



TLAS

Annual Report 2008

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TIRANA LEGAL AID SOCIETY (TLAS)

ANNUAL REPORT 2008

Tirana 2008



Dear TLAS beneficiaries, donors and partners,

As in previous years, our service plan is based on strategic priorities designed to enhance the society's ability to meet the legal needs of people with low incomes in Tirana and other cities.

First, the provision of the services by TLAS is focused in the legal information and advising as well as in the court and administrative bodies representations; Second, TLAS continues to take special care for the community legal awareness activities, through "street law" activities, mobile services, workshops and trainings as well as through the cooperation with our partners in the justice system, state administration and NPO's; Third, TLAS incessantly continues to undertake law improvement initiatives and lobbying and advocacy campaigns; Finally, all these activities have influenced the continuous reorganization of TLAS to face the everyday workload and improve the administration of the services provided to the beneficiaries and the clients.

As you easily could see TLAS is not only an effective service provider, it is doing also a good capacity building work, primarily through training and on-going support for the community based organizations, (representative of the TLAS' target groups), community leaders and local government officials. One of the most important TLAS's projects of 2008, was the law initiative of completing the drafting of the Law "On Legal Aid" in Albania and the lobbying and advocacy campaign for its approval. This initiative was successfully coronated with the adoption of the law by the Albanian Assembly in 22 December 2008 and its promulgation by the President of Albania in 12 January 2009.

TLAS and its partners in the field are very proud for the adoption of the law, before the beneficiaries, because the law aims to increase the access to justice through the system of the legal aid and, also, aims to finance this service from the state budget, which will certainly strengthen the capacities of the legal aid providers in all the country.

Lastly, the Annual Report 2008 is an overall, accurate and informative overview of Tirana Legal Aid Service, TLAS's performance for the achievement of the objectives, staff methodology, students, volunteers and partners, statistical data and real stories of the beneficiaries. We hope that the information it provides is useful to the interested readers.

Sincerely,

Raimonda BOZO
TLAS Executive Director

TIRANA LEGAL AID SOCIETY ANNUAL REPORT 2008

This Annual Report describes the activity of Tirana Legal Aid Society provides an interesting, accurate and informative overview of Tirana Legal Aid Service, TLAS's performance and objectives for the year, staff methodology, students, volunteers and partners, the key achievements, statistical data and real stories. We hope that the information it provides is useful and of assistance to the interested readers.

This Annual Report of Tirana Legal Aid Society covers the time period January-December 2008. This report has been prepared in accordance with the provisions of the Financial Administration and Yearly Audit Report.

PART I - INFORMATION ON TIRANA LEGAL AID SOCIETY (TLAS)

The year 2008 marks the tenth year of the activity of TLAS and is another successful year of the first decade. With the support and assistance of the donors, partners, staff and beneficiaries, TLAS continues to make qualitative steps in the provision of the services, expansion of the awareness activities and in the undertaking of the law improvement initiatives. In virtue of the continuous reorganization to better answer to the necessities and needs of the target groups to face the difficulties and challenges, TLAS focused its efforts in the implementation of an efficient fund-raising strategy, in order to guarantee the continuity of the organization's activity, meet the mission statement and guarantee the quality of the services provided to the vulnerable categories in Tirana and other districts of Albania.

Today, TLAS is recognized in Albania as one of the most prestigious organization in the provision of the legal aid services for the people in need in the field of the awareness and law improvement.

TLAS values: Making a difference through trust, respect, service and working with others.

TLAS Vision: An innovative, collaborative legal aid system responding to the needs of low income people throughout Tirana District.

Mission: Fulfillment of the legal and social needs of the people in need, education and raising of the awareness of the Albanian society on the rule of law and human rights; initiatives on the improvement of the legal system, development of the community and strengthening of the democracy in Albania.

Objectives: Provide full legal and paralegal services for target groups of people in need; Publication of information on important legal and human rights issues; Lobby and advocacy for the law improvement for a better solution of the problems.

Methodology of the Core Service is to offer a continuum of services that includes legal information, education, advice, and representation is composed of:

a. Services

- *Paralegal services* (solution of legal cases through administrative way);
- *Legal services* (solution of legal cases through court procedures);

- *Lawline service* (legal advice through telephone line);
- *Clinics* - enable clients for self-representation before state authorities;
- *Mediation* - alternative dispute resolution;
- *Mobile service* - to reach vulnerable individuals in remote area with resources.

b. “Street Law” activities: Publication, information, education and legal awareness of the community

TLAS organizes visits and meetings through street law activities in the urban and rural areas of Tirana and other cities, publishes various legal publications for such activities written in a simple language for public use. Furthermore, TLAS publishes every four months its newsletter which reflects the legal needs of the community and serves as source of information and education for the target groups.

c) Monitoring of the legal system activities

TLAS prepared various monitoring reports: Report on the level of corruption in the Notary Public system; Report on the activity of the Bailiff’s Offices in Albania; report on the functioning and work of the Court Administration; Report on the monitoring of the level of satisfaction of the public toward the court services, etc.

d) Lobbying and advocacy activities

TLAS dedicates special attention to the advocacy and lobbying activities for the undertaking of the legal initiatives, for the improvement of the existing legislation, as well for the drafting of the new legislation, influenced and identified by the problems faced by the people in need.

TLAS is involved in the legal initiative for the amendment of the Law no. 7698, dated 15. 04. 1993 “On the restitution and compensation of the properties”, amendments that were adopted in July 2004.

TLAS prepared the amendment of the Law no. 8950, “On the Civil Status”, amendments that were adopted in July 2008.

TLAS drafted and prepared the Law “On Legal Aid”, which was adopted in December 2008.

Moreover, TLAS prepared the amendments of the legal framework for the court administration staff and was involved in the drafting of the subsidiary legislation for the profession of the advocate in Albania; supported the category of the former

military who suffered injuries during their service to benefit from the disability scheme; supported and drafted the subsidiary legislation of the convicted persons during 1945-1990 for ordinary crimes, so the government could recognize their working years for the calculation of the retirement pension, etc.

e) Internship Student Programme

Students from the Faculty of Justice and Social Work are present in TLAS offices, involved in information and awareness activities of street law, in mobile services and in assisting the clients' case management as well as in other monitoring, surveying, legal initiatives and training activities.

f) Enhancement of the legal capacities of NPO's, representatives of the TLAS target groups through: registration in court of local associations and training workshops for the strengthening of their legal capacities.

g) Training activities for the state structures employees

- Training workshops for the public administration employees
- Training workshops for the judges
- Training workshops for the civil status offices employees

Field of Law

TLAS provides legal services for civil, administrative, family law and labor law cases, as well as for the cases of the violation of human rights.

TLAS received Donors money and expanded its program by addressing the systemic problems of the poor, as well as continuing its services on individual client problems. TLAS helped people living in poverty in urban and rural areas of Tirana District. Although TLAS services are focused on Tirana district, the lawline services as hotline, mobile clinic, trainings and street law activities are spread in other cities as Lushnje, Fushe Kruja, Durres, Elbasan, Kukes, Bulqize, Peshkopi, Tropoje, Has, Fier, etc.

Considering the difficulties that TLAS faces in the Albanian judiciary and public administration authorities, it can be stated that the quality of service has been satisfactory. During 2008, more than 92% of cases tried by the judiciary have been successful and 86% of the cases addressed in administrative way have been successful. Amongst the biggest groups of TLAS beneficiaries are minorities, in-

valids and disabled individuals, pensioners, unemployed and other families with low income. The range of TLAS type of cases is various each year. During 2008, more than 54 % belongs to registration of births, 23 % to the welfare state benefit system, 5.5 % are title disputes, around 15 % family and Civil Status cases, around 2,5 % labor law cases, etc. TLAS operates in conformity with the provisions of the medium-term strategic plan 2007 - 2010, which provides for the future of TLAS the sophistication of the range of services, extension of work methodology. Priority of TLAS remains the addressing of the systematic problems that affect rather groups of people in need than individual cases, however, without neglecting the latest. The major projects during 2008 have aimed the registration of births of children and of adults, welfare scheme benefits, title disputes, family law cases, law drafting initiatives, training of the court and public administration as well as training of grassroots NPO's.

PART II – ANNUAL REPORT 2008

Tirana Legal Aid Society (TLAS) started its activity in January 1999. The activity of TLAS during 2008 is based on the main project “Legal Aid Service for the categories in need” and was successfully implemented thanks to the funding of:

- * CAFOD UK, Catholic Fund for Overseas Development
- * UNICEF, United Nations Children’s Fund
- * SHC, Swedish Helsinki Committee
- * SOROS, Open Society Foundation for Albania
- * UNDP, United Nations Development Programme
- * USAID/ ROLP, United States Agency for International Development)/
Rule of Law Programme
- * American Embassy, Small Grants Programme, Commission for Democracy
- * Terre des Homes Tirana,
- * Partners for Children Tirana
- * Benchmark Institute, San Francisco



Swedish Helsinki Committee

for Human Rights



ACTUAL SITUATION

Albania, unlike the most of the other South and Eastern European Countries is continuing facing a great number of difficulties due to the transition process.

The main attention to Roma community

Although the Government of Albania has been successfully implementing important political, social and economic reforms, still after several years of relative stability and considerable economic growth, the country is among the poorest in Europe. It is very alarming the poverty of the particular groups of minorities because of the discrimination and exclusion. The statistics show alarming figures, particularly for the Roma minority in Albania. A study of the Vulnerability of the Roma community shows that 55% of the members of this community that have reached the age of 15 or younger are illiterate, in comparison to the 2% of the non-Roma population. A major part of the Roma families live in informal areas, without the necessary infrastructure, without the electrical and water installations and without a sewage system. For the Roma community the poverty is many-sided, extreme and recurrent. There are several factors that influence in the isolation of the Roma community, where amongst others are the bad conditions of housing, lack of education and the high level of unemployment. Nevertheless, in the exclusion of the Roma community, extremely influence the lack of the legal documents such as identification documents. Without such documents the Roma community members cannot access and be classified for the social programs of the economical assistance, education institutions; health services, employment or vocational training, etc. The vulnerable minorities face difficulties in the process of the registration and they consider it complicated and expensive, despite the fact that they understand that the civil registration allows them to have more access in the state services.

The Albanian Government is aware of the necessity of the integration of the Roma community in the society. For this reason, several state organisms are established to protect and encourage the minorities in Albania, such as the Interministerial Committee for the Minorities in the Council of Ministers (under the direct supervision of the Prime Minister), Minorities Committee in the Ministry of Foreign Affairs and the Roma Monitoring Minority (the Technical Secretariat of the Roma¹) in the Ministry of Work, social affairs and Equal Chances. In 2003 is

1 The Technical Secretariat is the former Roma Monitoring Unit, which until December 2008 acted under the State Social Service, a subordinate institution of the MoLSAEO. Lately, the Unit is part of the Directorate for Joint Strategies of the MoLSAEO and is officially nominated as Roma Technical Secretariat.

adopted by the Council of Ministers **“The National Strategy for the Improvement of the Life Conditions of the Roma Community”** and in the summer of 2008 it is signed the declaration of the **“Decade of the Inclusion of the Roma Community” (2005-2015)**².

In such conditions, the activity of TLAS is particularly focused on the legal and social support of the Roma Community. Besides the direct legal service (where the services are focused mainly on the civil registrations), TLAS has provided for the members of this community special trainings with the purpose of the strengthening of the Roma community organizations; training workshops with the court administration clerks for the increase of access to court of the members of this community; training workshops with the Roma community organizations regarding the legal and social rights they enjoy and the way how to benefit from such rights. A considerable number of street law activities took place in the informal areas inhabited by this community.

Other non Roma migrated groups

The population is also moving rapidly from rural to urban areas. The rapid internal migration is producing environmental problems and additional strains on already problematic availability of public utilities. Tirana itself is more and more under the pressure of the new comers from northern parts of Albania. The weakness of the state structures and the poor framework of legislative regulations on the lawfulness of their movement are still creating a lot of problems for the legal registration of population, and other consequences to education, labor market, the implementation of the social welfare benefit system, housing policies, etc.

2 The Decade of Roma Inclusion 2005–2015 is an unprecedented political commitment by governments in Central and Southeastern Europe to improve the socio-economic status and social inclusion of Roma within a regional framework. The Decade is an international initiative that brings together governments, intergovernmental and non-governmental organizations, as well as Romani civil society, to accelerate progress toward improving the welfare of Roma and to review such progress in a transparent and quantifiable way. The Decade focuses on the priority areas of education, employment, health, and housing, and commits governments to take into account the other core issues of poverty, discrimination, and gender mainstreaming. The eleven countries currently taking part in the Decade are Albania, Bosnia and Herzegovina, Bulgaria, Croatia, the Czech Republic, Hungary, Macedonia, Montenegro, Romania, Serbia, and Slovakia. All of these countries have significant Roma minorities, and the Roma minority has been rather disadvantaged, both economically and socially. Each of these countries has developed a national Decade Action Plan that specifies the goals and indicators in the priority areas. Albania and Bosnia and Herzegovina, the newest members of the Decade, joined in the summer of 2008 after receiving invitations from the Hungarian Decade Presidency early in the year. Spain has also been invited to join the Decade and has declared its intention to become a member. It will officially become a member when the Spanish government signs the Declaration of the Decade of Roma Inclusion. A thirteenth country, Slovenia, has observer status. For more, please visit the website: <http://www.romadecade.org/>.

