainings held	Kosovo Prosecutorial Council and State Prosecutor	Supporting partners	Ongoing	Donors	Cost and Donor Finding

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

2.3.1 Unification of practices for access to public documents	Unified practices to respond to requests for access to public documents in the prosecutorial system	Kosovo Prosecutorial Council and State Prosecutor		2017/2018	No cost	
2.3.2 Organize joint training with journalists	Number of organized trainings	Kosovo Prosecutorial Council and State Prosecutor	AKJ dhe Donors	Ongoing	Donors	Cost and Donor Finding
2.3.3 Creation of an informal group of communication officers, prosecutors and journalists of justice in cooperation with AKJ	The non-formal team established	Kosovo Prosecutorial Council and State Prosecutor	AKJ and other partners	2017/2018	No cost	Identification of journalists covering the field of justice
2.3.4 Meetings of the Chief State Prosecutor (twice a year) with chief editors / media editors, in	Two meetings held within the year	Chief State Prosecutor	AKJ, chief editors / editors	Every six months	Budgeted	

cooperation with AKJ						
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3. INCREASE COOPERATION WITH CIVIL SOCIETY

Activities	Measuring Indicators	Responsible institution	Supporting institutions	Timeline for realization	Cost	Comments / Challenges
3.1 Organize joint research on the state of the justice system and the fight against crime	Research carried out	Kosovo Prosecutorial Council and State Prosecutor	Civil Society and Other Law Enforcement Institutions	Ongoing	Donors	Cost and Donor Finding
3.2 Organize 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 month	Budgeted	

3.3 Organize joint training in order to build capacities	Number of organized trainings	Kosovo Prosecutorial Council and State Prosecutor	Civil Society and Donors	As needed	Donors	Cost and Donor Finding
3.4 Entering into memorandums of cooperation.	Number of memorandums entered	Kosovo Prosecutorial Council and State Prosecutor	Civil society	Ongoing	No cost	

4. EFFECTIVE AND EFFECTIVE COMMUNICATION OF SPECIFIC AND URGENT CASES

Activities	Measuring Indicators	Responsible institution	Supporting institutions	Timeline for realization	Cost	Comments/ Challenges
4.1 Creation 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 institution for communication issues with the public and, as appropriate, with other institutions	Established inter-institutional team	Kosovo Prosecutorial Council and State Prosecutor	Justice, security and law enforcement institutions	2017/2018	No cost	
4.3 Emergency treatment and timely public notification	Number of conferences and media reports related to the cases, evidenced in the database for reporting	Kosovo Prosecutorial Council and State Prosecutor	Institutions represented in the team created for communication on specific and urgent cases	As needed	No cost	
4.4 Drafting of communications, clarification, feedback, holding of conferences on these cases and other important issues, in coordination of	Number of communications, clarifications and feedback sent to the media	Kosovo Prosecutorial Council and State Prosecutor	Institutions represented in the team created for communication on specific and urgent cases	As needed	Budgeted	

representatives of law enforcement institutions;						
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