The system of the legal aid in Albania was institutionalized.

During 2007- 2008, TLAS started one of its most ambitious project, the drafting and approval of the Law “On Legal Aid”. The best experts in the fields of civil law, administrative law, criminal law, management and administration were hired by TLAS to draft the law. After many discussions, debates and comments and the awareness and lobbying campaigns organized by TLAS in several districts of the country, the draft-law was adopted by the Albanian Assembly as the Law no. 10039, dated 22.12.2008. The Law was promulgated by the President of Albania in 12.01.2009 and shall enter into force 3 months after the publication in the Official Gazette. Through the adoption of this law, Albania institutionalized the system of the provision of the legal aid. However many other acts and subsidiary legislation must be adopted to complete the legal framework.

Based on its 10 years of experience, TLAS will be actively engaged in the preliminary phase of the implementation of the law, based on a specific Strategy to guarantee: (i) the budget and the necessary sources provided to the legal aid providers that will assist the individuals and groups in need (ii) compliance with the international obligations accepted by the Albanian government to guarantee access to justice for all citizens, (iii) strengthening of the judiciary through the legal aid system for the protection of the fundamental rights, (iv) improvement of the government and social democratic system.

B. PROJECT ACTIVITIES

Based on its Operational Plan 2008, TLAS aimed to achieve the following objectives:

I.1 Provision of the free legal services for civil cases for 1500 individuals in need (Roma, other minorities, disabled, orphans, pensioners and other individuals with insufficient income) in Tirana, Lushnja, Fushe-Kruje, Durresi, Elbasani, Kukesi, Bulqiza, Peshkopia, Tropoja, Hasi, Fieri, etc.

I.2 Information and improving the awareness of more than 4500 individuals in need in Tirana and other districts of Albania for their legal and social rights and the right to access to justice system.

I.3 Undertaking of initiatives for the improvement of the legal framework and protection of the human rights.

a) ACTIVITIES RELATED TO THE FIRST OBJECTIVE

Provide direct free legal assistance for civil cases to 1600 people in need (Roma, other minorities, invalids, orphans, pensioners and poor people without support) in Tirana, Lushnje, Fushe Kruja, Durres, Elbasan, Kukes, Bulgize, Peshkopi, Tropoje, Has, Fier, etc.

i) Increase of the number of TLAS clients.

At the end of December 2008, the cumulative number of TLAS clients (served with legal, paralegal services and legal advise from hotline attorney) from its start of activity reached at 10236 (5945 paralegal cases and 4291 legal ones).

During 2008, a total of **1660 (or 160 cases more than the objective)** cases have been filed (**956** paralegal and **704** legal cases), including the 99 cases transferred from 2007³. In addition during 2008 benefited from the legal advising service through the lawline approximately **467** individuals. This figure does not include the number of the individuals that were advised in the office, from their personal presence in the office, because these cases are considered as legal representation services.

Meanwhile, handling cases TLAS priority is the enhancement of the service quality and the development of information activities for the publication of TLAS to potential groups of clients, through:

- Distribution of posters and leaflets and new publications of the TLAS newsletter, mainly in the street law activities (for more, please see the Street Law Activities in this Report).
- Publications and distribution of the Newsletter **no.1/2008, 2/2008, 3/2008** of TLAS.
- Meetings with the representatives of the associations that have as their members TLAS target groups. Besides the addressing of several topics these activities may be considered activities for the publication of TLAS (Please see the respective part in this report);
- Distribution of the TLAS publications such the Guide for the Administrative Procedure Code; special leaflets on the right of information, the Law “On Civil Status”, the Law “On Legal Aid”, access to justice. Free legal aid services in Gërdëc; the legal Guide “How and Who benefits from the social services”; the audio-cassette version of the Guide, recorded for the illiterate minorities’ members; the study “Legal Needs of the Roma Community”; the study “Opinion of the TLAS

³ For more detailed statistical data, based on the TLAS Database registered data (please see the Appendixes 1 and 2 of this Report).

clients for the further improvement of the legal aid services”.

- Awareness campaign in Media through interviews and television spots aimed to further promote the TLAS legal services. There are realized and broadcasted 5 direct television shows in TV News 24 and Vizion +; broadcasting of two television spots in National Public Television, TOP Channel, News 24 and other 18 local televisions, respectively regarding the information of the public for the amendments of the civil status law and the increase of the sensibilization level of the public for the adoption of the Law “On Legal Aid”.

- An information table that briefly explains information on TLAS services and eligibility criteria is still placed in the main lobby of Tirana District Court.

- In October 2008, TLAS was one of the NGO’s that participated as a member to sign the NGO declaration on the Framework Convention for the Protection of National Minorities, in Strasbourg and is proposed to be member of the Steering Committee of the FCMN.

- During 2008, TLAS continued to provide mobile free legal aid services focused in most problematic areas as an effective way to increase the access in justice for these communities.

- TLAS successfully presided during 2008 the Coalition “All Together Against the Child Trafficking”, which is composed of 21 not-for-profit organizations working in the field of the prevention and protection of children against exploitation, abuse and trafficking. In the presentation of the Report participated the Prime Minister of Albania, the President of UNICEF, His Excellency the Ambassador of the United States of America in Albania and other important partners. The membership in this Coalition raised the publication of TLAS in higher levels.

- It is important to mention that a significant number of new clients are recommended by central and local government institutions, such as the Ministry of Justice, the Albanian Ombudsman, General Department of Civil Status in the Ministry of Interior, Ministry of Work, Social Affairs and Equal Chances, Tirana Municipality, Administrative Units in Tirana and the Communes, Courts, Center for Legal and Citizens Initiatives, the citizens’ Advocacy Center, Albanian Helsinki Committee, Legal Clinic for Minors, Roma association and organization and other community based organizations.

ii) Service Quality

As mentioned above, the enhancement of the service quality was the priority of TLAS during 2008. The service quality is considered indispensable to meet the needs and expectations of the clients and as a criterion for the fulfillment of the objectives and standards approved for this reason. There are some steps that supported the increase of the quality of service during 2008:

- Registration of TLAS as a local legal entity was accompanied by the change of the steering bodies approved in the establishment documents. The new Steering Board started its functioning in January 2007 and during this period it has been very effective in the determination of the strategic policies for the further organizational development of TLAS. The approval of the Strategic Plan 2007-2010, of the Fundraising Financial Strategy 2007-2010, of the Operational Plan 2008, of the Internal Regulation of TLAS, and of other policies for the organizational development have positively affected the service quality and the work in general. The Steering Board has convened 3 times during 2008.
- It is publicly known that TLAS provides legal advice and legal services for civil cases and the division of the workload among the attorneys based on the type, merits and difficulty level of the case (i.e registration of births, family law disputes, title disputes, labor disputes, social insurance, etc.) have helped in the increase of the quality services.
- Considering the fact that one of the TLAS staff members is one of the best attorneys in civil law field, one of his tasks is to qualify and periodically supervise the work of the younger attorneys.
- Regular staff meetings have helped a lot in improving procedures of the work with clients and with the coordination of the team work of the TLAS staff, which means that the TLAS Counselor, the attorneys, the financial employee and the Internship students divide amongst themselves specific duties in order to solve the case in the specified time limit.
- The implementation of the Policy No.1 “Selection of cases with merits” and the Policy No.3 “Use of mediation by TLAS” has increased the success rate for the clients’ cases.
- The implementation of Grievance Policy (started in March 2002) enables the clients to complain before TLAS Executive Director for the service quality.
- The use of the questionnaires to obtain the clients’ opinion for the addressing of the cases is very important information for the improvement of the TLAS staff work.
- Several efforts are made to improve the practices and policies for the provision of the services to the poorest groups (updating of the declaration form, evaluation of the assets, apart from the personal income, etc.) without violating the principle of the fair competition between the attorneys.
- The continuous training of the TLAS staff is considered very important for the enhancement of the service quality (for more please see the management and administration part of this report).
- The work of TLAS legal hotline attorney and the “clinics cases” attorney (who has an experience of more than 25 years in Albanian judiciary) is showing its results for the increase of the TLAS reputation.

- The **use of the Clients 2000 Database** may be considered as the most accurate and important source of information regarding the clients, the type of cases and the first phase's assessment on the community legal needs and as a measure in being more effective and consequently increasing the quality of service. It is the most fundamental source for the data used on specific surveys. The TLAS work is well-documented for the first decade activity, because in 2000 TLAS installed the professional computer software "Kemp's Case Works", which is used by many Legal Aid Societies all over the world.

- The TLAS activity is regularly evaluated by the external independent consultants from USA and UK. There are six Evaluation Reports in a period of ten years done by external consultants starting with Tony Trott of Legal Aid Society of United Kingdom and Richard Langan, Columbia University; Bruce Perrone and Barbara Bays from West Virginia Legal Aid, Daniel Manning from Greater Boston Legal Aid, Rosemary French and Marie Contreras from Benchmark Institute of San Francisco; representatives of the European Union in the framework of CARDS project. The Consultants' recommendations are focused mostly in case management, sustainability of the project and in further strategic development of TLAS.

Actually the TLAS activity is based on the Strategic Plan 2007-2010 and it is focused on: 1) Clients' services; 2) Community awareness campaigns for better access to legal rights; 3) advocacy and lobbying campaign for law improvements and social policies; 4) staff training and fundraising.

- The TLAS Annual Reports, including the independent financial audit are published each year in printed and electronic form and are distributed to the main stakeholders.

- Significant improvements are reached through the cooperation and case referral to the legal aid institutions and partner offices such as Albanian Ombudsman, Legal Clinic for Minors, Albanian Foundation for Disabled People, Children's Protection Rights, Center for Legal and Citizens Initiatives (former Women's Advocacy Center), Albanian Helsinki Committee that are focused on the support of the people in need. The cooperation with the above-mentioned services consists, not only in the case referral, but also in the implementation of the joint projects. TLAS implemented several joint projects with the Center for Legal and Citizens Initiatives, Terre Des Home, Partners for Children, Center for the Alternative Dispute Resolution, Roma organization such as Amaro-Drom Union, TACT Coalition, etc.

- TLAS has made very positive steps for the strengthening of the relations with the state bodies, especially with the Ministry of Justice, Ministry of Interior, Ministry of Work, Social Affairs and Equal Chances and the Tirana Municipality.

In July 2008 TLAS signed a Memorandum of Understanding with the Ministry of Interior for the organization of a vast awareness campaign in relation to the amendments of the Law “On Civil Status” through media, publications, spots and conferences as well as for the starting of the training workshops with the civil status office employees. As a result of the cooperation, for the first time in ten years, TLAS with the support of the Ministry of Interior and UNICEF convened in Hotel Tirana more than 300 civil status office employees from all the rural and urban areas of Albania and started the designing of the workshops in the first four cities Tirana, Elbasani, Fieri and Durres.

- The Round Tables in Tirana for the presentation of the Draft-law “On Legal Aid”, with the participation of the Minister of Justice, Mr. Enkeled Alibeaj, the Vice Chairman of the High Council of Justice Mr. Kreshnik Spahiu and the Albanian Ombudsman Mr. Emir Dobjani and other important partners of TLAS; the continuation of the Round Tables in Korça, Vlora and Shkodra, broadcasting of the television spot, distribution of the other information materials for the draft-law successfully coronated the adoption of the law by the Albanian Assembly in December 2008. The awareness campaign further promoted the activity and support of TLAS for the enhancement of the legal services toward vulnerable categories through the establishment of a completed system of the Legal Aid.

During 2008, the TLAS staff was part of the following trainings:

1. The younger attorney of TLAS followed the tradition of the other staff members and was trained in the “College of Advocacy”, organized in October 2008 from the Benchmark Institute, San Francisco, USA.
2. The attorney of TLAS was trained in Strasbourg, France in the training workshop “Training of the Albanian lawyers for the European Convention on Human Rights” in 25-28 February, 2008.
3. The attorney of TLAS participated in the workshops in relation to the development of the National Strategy for the Fight Against Human Trafficking 2008-2010, organized in 13 March, 3 April and 10 April, 2008.
4. The TLAS Counselor participated in the conference of “10 years of the Framework Convention for the Protection of National Minorities”, in Strasbourg, France, October 2008, where the NGO Declaration was signed.
5. The Executive Director and TLAS Finance Officer were trained by SHC for the “Guide of NGO Leaders for Finances”.
5. One of the TLAS attorneys started the studies in the Albanian School of Political Studies.
6. Two of TLAS attorneys are external lecturers at the Faculty of Justice UFO and

the Magistrate's School, respectively in the subjects of Administrative Law and Civil Procedure Law.

iii) Extension of relations between TLAS and other organization

- From February 2001, TLAS is an active member of the Albanian NGO's Coalition Against Corruption and from December 2006 is an active member and presides the Coalition composed of 19 NGO's of ATACT during 2007 and 2008.
- The associations that have as their members potential clients of TLAS and meet the eligibility criteria of TLAS have been in the focus of the activity of TLAS. TLAS has developed the following activities with these associations:



Tirana, February 2008. It was organized the round table with the participation of the members of the National Association for the Protection of Work and Democracy in Albania, in relation to the strategy for the recognition of the working years of former non-political convicts in Albania during 1945-1990.



Durrësi, February 2008. It was organized the workshop with the civil status office employees of Durrësi and the members of the Alba-Rom Association, Durrësi Association, Associations of Women with Social Issues, regarding the access of the public to the justice system through the improvement of the service, increase of the transparency and the professional ethics.



Tirana, March 2008. It was organized the workshop with the members of the Association “Mother’s Heart” for the institutional strengthening of the organizations that have as their members TLAS target groups.



Tirana, July 2008. Training workshop with the members of the Association “Alba Rom”, with the subject “Raising the awareness of the Roma Community for the information and understanding of the amendments of the law on civil status and the role of the associations for the improvement of this service by the local structures”.



Tirana, September 2008. Training workshop organized with the representatives of the Roma Associations in Tirana, Durrësi, Elbasani, Fieri, regarding the strengthening of the Roma organizations capacities and the legal aid for the civil registrations.



Tirana, October 2008. ATACT Conference presided by TLAS with the participation of the Prime Minister Mr. Sali Berisha and the Ambassador of the United States in Albania Mr. John L. Withers II.



Tirana, November 2008. Training workshop with the members of the Center For a Roma Contemporary Vision” for “Enhancing the awareness of the Roma Community for the changes of the Law “On Civil Status” and the social programs provided by the state”.

Besides these activities, Tirana Legal Aid Society (TLAS) has developed other workshops and trainings in the framework of the awareness activities of the state structures in relation to the TLAS target groups needs:



Tirana, June 2008. Round Table with the representatives of the Ministry of Justice, Ministry of Work, Social Affairs and Equal Chances, Albanian Helsinki Committee, National Bar Association, etc with the subject “Improvement of the Legal Aid System a requirement for the increase of the access to justice.



Tirana, July 2008. Round Table with the employees of the civil status offices of Albania (340 participants), for the increase of the perception level of the amendments of the civil status law regarding the birth registrations.



Elbasan, September 2008. Training workshop with the court clerks, attorneys and judges of the Elbasani District Court, for the “Legal Aid and access to court of the vulnerable community (Roma and Egyptian communities)”.



Fier, September 2008. Training workshop with the court clerks, attorneys and judges of the Fieri District Court, for the “Legal Aid and access to court of the vulnerable community (Roma and Egyptian communities)”.



Vlorë, October 2008. Round table with the representatives of the local government, lawyers, judges, etc. for the “Improvement of the Legal Aid System in Albania”.



Shkodra, October 2008. Round table with the representatives of the local government, lawyers, judges, etc. for the “Improvement of the Legal Aid System in Albania”.



Korça, November 2008. Round table with the representatives of the local government, lawyers, judges, etc. for the “Improvement of the Legal Aid System in Albania”.

During the workshops and the meetings with the target groups organizations were identified and assisted with legal aid services three initiatives for the establishment and registration of new NGO's. TLAS assisted the establishment and registration with the Court of the Northern Roma Association (registered with the Tirana District Court in 05. 12. 2008; The Association of the Berati Roma Union (registered with the Tirana District Court in 09. 06. 2008; The Association "Hope for Roma Vision" (the registration procedure is still ongoing).

b) ACTIVITIES RELATED TO THE SECOND OBJECTIVE

OBJECTIVE I.2 improving the public awareness of more than 4800 individuals in need from Tirana and other Districts of Albania for their legal and social rights and the right to access to justice.

i) Street Law Activities

In addition to direct legal services in TLAS offices, beneficiaries have been served by TLAS even with street law activities for the publication and distribution of simple legal information and the direct communication with the beneficiaries. The main objective of the Street Law activities was the "Information on civil rights". The number of the volunteering students from the Faculty of Justice and the Faculty of Social Works has been grown constantly. They are very found to their work as regards the preliminary phase of the collection of the leaflets and brochures as well as the identification of the topics of interest for the community.



During 2008, street law teams of TLAS have successfully realized 48 street law activities as visits and planned meetings in the Districts of Tirana, Fushë-Kruja, Durrësi, Fieri, Shkodra and Elbasani.

Some of the topics chosen for the Street Law activities included:

- The Civil Status law and its amendments;
- Welfare benefits legislation
- Access to justice and the basic legal and human rights
- Rights of vulnerable individuals for housing, education and health care
- General knowledge of the Law "On Legal Aid", etc.



“Visits in the community: These are more informal and involve TLAS staff walking or driving around the community, meeting people on the street and in places where people gather, distributing information such as leaflets and booklets etc as well as identifying the problems of individuals who need legal assistance.

“Meetings in the Community”: these are more formal and involve organising meetings to which local officials as well as potential beneficiaries are invited. In addition to providing information on legal issues, the meeting helps TLAS to assess the particular problems of the community and their needs and to get feedback on earlier Street law activities. Often the priorities of the TLAS services are based in the problems identified by the street law meetings. For example starting dealing with the “eligibility” status of the TLAS’ clients registration issue (as residency, or divorces, deaths and births, etc) or starting lobbying efforts for changes in acts of law for inclusion in the welfare schema benefit, or improve the methodology of the TLAS service itself (as using better and efficiently the hotline service or mobile one) , all of these undertaking steps are the result of the presence and meetings in the communities. During Street law activities, the TLAS vehicle is equipped as a “mobile clinic”, with all the necessary papers and equipment (lap top, printer etc) to enable them to begin preparing the necessary documentation on the spot for dealing with the legal problems that individuals present to them.

ii) TLAS publications.

TLAS printed and published 3 numbers of its newsletter (no. 1/2008, 2/2008 and 3/2008) funded by the Program of Small Grants of the Commission for Democracy of the Embassy of the United States of America, UNICEF and CAFOD UK. The TLAS newsletter is a simple booklet for the legal education of the community written in a simple language containing sensible topics for the TLAS clients.



Number 1, 2008 contains the draft-law “On Legal Aid”; right to information of the individuals; importance of the registration of children in the civil offices; Special custody of the children; confirmation of the working years for pension effects, etc.



Number 2, 2008 contains articles on the intervention of TLAS in support of the victims of the Gërdec tragedy; monitoring report on the level of the satisfaction of the public for the services provided by the courts; documentation and procedures to benefit the homeless status; civil lawsuit in the criminal process; alimony for the children born outside of the wedlock; real stories.



Number 3, 2008 contains articles on the 10th anniversary of the Framework Convention for the Protection of the National Minorities; administrative act and its components; Albanian government programs in the fight against poverty; civil status data and when can they be changed; training experience in the Benchmark Institute, San Francisco, California; real stories.



In 2008 were published 11800 leaflets and 3600 posters, where a considerable part are those regarding the amendments of the Law “On Civil Status; access to justice; legal services in Gërdec; Law “On Legal Aid”, etc. Their distribution was made possible during the Street Law activities; workshops with the target groups, round tables, in all the offices of the civil status in Albania, local structures, health care centres, etc.

iii) TLAS Media Campaign



With the purpose of the improvement of the public awareness of the beneficiaries from the amendments of the law on civil status, during July-August 2008 was broadcasted the television spot of TLAS financed by UNICEF, in Top Channel, National Television and News 24 and in 18 local televisions in all the country.

With the purpose of intensification of the advocacy and lobbying campaign for the adoption of the law “On Legal Aid” during September 2008 was broadcasted the television spot of TLAS financed by the Program of Small Grants of the Commission for Democracy of the Embassy of the United States, in Top Channel Television and National Public Television.



December 2008. The TLAS attorney participated in a television show in the “News 24” television in relation to the Court administration.

iv) TLAS Mobile Services



During 2008, Mobile Clinic activity is another type of street law activity, where the TLAS Lawyers & counselors who travel with a vehicle equipped with all the necessary technological equipment (laptop computer, printer, stationery) during which the documentation that is necessary to be filed for legal transfers of residence, birth registrations and similar activities regarding the registered problems are

being prepared on the spot in order to accelerate the procedure and filings. The provision of the service directly in field through advising or preparation of the documents aims the expedition of the procedures, avoidance of the delays and excessive expenses of the beneficiaries.



TLAS counts as direct beneficiaries of the public awareness activities of the community (street law, advocacy and lobbying campaigns, trainings and workshops with the target groups more than 10.000 individuals.

v) TLAS Internship Programme



During 2008 in the Internship Programme in the TLAS offices were involved 12 students from the Faculty of Justice and Social Works.

The Programme was supported and funded by the TLAS donors, respectively UNICEF, Swedish Helsinki Committee, Terre des Hommes, SOROS and UNDP. The Programme has improved its methodology every year, in order to effectively include the students in special projects, in the office and in the community. The success of this Programme may be seen in the 48 street law activities organized during 2008, but, also in the fact that the students are considered daily assistants in the work of the TLAS lawyers and counselors. Based on the schedule designed by the students, they participate in the process of the interviewing of the clients, part of the other services provided by TLAS as the filing of the lawsuits with the court, preparation of the simple legal acts, joining of the clients during the notary public procedures, other administrative work in the office, etc.



12 students of the Faculty of Law and Faculty of the Social Work are fully included in the implementation of the legal awareness of the community, Street law and mobile services in the community.

c) ACTIVITIES RELATED TO THE THIRD OBJECTIVE

OBJECTIVE I.3 Undertaking lobbying and advocacy initiatives regarding human rights.

Since the beginning of its activity TLAS was deeply engaged in the improvement of the Albanian legislation and in the lobbying and advocacy campaigns, for the protection of the vulnerable communities interests.

Below we are ranking a few of the most important initiatives undertaken by TLAS during 2008 and previous years:

1. TLAS was involved in the law initiative for the amendment of the Law No. 7698, dated 15. 04. 1993 "On the Restitution and Compensation of the Properties", amendments that were reflected in the law adopted in July 2004.
2. TLAS prepared law amendments on the Law No. 8950 "On Civil Status", amendments that were adopted in July 2008.
3. TLAS drafted the Albanian Law "On Legal Aid", which was adopted in 22 December 2008.

4. TLAS prepared the amendments of the legal framework on the activity of the court clerks, amending the subsidiary legislation in 2004.
5. TLAS was involved in the preparation of the subsidiary legislation on the profession of advocate in Albania, for the inclusion of the legal aid attorneys in the high ranking attorneys lists.
6. TLAS supported the categories of the military disabled for the drafting of the legal acts so they could benefit from the disability.
7. TLAS supported the individuals convicted during 1945-1990 for non-political crimes, so the government could recognize their working years during the conviction period for retirement pension purposes.

C. NUMBER OF CASES; GROUPS OR COMMUNITIES, BENEFICIARIES OF TLAS PROJECT

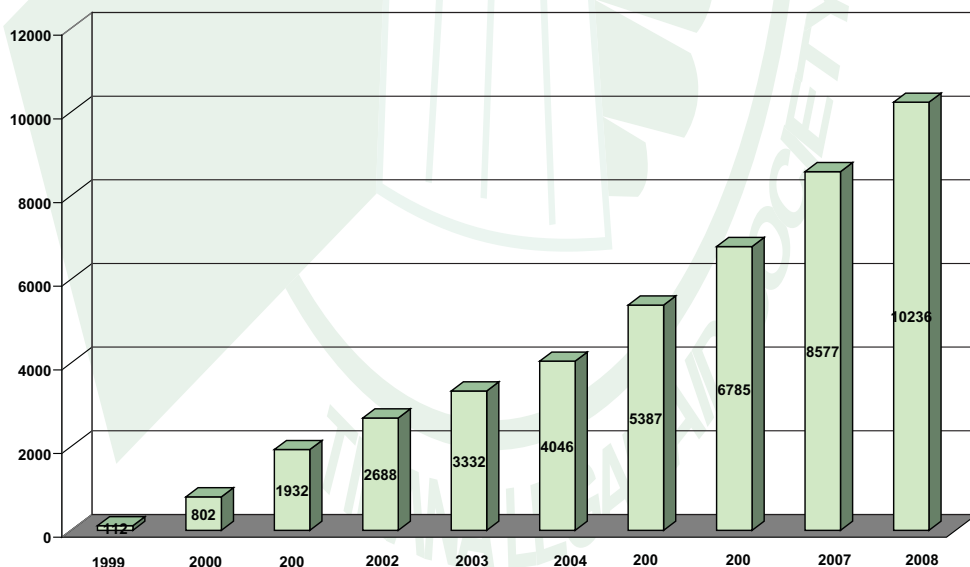
Some statistical analysis on the casework may make clear the workload of TLAS-Cafod Albania during January – December 2008. On the following lines you may find some information:

a) NUMBER OF CASES/CLIENTS, ETC.

i) Statistics

Please see the following graph:

TOTAL NUMBER OF CASES DURING THE YEARS
January 1999 - December 31, 2008



(The statistics represent TLAS cases served with legal and paralegal services.)

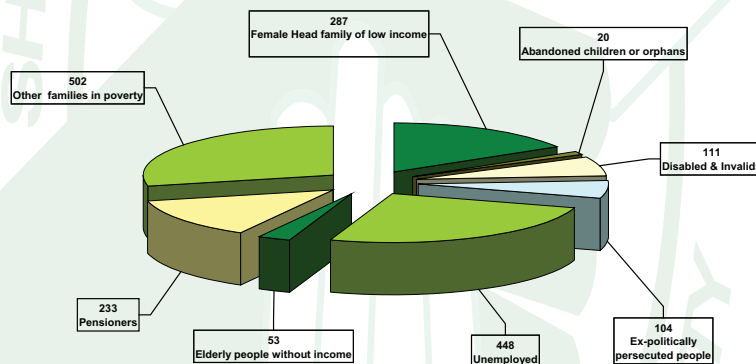
ii) Beneficiaries

During January – December 2008, TLAS listed as direct beneficiaries the following types of beneficiaries:

- 1660 direct beneficiaries, including 99 clients for the cases transferred from 2007.
- 467 beneficiaries from the lawline
- 4800 direct beneficiaries from the street law activities in the community
- 700 direct beneficiaries from the training workshop with the members of the community association, court staff in Elbasan and Fier, employees of the civil status offices, local government structures and courts of Tirana, Vlora, Korca and Shkodra.
- TLAS counts at least 12.000 direct beneficiaries from the TLAS activities during 2008, counting the fact that the direct beneficiaries have transmitted the office services to their relatives.

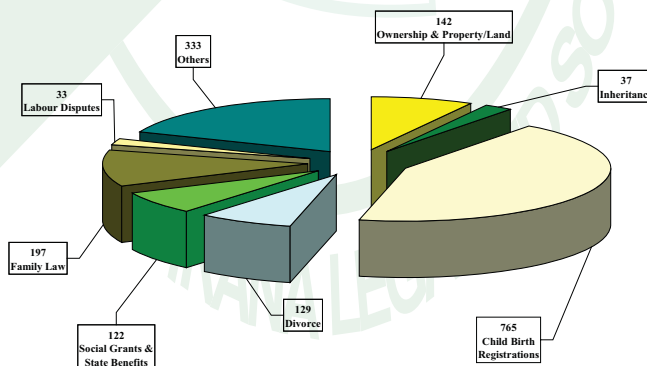
Please find below the target groups who benefited from direct legal services:

TLAS NUMBER OF CASES BY TARGET GROUP
January 1, 2008 - December 31, 2008



iii. Type of Cases: Main cases are those of the birth registrations; title cases; labor dispute cases, family law cases, as below:

TLAS NUMBER OF CASES BY TYPE
January 1, 2008 - December 31, 2008



D. REAL STORIES



Case 1

Client SH.T.

The client SH.T moved to Tirana from a deep region of Dibra. She is married to D.H and their wedlock was born in Dibra. They settled to an area in Tirana and build a habitation in very bad hygieno-sanitary condition and they lived together with the village cattle. While the spouses lived in Tirana they did not transferred the civil status data from Dibra to the Tirana area where they actually lived. From their conjugal relations they gave birth to 3 children and they had in Dibra 2 children. The client came to TLAS offices to request the registration of her 4 unregistered children. During the interview it was found out that the client was pregnant with a fifth child. Two of the children were born in the Health Center in Dibra, but the client lost the birth assistance certificates. She was unable to go to Dibra because of the expenses. So, TLAS enabled her to go to Dibra with the TLAS car and the TLAS attorney accompanied her to the Health Center. In the same time the client was assisted to obtain her certificates to made possible the transfer of the civil statys data from the previous civil status office to the new one.

Afterwards, she was helped to complete the transfer of her data to the civil status office of Tirana District, in order to start as soon as possible the registration of her children to the civil status registry.

Since the client appeared at TLAS officed before July, the procedure for the registration of the children was the confirmation of the birth fact through a court decision. Hence, the TLAS attorney was engaged in the starting of the court procedure for the confirmation of the birth fact, the continuation of the registration procedures with the civil status office and the payment of the fine for the late registration.

During these preparatory stages, the client gave birth to her fifth child. She was, immediately, advised by TLAS attorney to declare the birth of her child before the civil status office employee within 60 days, because the birth date coincided with the latest amendments of the Law “On Civil Status”, according to which the families of the newborn could benefit an amount of 5.000 ALL.

This small amount would have helped the client to cover some minimal expenses for her family.

For the further procedures, the biggest problem was the registration of the two children born in Tirana, but out the health institutions. The client was helped by her relatives to give birth to her children in her habitation, in very bad conditions. The Court was the only state body that could confirm the birth fact and TLAS filed a request with the court. However, the carrying out of the court procedures was not easy at all. The TLAS attorneys visited several times the client's home and contacted with her relatives and her neighbours to obtain the necessary information on the births and to explain to them how they could have helped during the trial.

Thereafter, was contacted the village community liaison and the civil status office employee that signed affidavits that they were aware of the family, where they lived and of the unregistered client's children. Furthermore, they accepted to testify in court. After all these contacts the only procedure was that the children could be visited by a physician, who should have issued a certificate for their health conditions, considering the fact that since their birth they were visited and vaccinated in the health center. After they completed their visits the physician and the nurse issued the confirmation, where they declared that the children were treated in the health center since the first days of their lives. Two nurses of the health center accepted to testify in court.

The trial continued for several months, the finally the court admitted the request and confirmed the birth the two children of Sh.T. Finally, the 5 children of the Sh.T are registered in the civil status office registries.

After the registration procedures, the client started the procedure to be included in the welfare economical scheme, to benefit financial support for her difficult economical situation.

Case 2

Client M.Z.

TLAS has made its efforts to expand its help and contribution in support of the people in need in other districts of Albania, not only in Tirana.

During the street law activities in Mbrostar Commune in Fieri, we have contacted many Roma community members, living in this area. Beside the economical problems they were facing a lot of legal difficulties such as children registration, residency transfers, divorces, etc.

Knowing the visits of the TLAS staff in this commune, the TLAS attorneys were contacted by A.P., who was interested for the registration of the birth of his niece. A.P. was 19 years old and lived together with M.Z. without a formal wedlock. M.Z. was 16 years old and they have a child of few months. As the mother of the child was a minor, they did not declared the birth of the child in the civil status

office, because they thought that the age of the mother could have been an obstacle for such registration. The TLAS attorney explained to A.P that the declaration of the birth of the child was possible, independently of the age of the mother of the child and the civil status office have the legal obligation to register the child. Another issue that was raised during the interview was that the child was born in Tirana and the mother had not the financial possibilities to cover the travel expenses from Fieri to Tirana to obtain the birth assistance certificate from the maternity hospital. TLAS enabled M.Z to travel in Tirana and she and A.P were advised to declare the birth of the child in the civil status office of the parents. The TLAS attorney escorted the parents to the civil status office where M.Z. was registered. Finally, the child was registered with the office. Afterwards the parents requested to conclude a legal marriage, although the mother, under the Family Code provisions had not the legal age to enter into a marriage.

Under the Article 7 of the Code, the parents that did not reach the legal age for marriage, can enter into a legal marriage if they address the case before the court and the court allows them to marry for plausible causes. The court precedents recognize as plausible cause the pregnancy of the birth of a child. The birth of a child, was taken into consideration to allow M.Z and A.P. to enter into a legal marriage, although they did not reach the legal age provided by the law.

After the court rendered its decision the legal marriage was finalized and it was inserted in the civil status office registrars.



Case 3

Client L.M

L.M. was maltreated by her husband, who, often, was drunk and used to carry violence over L.M. he failed to economically contribute for the support of his family and L.M. was forced to take care of her family by collecting cans in the garbage and selling them. L.M. asked the divorce from her husband and she wanted the custody of her daughter. Considering the low level of education of L.M., TLAS attorneys accepted to follow the legal procedures and to help L.M. to collect all the necessary documentation to submit in the court.

In order to start a divorce procedure, one must file with the court the following documentation:

1. Personal certificate of the spouse that asks the divorce;
2. Personal certificate of the other spouse;

3. Marriage certificate;
4. Family certificate;
5. Persona certificates of the children under 18 years old.

L.M. obtained the certificates from the civil status offices. However in the marriage certificate the date of marriage was not inserted. The date of marriage is one of the key elements of the certificate of marriage and without the date the certificate is not valid. The TLAS Counselor contacted with the Municipality Unit 5 employees, and the employees confirmed the fact that in the registrars it was inserted the date of marriage. By the other data, it resulted that L.M. was transferred in this Municipality Unit in 1994 from Paskuqan Commune.

The TLAS Counselor contacted with the Paskuqan Commune employees and the civil status office registrars showed that L.M. moved to Paskuqan from Yzberishi Commune in 1988. In 1998 Yzberishi was part of the Kashari.

In short, in order to obtain the marriage certificate of L.M., we had to file a request with the Tirana Prefecture where all the civil status books of Tirana were archived. L.M. did not recall the date of marriage and it was very difficult to find the marriage act in the Prefecture. So, to find the correct date we had to contact with the Kashari Commune to find the date from their registrars.

After many contacts with the civil status office of Kashari Commune for the civil status data of L.M., it was ascertained that L.M. was from Kamza and the marriage was concluded in 1986. We presented this information in the office of the Tirana Prefecture Office and we were able to, finally, obtain the marriage certificate with all the requested data.

Actually, TLAS has started the court procedures for the divorce and the child custody. The assistance of TLAS to have a completed documentation was indispensable, since L.M. was not able to carry out this task.

Case 4

Client R.S.

R.S. lives in a tent near the artificial lake of Tirana, together with her three children and the man she cohabitated. Their living conditions are very bad and they provide food for their family by selling objects that they find in the trash cans. R.S. had an unregistered child of 3 months. The child was born during the cohabi-

tation of R.S with Z.I. Meanwhile, R.S. was legally married to another man and from the wedlock she had two children. the two children were, also, unregistered with the civil status office.

R.S. appeared to TLAS office to ask legal assistance for the divorce procedures from her husband because he was maltreating her and failed to take care of the well-being of the family and of his children. After the divorce she wanted to enter into a legal wedlock with Z.I, who was the father of the third child and was careful and devoted father.

To normalize the situation of the R.S's family TLAS had to interfere and start the necessary procedures:

1. Registration of the third child in the civil status office registrar. The registration of the child would open the way to start the procedures for the challenge of the paternity of the child.
2. TLAS assisted R.S in the collection of all the necessary certificates for the civil status office (7 certificates) to start the court procedures for the divorce and the custody of the mother for the two children.
3. After the divorce, when R.S is recognized as a household with three children, TLAS will assist her to be included in the social assistance scheme where she is registered.

In the same time, TLAS is preparing the documentation so the R.S.'s family to be registered as a homeless in the municipality unit, in order to enable her to benefit from the housing programs applied by the Tirana Municipality. TLAS will assist R.S. in the filling out and notarization of the necessary documentation and submission of the documentation in the municipality unit against a payment. Considering her financial standing, TLAS will cover all the necessary expenses.

Case 5

Client S.Ll

S.Ll. have two unregistered children with the civil status office. Her daughter M was of adult age when she gave birth to two other children, but she failed to register them, since she was unregistered. Hence, the S.Ll. family had four unregistered persons and S.Ll. did not have any document from the maternity hospital to prove their birth fact. S.Ll. failed to declare the birth fact within the law deadlines and as a result all the children were unregistered. Now, it was necessary to declare the birth of the children through the confirmation by a court procedure and she

was obliged to pay a fine for each late registration. S.Ll. was unable to present the case in court because she couldn't afford a lawyer. Therefore, her children were unregistered and the children of her daughter were unregistered. In short, S.Ll had to register two children and two grand-children in the civil status office.

After the amendment of the civil status law in July 2008, any person could be registered with the civil status office at any time, without any deadline. TLAS contacted S.Ll. in one of the community meetings organized by TLAS and identified the issues. Starting from the approximate birth dates, TLAS counselor obtained from the Maternity Hospital 1 the birth assistance certificate duplicates. Finally the children were registered with the civil status office.

TLAS is carrying out the procedure for the registration of the two grand-children of S.Ll (M.'s daughters). The registration of the grand-children is complicated as in the Maternity Hospital M. did not declared her real last name, but the last name of her biological father B.Xh., who in fact did not legally recognize the paternity. In both birth assistance certificates issued by the Maternity Hospital is not inserted the real last name of M.

TLAS was informed that the father of M. was an emigrant and contact him by phone. After a telephone conversation B.Xh. guaranteed TLAS that he would visit Albania in 2008 and he would recognize the paternity over M. After the recognition of the paternity and the change of the last name of M. it is possible to register her two children.



Case 6 **Client S.B.**

S.B is a household who worked for 28 years and she couldn't benefit partial retirement pension. S.B. worked for 23 years in Artistic Production Enterprise in Tirana and 5 years in the Agricultural Co-operative Maminas. The Regional Directorate of the Social Insurance recognized the right of R.S. to benefit a partial retirement pension from her work in the Cooperative. S.B. refused to accept this decision since she worked for most of the time in a state enterprise. For this reason, she appeared at our offices to ask for a solution for her problem.

The TLAS attorney dealing with the case concluded that S.B was entitled to benefit the state pension from her work in a State Enterprise. The Law No. 7703 "On

Social Insurance” provides that to benefit a partial retirement pension, the applicant must have reached the pension age and must have worked for at least 20 years, 17 of which in a state enterprise.

The working book of the client had documented 28 years of work, where 23 were in a state enterprise.

However the Regional Directorate of the Social Insurance “refused to consider the employment relationship with the Artistic Enterprise from 16.03.1970 – 16.03.1977, because as resulted from the archive attestation in 27. 03. 2008, the starting year was corrected and consequently they refused to recognize the right to a partial retirement pension”.

The argument used by the Regional Directorate of the Social Insurance was legally unsound, because the client was in possession of the original working book, which represents an official document and as such can be challenged only “for falsity” (Article 253 of the Code of Civil Procedure).

As such, the TLAS attorneys started to assist the client. It was compiled the appeal against the decision of the Directorate of the Social Insurance, as a first step to exhaust the administrative remedies. If the case will not be solved by administrative means, TLAS will start the court procedures.



Case 7

Client V.I.

The client V.I was member of Roma community and was from the city of Elbasan. She was informed on the services provided by TLAS through the leaflets distributed nearby the areas where she lived. She was asking the registration of her three children with the civil status office.

We interviewed the client V.I and identified her problems.

From the interview was ascertained that the client V.I. had three children born outside of the wedlock with Gj.K. The births took place in hospitals, but the mother failed to declare them before the civil status office employee. Form the interview with V.I. was identified that one of the causes that delayed the registration it was the fact that the V.I.’s residence was in the city of Berat. Another cause was the fact that V.I. was not aware of the law. Another cause was the fact that V.I could not go to the city of Berat because of the bloodfeud. Besides the registration of her children another issue was the transfer of the residence from the city of Berati in the city of Elbasan and V.I., asked to enter into a legal marriage with Gj.K.

The first step was the transfer of family civil status in Elbasan and afterwards we could have proceeded with the registration of the children at the Elbasani civil status office. For the legal marriage with Gj.K, this was not possible considering the fact that Gj.K lived outside Albania and under the Albanian law, both future spouses must be personally present before the civil status office employee and must personally sign the marriage act. Therefore, we had to proceed with the two other procedures.

Authorized by a power of attorney two TLAS attorneys went to the city of Berat; however the civil status office of Berat refused to make the transfer, by reasoning that V.I. had to be personally present before the civil status office employee. Therefore, it was necessary to go to Berat with V.I.

In the civil status office of Berat the TLAS attorneys took all the necessary certificates to realize the transfer of the civil status data of V.I.

All the documents were submitted to the civil status office of Elbasan and finally it was possible to successfully conclude the transfer of the civil status data to Elbasan.

The second procedure was the registration of the children with the civil status office. After the collection of all the certificates and the other necessary documents, the TLAS attorney accompanied the client at the civil status office and it was possible to register the children in the family line of the mother.

Finally, the children may enjoy all the rights recognized by the law.

It is worth mentioning that during our work with the Roma community we had to face very complicated case, and Tirana Legal Aid Society made all the efforts to assist not only the Roma community living in Tirana, but, also, the Roma community members living in other regions of Albania.

Case 8

Client K.N.

Near 1 year ago, at TLAS offices appeared a client with the initials K.N. She was informed on the TLAS services by other TLAS clients. She wanted to ask for alimony for her minor child born outside of the wedlock, because the father of the child refused to contribute for the wellbeing of his child, despite the fact that he recognized the paternity over the child.

The first step was to collect the necessary documentation to confirm the fact that the child lived with the mother and all the other documents considered necessary for the starting of the court procedures.

TLAS attorney started to compile a lawsuit summoning as the defendant the father of the child.

The term “cohabitation” is very common in these days and under the Article 163 of the Family Code “The cohabitation is an union between the man and woman living as a couple, characterized by a common life, presenting stability and continuity”. For the children born outside of the wedlock, the Article 170 of the Family Code provides: “The maternity and paternity of the child born outside of the wedlock can be decided by a willing recognition of through a court decision and for the parents sets up the same rights and obligations, as for the children born in the wedlock.”. From the above paragraph it is clear to understand that the children born during the cohabitation enjoy the same rights as the children born during the wedlock and the parents have the same obligations as for the children born during the wedlock.

Under Article 192, item “b” of the Family Code “The alimony is an obligation of the parents toward their children”, despite the fact that the child was born during the wedlock or out of the wedlock and the Article 196 provides that even if one of the parents is deprived of his/her parental rights, he/she cannot avoid the obligation of the alimony toward his/her children.

In the case of K.N considering the minor age of her son and the financial difficulties she was facing, based on the above Articles of the Family Code her claim was fully in line with the legal provisions and the best interest of her child.

The lawsuit was filed with the court and we proceeded with the trial. After a few hearings, the court find it that the client K.N was entitled to claim the alimony from the father of the child. Thus, the child will have a better future and will have greater possibilities to have a normal life like the other children.

After a 2-years work to solve the case and appreciating the contribution of TLAS, it was reached the desired conclusion by the client K.N.

V) SUCCESS RATE OF TLAS CASEWORK

Legal Services:



During 2008 the achieved success rate of legal cases is maintained and further increased. The success rate for the period January – December 2008 is calculated considering only cases served with representation in court and specifically the ones for which a final court decision is already taken.

For the other legal cases served through advice, compilation of documents, or clinics, it is understandable that they have been successful in the sense that the client received the service they asked from TLAS.

The success rate of TLAS legal cases served with representation in court during January – December 2008 has been 92 (ninety-two) % (this success rate is calculated considering the number of decisions taken during the said period for the cases served with representation in court). During 2008, 390 cases are served with representations in court out of which 35 are still in court proceedings in the first instance court, (for 350 cases a court decision is rendered; 342 have been successful, 6 cases are in the Court of Appeal, 9 cases are dismissed and there are not lost cases).

Paralegal Services



According to the evaluation of the TLAS data it may be stated that during January - December 2008, 956 paralegal cases have been managed. During 2008, *the* success rate for paralegal services has been also 86 (eighty-six) %.

Lawline (Legal Hotline) service

This type of service that started on December 1, 2001 allows every citizen to get free legal advice. Efforts have been done to announce this service to the population, especially to the rural one through distribution of special lawline leaflets and radio interviews. Special distribution has been done to Tirana rural areas. During 2008, there were served 467 new cases (with pure legal Lawline service and it does not include the number of clients who got legal advice at TLAS office). Please note that clients served with legal advice in office are calculated in the total number of cases served with TLAS services. The number 467 (callers) represents only the number of the clients who called at least just one time and it does not represent the number of telephone calls (that are made by the clients once registered) that reach in an average number 5-6 telephone calls per working day. The trust to TLAS service is increased and it is shown in addition to individuals, with the increased number of the representatives of various organizations, using the service of legal hotline advice of TLAS lawyer. In addition, 296 callers came personally to TLAS offices, after the hotline advice, to benefit from the services provided by TLAS.

Clinics



During 2008 were served by clinics service 418 cases. In clinics cases, the clients have a certain education level and elementary legal knowledge and they can present their cases personally before the courts.

E. IMPACT OF THE PROJECT IN THE ENVIRONMENT

The implementation of the TLAS project has its impact in the use of judicial system by the individuals in need. TLAS makes possible the enforcement of the fundamental right for due process and especially of its main element the right of access to court. These rights are constitutional rights. People who may not afford the lawyers' tariffs, because of TLAS, they do have access to courts (access to justice) and as consequence they may use the judicial system. TLAS offers to the poor people the opportunity to use the lawyers' expertise. So, TLAS enforces the right of individuals to have access to court as provided in the Albanian Constitution and the European Convention of Human Rights.

The adoption of the Law "On Legal Aid" shall set up the necessary legal and institutional framework to increase the access of the categories in need in legal and social services. In such a way the individuals in need shall have the possibility to present their cases and to protect their rights through a state funded service.

TLAS, through encouraging the use of *mediation* (for amicably solution of conflicts), gives influence in the reduction of social conflicts.

TLAS presents the real opportunity for people in need to pursue their problems and disputes following the legal opinion, pursuing legal administrative resolution as well as using the judiciary.

One of the most serious issues of the Albania is the lack of law enforcement. This problem is expressed in more visible tones for the people in need, for whom the state is quite indifferent but even the civil society shows signs of negligence. TLAS activity is in contrary to the aforesaid reality. However, without a strong intervention of the state segments, this will continue to be one of the most upsetting problems for the Albanian society and justice

Tirana Legal Aid Society (TLAS) influences in the improvement and the increase of democratic culture of the citizens. Through various public awareness activities of street law type, the citizens are taught how to protect their legal rights, how to communicate with state structures, as well as how to use in a democratic and institutional manner the legislation, the state and the structures of civil society.

TLAS gives, also, its contribution in the strengthening of democracy and of rule of law in Albania through its lobbying efforts for improvements in the existing legislation.

TLAS is helping to increase, also, the awareness of the Albanian state for an effective system of the legal aid in Albania and has already started the efforts for establishment of a formal system of mechanisms of providing of free legal aid in Albania.

TLAS helps in building up the confidence that the society has not neglected the people in need, but in contrary, it respects them as humans with natural rights and freedoms.

F. MANAGEMENT AND ADMINISTRATION

a) MANAGEMENT PRACTICES

i) Organizational structure

TLAS has an organizational structure with clearly defined lines of authorities and responsibilities. At present, TLAS staff includes 10 positions: Executive Director of the Center; Project Manager; two attorneys, two attorneys/paralegal counselors, one Project counselor; one finance administration office, one cashier and one part-time cleaning lady.

Regular reviews of organizational development are performed.

Management practices reflect the principles of impartiality, confidentiality and professionalism delineated in the project proposal. Systems are used for regular measure of consistency between stated mission and operations. Systems are used to ensure appropriate involvement of all levels of staff in decision-making. TLAS's policies and procedures ensure accountability to stakeholders.

ii) Planning

Input from stakeholders are considered during planning. Implementation plans follow a strategic plan. Implementation plans are updated as necessary. Resources are allocated properly. Plans are adjusted as a result of the monitoring process as necessary.

iii) Case management

Findings from monitoring and evaluation lead to changes in case management as necessary. It should be stated that case management systems is responsive to stakeholder needs and efficient (e.g. adequate, cost effective, timely).

iv) Administrative Procedures

Implemented TLAS administrative policies and procedures are in conformity with the Regulation approved by the TLAS Steering Board.

vi) Information systems

Systems are used to collect, analyze and report data. Data collected for analysis and reporting is appropriate for carrying out activities; trained personnel manage the information systems. Systems are used to process, disseminate and solicit feedback of information.

vii) Reports

TLAS fulfills its reporting requirements (annual report submitted to CAFOD UK and other donors). During 2008, 4 reports were submitted to CAFOD UK (March, June, September, December); 2 reports were submitted to CCF (June, December); 6 reports to SHC (February, August, November); 3 reports to Terre des Hommes (March, June, September); 2 reports to UNICEF (May, August); 2 Reports to SOROS (October, December); in total 19 reports.

During 2008 there are prepared and submitted 5 Auditing Report for the TLAS activity and financial activity.

b) HUMAN RESOURCES

i) Human resources development

TLAS staff training is based on capacity, needs and strategic objectives. Skills acquired in trainings are integrated into the work environment. Job appraisals are performance based and equitable. Staff needs are continuously identified and they are fulfilled during the year in conformity with the respective Project Budget and the financing opportunities from other organisations. Please see above for the training activities. Licenses of attorneys are all refreshed for 2008.

ii) Human resources management

Job descriptions are documented, updated and respected. Staff structure is adequate to meet the TLAS mission. Salary structure is approved in 2008 by the Steering Board of TLAS. Supervision of TLAS staff occurs on a regular basis.

iii) Work organization

The TLAS work is regulated by the Internal regulation of TLAS approved in September 2007 by TLAS Steering Board. TLAS staff meetings are held regularly and documented. TLAS management considers staff inputs into decisions. Regular staff meetings have helped a lot in improving procedures that affect the effectiveness of the programme administration and management. Staff works as a team for issues that need teamwork. Building up the atmosphere of teamwork, confidence, collaboration and satisfaction has been an important priority of the TLAS management as regard the staff issues. Information is shared freely among all staff members. Staff is encouraged to take initiatives and be self-motivated.

c) FINANCIAL RESOURCES

i) Accounting

Financial procedures and reporting systems are used and they seem to be appropriate. Account categories exist for separating costs. The yearly audit is completed on March 2008.

ii) Budgeting

Budgeting process is integrated into the annual implementation plan. Budget is controlled on an ongoing basis.

iii) Inventory

Stock control systems exist and they are followed. In February 2008, the new updated inventory lists are prepared and documented. Procurement systems are in place and are being used. Expenses by budget items are continuously controlled.

iv) Financial reporting

TLAS financial reports are prepared and used for planning and review purposes, TLAS financial report is available and delivered to all donors of TLAS.

v) Fundraising

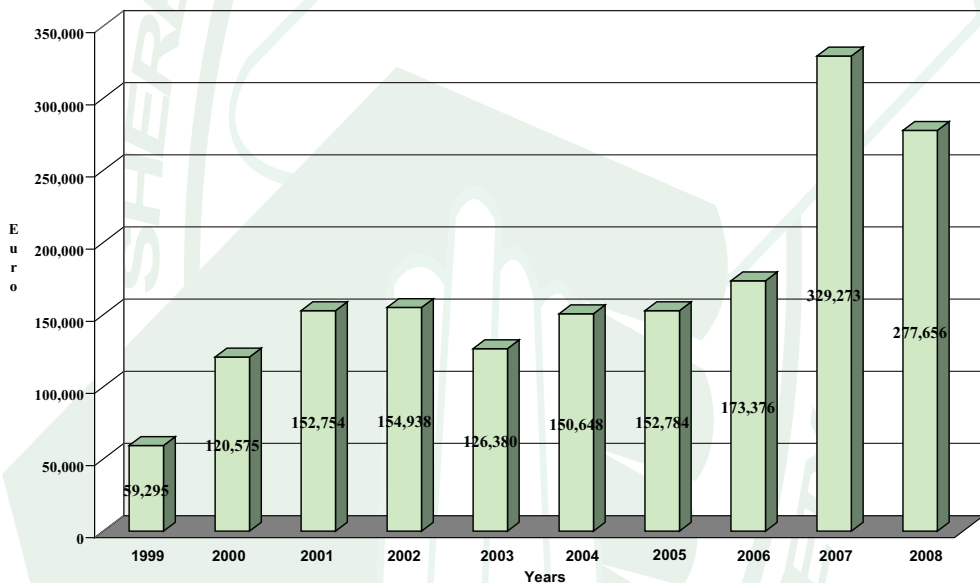
The financial standing of the project has been a priority of TLAS management. Continuous contacts with donors and potential ones were held and the signing of

the respective contracts was done during the timeframe of this report.

Contacts with existing and potential donors have been maintained and established. In addition to CAFOD UK agreement for 2009, other funding agreements are signed and agreed based on the submitted project proposals with UNICEF, SOROS/OSFA Budapest, Swedish Helsinki Committee, UNDP, USAID.

In addition, project proposals are delivered to United States Embassy in Tirana, Swedish Helsinki Committee, MATRA, etc to precede the financial support of TLAS during 2009 - 2010.

**TLAS FUNDING IN YEARS
1999 - 2008**



d) EXTERNAL RELATIONS

i) Public relations

TLAS educates public on specific legal issues. It employs public awareness campaign and associates with other legal aid offices. TLAS tries to maintain relationships with various institutions, NFP organizations and donors using various public relations methods.

ii) Government cooperation

Policy makers have started to consider TLAS input regarding legal aid issues. On the other hand, it should be stated that State accepts TLAS as a legitimate defender of human rights. TLAS associates with Albanian Ombudsman. The number of clients forwarded by Albanian Ombudsman and Tirana District Court are tangible indicators. The participation (under official invitations) of TLAS in important events of the legal community, etc, organized by the state and international organizations is an indicator of the importance of TLAS opinion and role on recent developments.

iii) Local resources

TLAS activity is based on the use of different local sources. In addition, TLAS has relations with the external institutions for technical expertise, material and/or human resources. TLAS, also, considers input from other civil society groups.

iv) Media

TLAS has started to employ a media strategy. The efforts to appear in the daily press and radio channels (mentioned above) are the steps of the media strategy implementation. On the other hand, media uses TLAS as a legal resource on relevant issues.

v) Publications

Attention has been shown for the publication of TLAS activity. Other issues (no.1/2008, 2/2008, 3/2008) of TLAS Albania newsletter were produced. During 2008, TLAS published the surveys and annualistic statistical reports. The full surveys and analysis reports will be enclosed to this Annual Report as Appendixes.

During 2008 were produced the following surveys and Statistical Reports:

1. Statistics and Comparative Analysis of 2008, a report based on the registered data in the database based on the clients' data, who have benefited TLAS services during the last 4 years.
2. Statistics and Comparative Analysis for ROMA clients 2008, report based on the registered data in the database based on the clients' data for ROMA commu-

nity clients, who have benefited TLAS services in the last four years.

3. Monitoring Report measuring the level of satisfaction of the Court users (survey in 13 courts of the country).

TLAS web site is continuously updated.

e) **SUSTAINABILITY**

TLAS Project is designed and accepted as a sustainable program. So far, TLAS is adequately funded by the donors. However, efforts have been done to create basis for future governmental and domestic non-governmental support on legal aid and the adoption of the Law “On Legal Aid” is one of these efforts. As the funding of the not-for-profit organizations in Albania is considerably reduced the main challenge of TLAS is to find new ideas and projects to be financed in the Albanian environment for the continuation of the activity. By establishing a legal aid system financed by the government, part of the finances of TLAS will be provided by the state budget in the framework of the provision of the state guaranteed legal aid services.

It is worthwhile to admit that TLAS has also used as management guidelines the recommendations of external consultants.

G. PLAN OF ACTIVITIES

In 2008, the plan of activities was correctly implemented based on the following projects:

Project:	Title of the	Donor	Amount:	Duration
	Improving the system of legal aid in Albania	Swedish Helsinki Committee for Human Rights, SHC	Euro 10.920	01. 05. 2008 – 28. 02. 2009
	Enhancing Legal Aid Services for Minorities	Swedish Helsinki Committee for Human Rights, SHC	Euro 61.700	01. 05. 2008 – 28. 02. 2009
	Empowering the vulnerable minorities in Albania	UNDP/UNV	USD 74.000	01. 09. 2008 – 31. 12. 2009
	TLAS survey to measure the satisfaction level of court users	USAID	971, 540 ALL	15. 05. 2008 – 31. 05. 2008
	Tirana Legal Aid Society Project	CAFOD UK	Euro 70.000	01. 01. 2008 – 31. 12. 2008
	Awareness Campaign for birth registration law changes	UNICEF	3345500 ALL	21. 07. 2008 – 30. 10. 2008
	Providing Legal Aid Service for Gërdec victims	SOROS	USD 64.444	01. 05. 2008 – 30. 04. 2009
	Providing legal services for children, potential victims of trafficking	Terre des Hommes	USD 10 000	01.09.2007 – 31.10.2008
	Empowering the vulnerable Communities, for access to legal services	UNICEF	USD 40,982	20.11.2008 – 20.04.2009
	“Improvement of the system of legal aid, a prerequisite to increase the access to justice”	US Embassy	USD 17,000	10.10.2007 – 10.11.2008

For 2009 TLAS is implementing the following projects:

Title of the Project:	Donor	Amount:	Duration
Improving the system of legal aid in Albania	Swedish Helsinki Committee for Human Rights, SHC	Euro 10.920	01. 05. 2008 – 28. 02. 2009
Enhancing Legal Aid Services for Minorities	Swedish Helsinki Committee for Human Rights, SHC	Euro 61.700	01. 05. 2008 – 28. 02. 2009
Empowering the vulnerable minorities in Albania	UNDP/UNV	USD 74.000	01. 09. 2008 – 31. 12. 2009
Tirana Legal Aid Society Project	CAFOD UK	Euro 50.000	01. 01. 2009 – 31. 12. 2009
Providing Legal Aid Service for Gërdec victims	SOROS	USD 64.444	01. 05. 2008 – 30. 04. 2009
Empowering the vulnerable Communities, for access to legal services	UNICEF	USD 40,982	20.11.2008 – 20.04.2009
TLAS survey to measure the satisfaction level of court users	USAID/ROLP,	USD 36, 000	2009 – 2010
Improving PRE-TRAIL Detention in Albania	SOROS BUDAPEST	Euro 50 000	2009 - 2010
Enhancing efficiency of the Legal Aid Law Implementation	US EMBASSY, TIRANA	USD 21,000	2009 (pending)

FUTURE PLANS

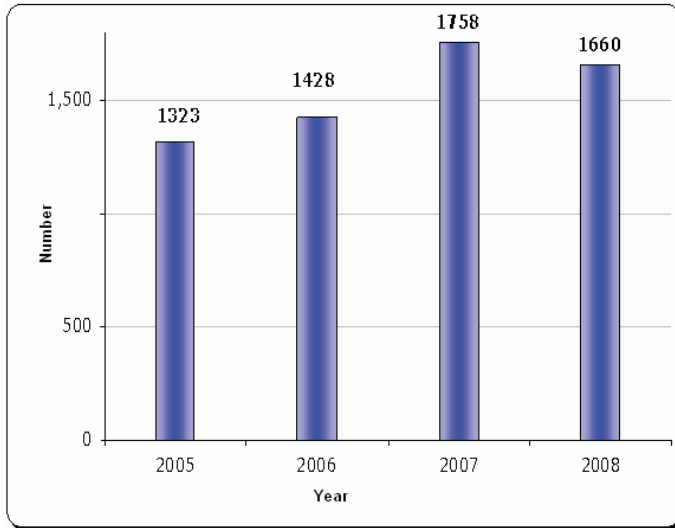
TLAS work is based on the Strategic Plan for 2007-2010. During the 2008, based on the analyzed data of the TLAS database and also on the surveys with the target groups of TLAS, TLAS it was concluded that the strategic objectives of TLAS for the future remain:

- 1) Qualitative client services;
- 2) Community awareness campaign for better access in the legal rights;
- 3) Advocacy for Albanian Legal Aid law implementation and law improvement initiatives and social policies;
- 4) Improvement of the coordination and administration;
- 5) Better fund development;

Even TLAS works is based on a number of policies, regulations and strategies that support its internal functioning, as a result of the adoption of the law “On Legal Aid” which aims to extend the legal aid services in all the country, TLAS is aware that subsidiary legislation and other documentation must be compiled and approved to consolidate the capacities of the Legal Aid providers. TLAS’s goal is to transfer the most efficient experience and model in such organizations or structures that will provide the legal aid in the future.

February 2008

Number of clients in years 2005-2008

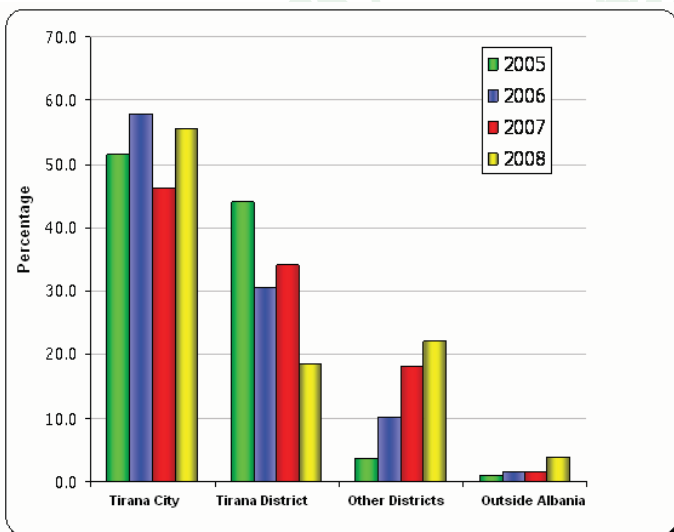


From the calculations, it results that the number of the clients in 2008 has decreased by 10% compared to 2007.

Type of Service 2005-2008

Year	2005				2006				2007				2008			
Total Cases	1323				1428				1758				1660			
Type of Service	Paralegal		Legal		Paralegal		Legal		Paralegal		Legal		Paralegal		Legal	
	747		576		749		679		1053		705		956		704	
	Advising	Representation in administrative bodies	Representation in court	Clinics	Advising	Representation in administrative bodies	Representation in court	Clinics	Advising	Representation in administrative bodies	Representation in court	Clinics	Advising	Representation in administrative bodies	Representation in court	Clinics
	296	451	311	265	452	397	282	246	813	330	152	287	669	286	418	
Lawline Cases																
Year	2005				2006				2007				2008			
Cases (Total)	365				388				432				467			

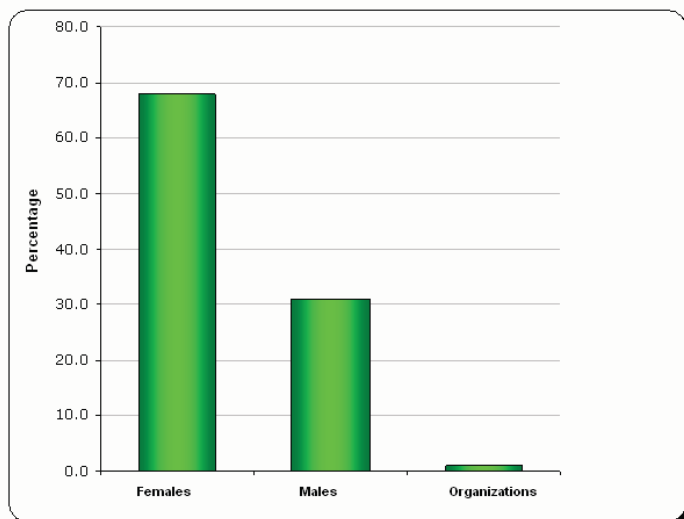
Distribution of clients by residence 2005-2008



In 2008 62% of the cases are from clients that reside in the Tirana city and 29% from Tirana District (mostly, from Municipalities Kamëz, including Bathore and Paskuqan, Zall Herr, Dajt, Vaqarr Communes, etc).

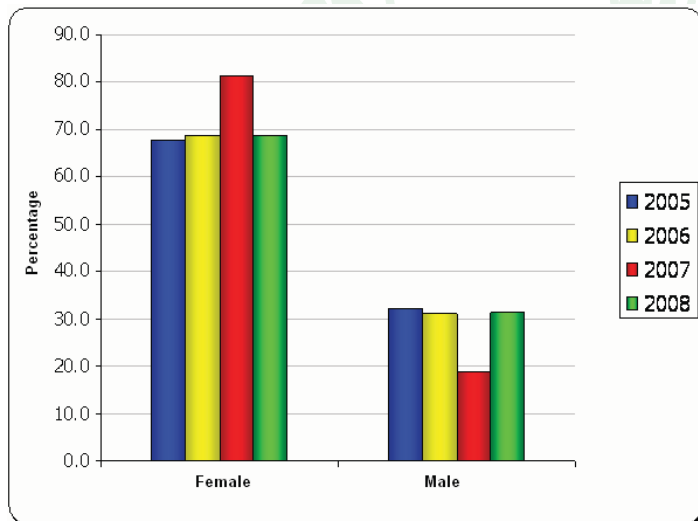
In 2008 the number of the residents of the Tirana city and of the other cities has increased.

Distribution of clients by gender 2008



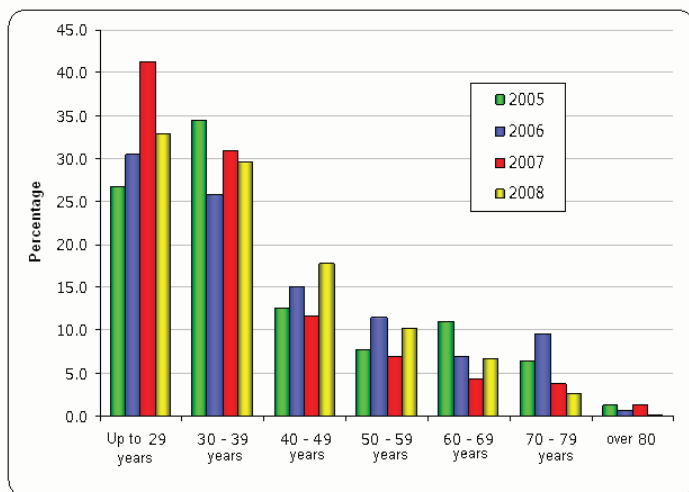
From the calculations, the number of the female clients that asked for legal services is higher than the number of the men. The organizations occupy a very small number.

Distribution of clients by gender 2005-2008



As a common phenomena it may be noted that the number of women prevail over the number of men by the same percentage, approximately 68% women and 32% men.

Distribution of Clients by age 2005-2008

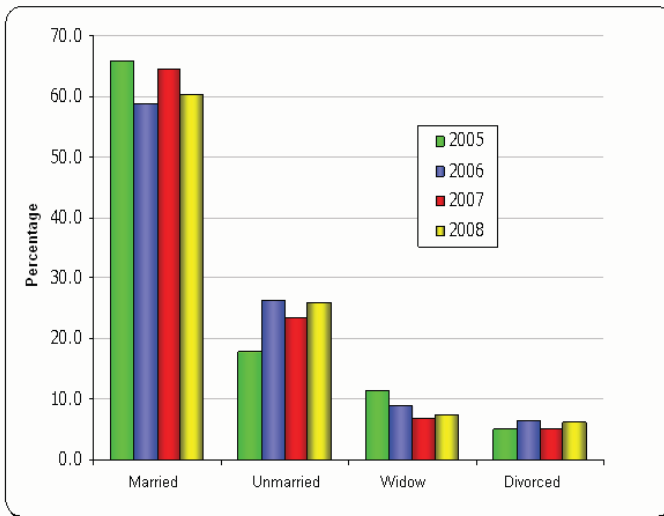


Prevail the clients of 30-40 years old which are from families with children of smallage;

It is considerable the group of clients of 18-24 years old

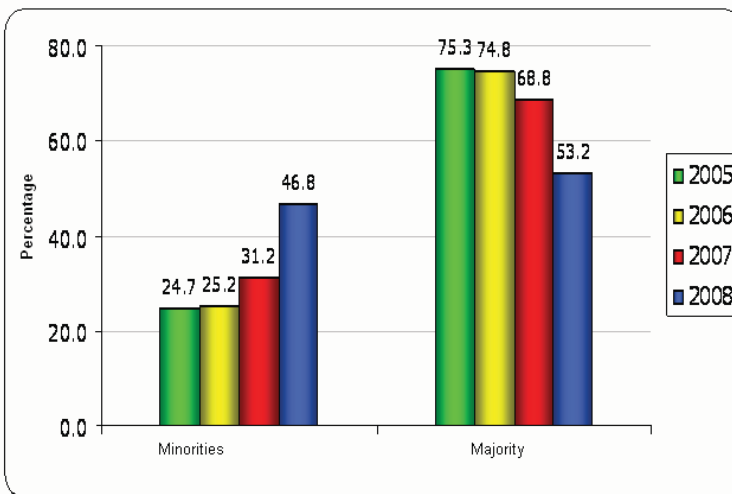
In 2008 the number of the clients of age 40-49years old is increased.

Distribution of clients by civil status 2005-2008



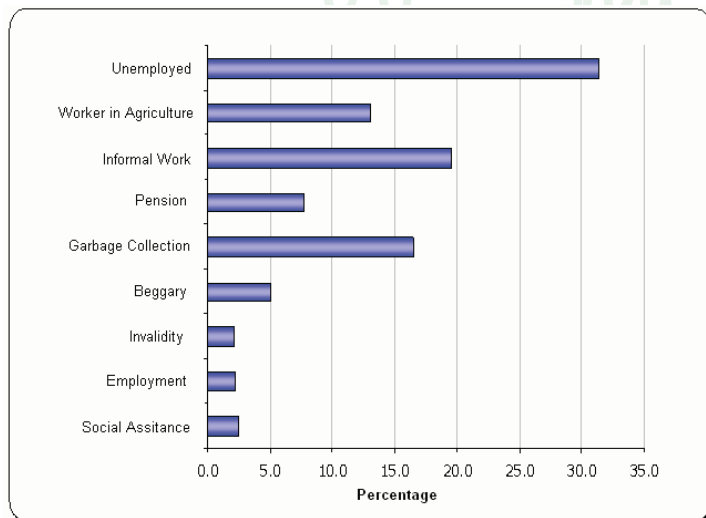
It may be noted that in 2008 has decreased the number of the divorced families and has increased the number of the unmarried clients.

Distribution of clients by social structure 2005-2008



In 2008 the number of clients from minorities has increased by 30%, compared to 2007.

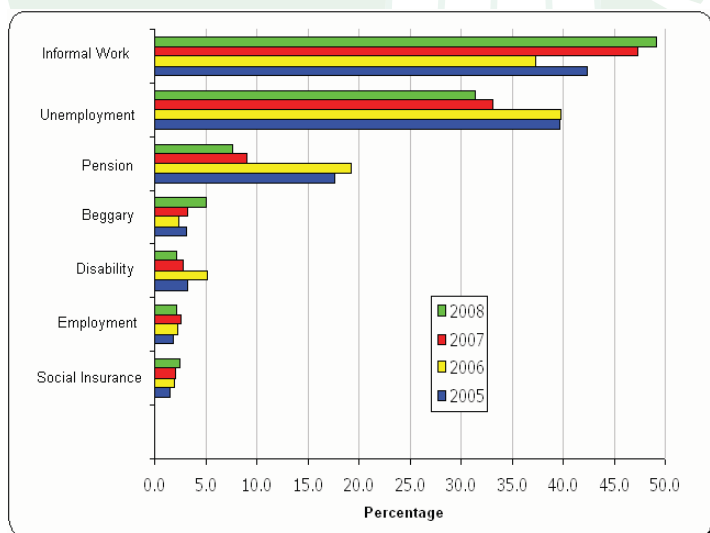
Clients' source of income 2008



It may be noted that in 2008 is increased the number of the unemployed clients, clients working in informal works and that provide for their living from the collection of the garbage.

It is inconsiderable the number of the clients that benefit from the state welfare scheme (less than 2% in 2008).

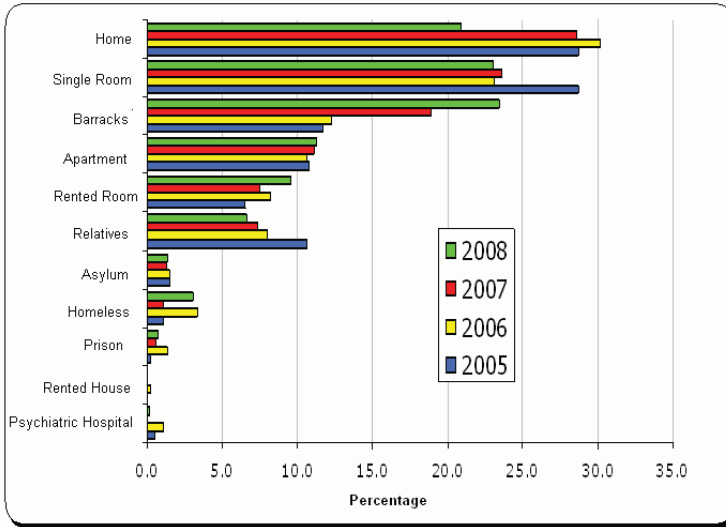
Clients' Source of Income 2005-2008



It may be noted that in 2008 is increased the number of the clients working in informal works and the number of the clients that provide for their living collecting garbage and disabled individuals.

It is inconsiderable the number of the clients that benefit from the state welfare scheme (less than 2% in 2005 and in 2006). The number of the clients benefiting from the welfare scheme has increased. However this growth is insignificant.

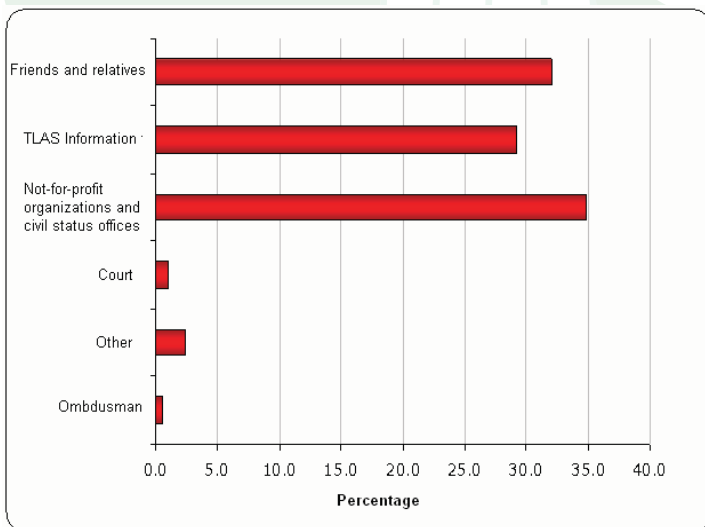
Client's Living Condition 2005-2008



Prevail the clients living in informal habitations, in informal areas (supported, mainly, by birth registrations of children and transfer of civil status data).

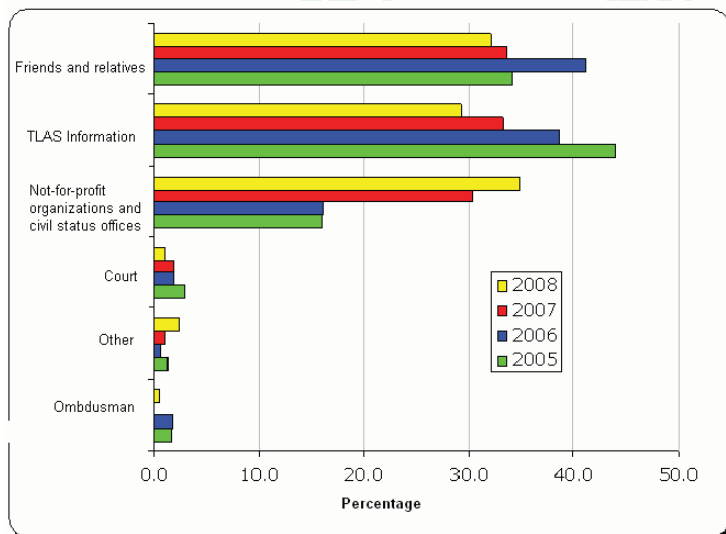
It is increased the number of the clients living in difficult conditions, in single rooms or in barracks and homeless.

Who informed on the existence of TLAS 2008



It may be noted that the majority of the clients know about the existence of TLAS form other NPO's and Civil Status Offices. The biggest number of the clients its is recommended by their relatives and friends

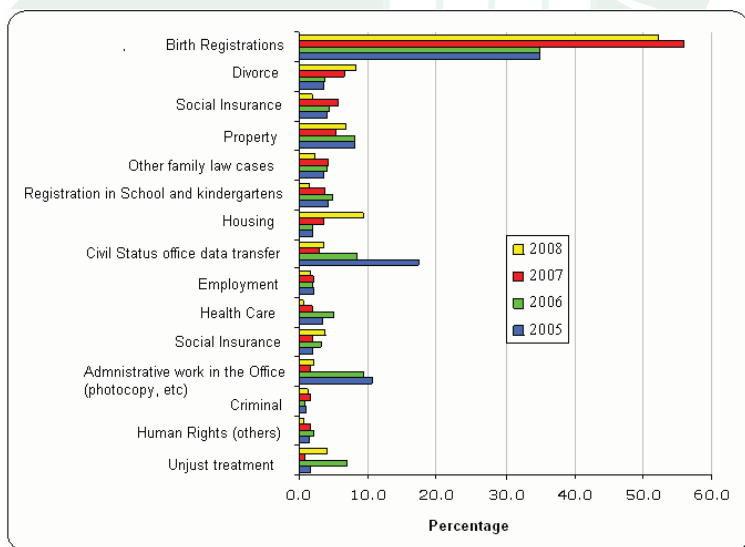
Who informed on the existence of TLAS 2005-2008



In 2007 as main sources of information are TLAS information sources, friends and other institutions, such as civil status offices.

In 2008 as main sources of information are TLAS information sources, friends and other legal clinics.

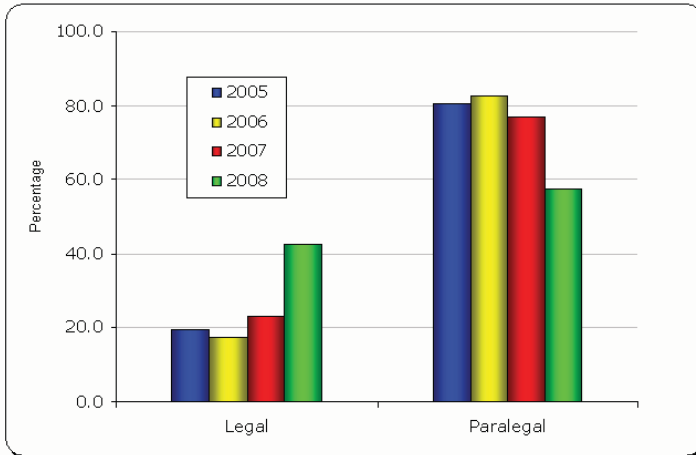
Problems followed by TLAS 2005-2008



In 2007 and 2008 prevail the birth confirmation cases through court procedures.

There is a slight increase of the cases of social assistance and family law.

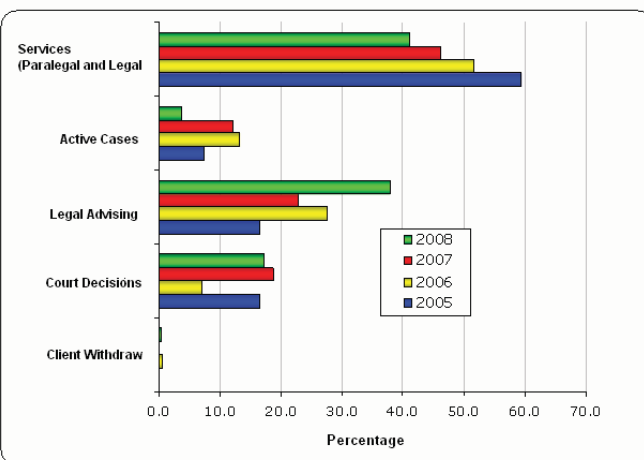
Active Cases 2005-2008



From the active cases in 2007 and 2008, 30% are paralegal services and 70% cases to be followed in courts.

The chart reflects the number of the active cases per each year.

Case Progress 2005-2008

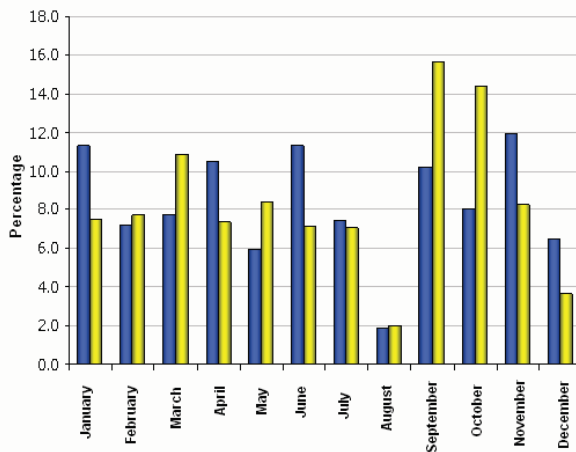


Prevail the cases that are completed with concrete service, as well as with legal advising

The number of active cases from 2005 is approximately 5%, while the number transferred from 2006 are 10% of the total number of cases.

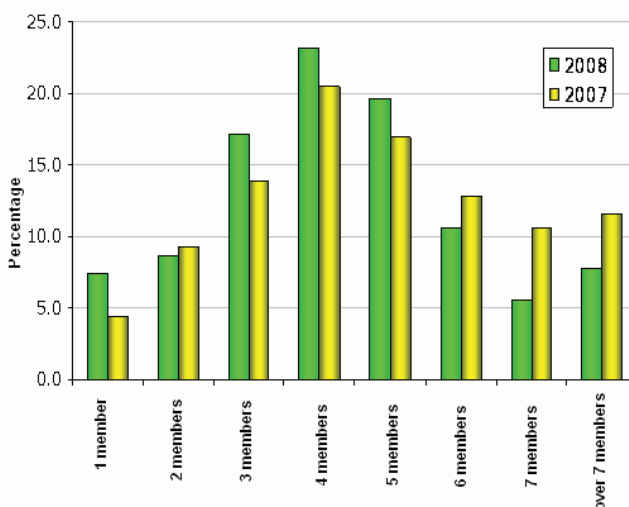
Most of the legal cases followed by TLAS are concluded with court decisions in favor of the clients.

Registration progress of the clients per month



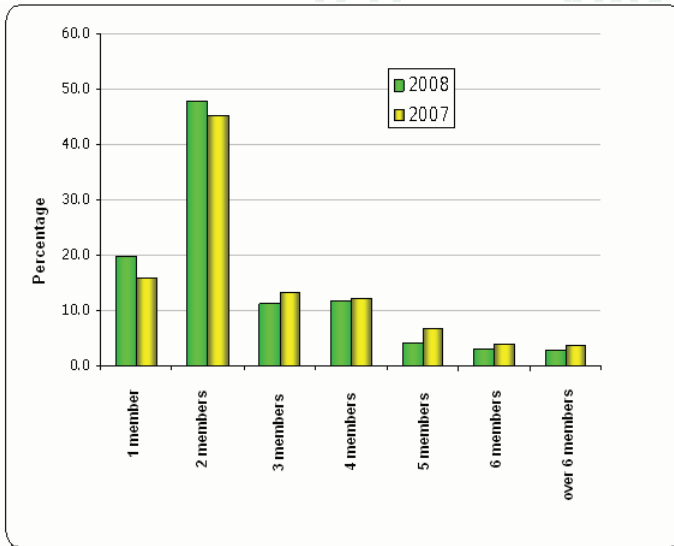
More registrations are noted in September and October.

Distribution of families by family members



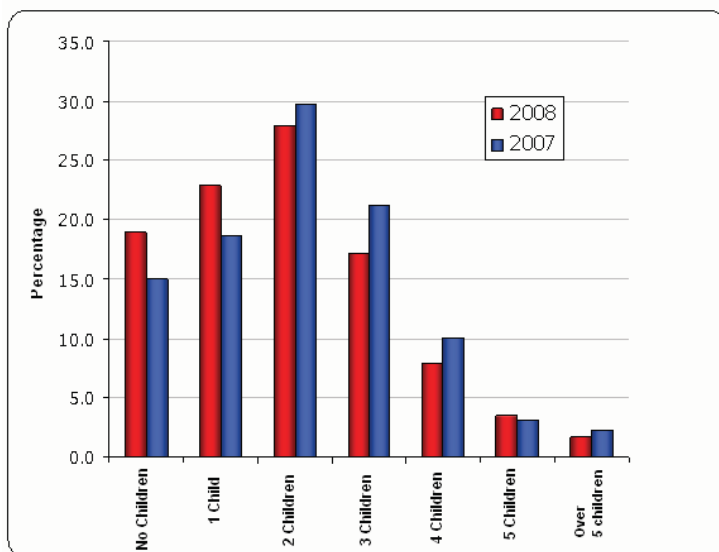
Prevail the families with 4 members followed by families with 3 members.

Families by the adult family members



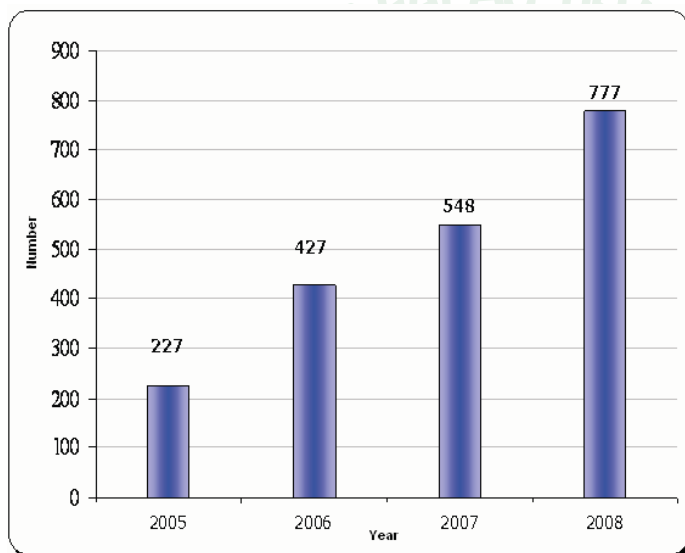
Prevail the families with two adult members

Families by children number



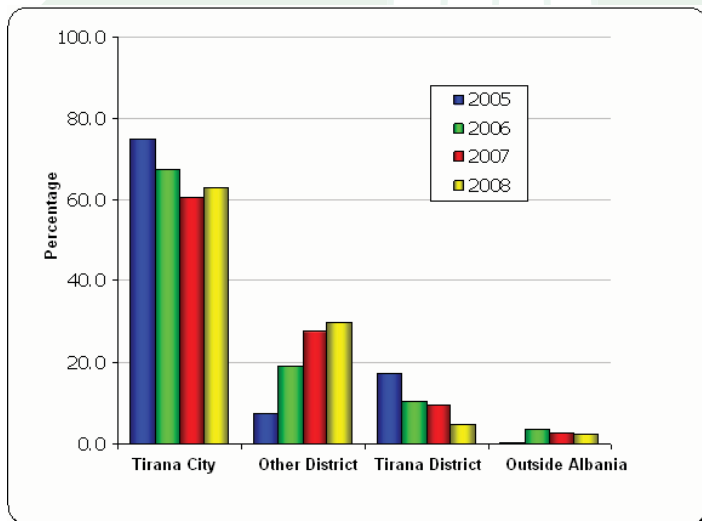
Prevail the families with two children

Number of clients of Roma minority



By comparing the same periods it must be noted that the Roma minority clients number has increased in 2008 by 70% compared to 2007.

Distribution of the Roma minority clients based on their residency

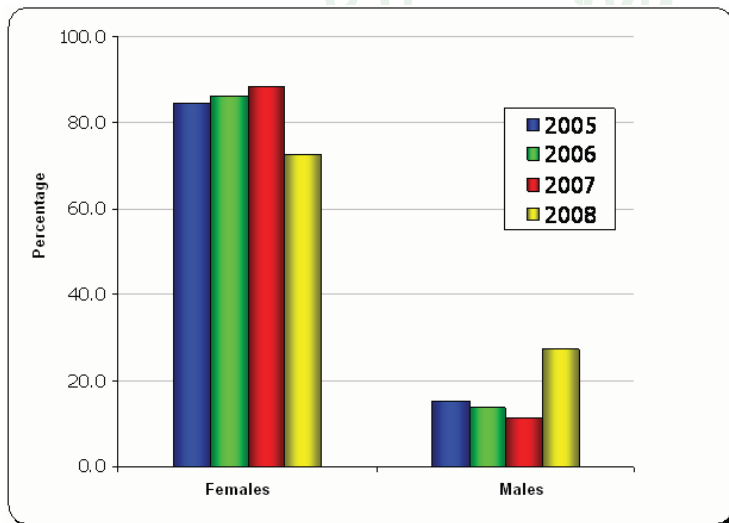


The Roma families living in the city of Tirana are, mainly, concentrated in the Municipality Units No. 5, 6, 1, 2

The Roma families, clients of TLAS, living in Tirana District are concentrated, mostly, in the Communes Paskuqan, Vaqarr, etc.

Roma Families, clients of TLAS living in other Districts are from Fushë Kruja, Lushnja, etc.

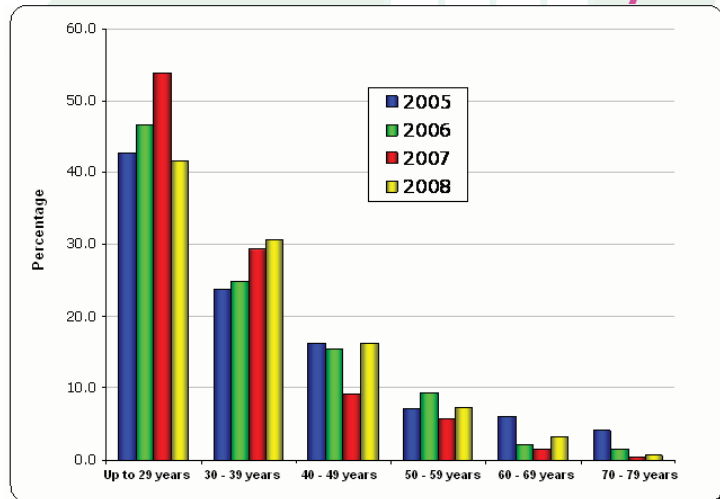
Distribution of the Roma minority clients by gender



As a common phenomena of both years it may be noted that prevail the women by the same percentage, approximately 85% women and 15% men.

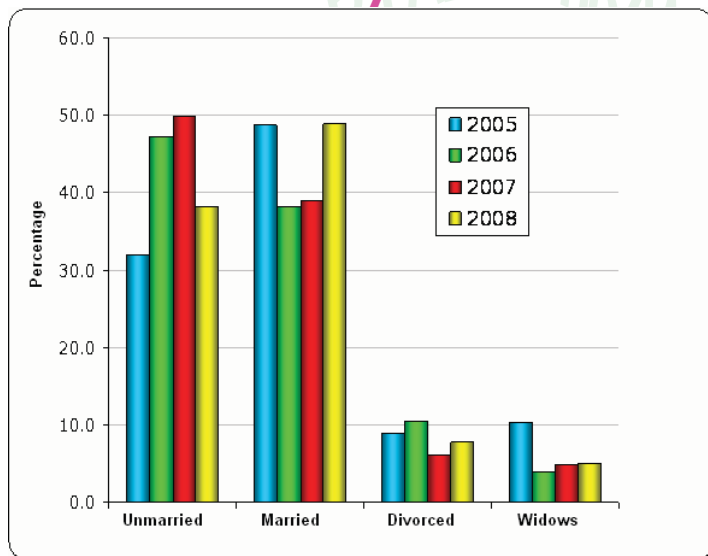
Compared to other TLAS clients, the number of the Roma women is twice bigger.

Distribution of Roma minority clients by age



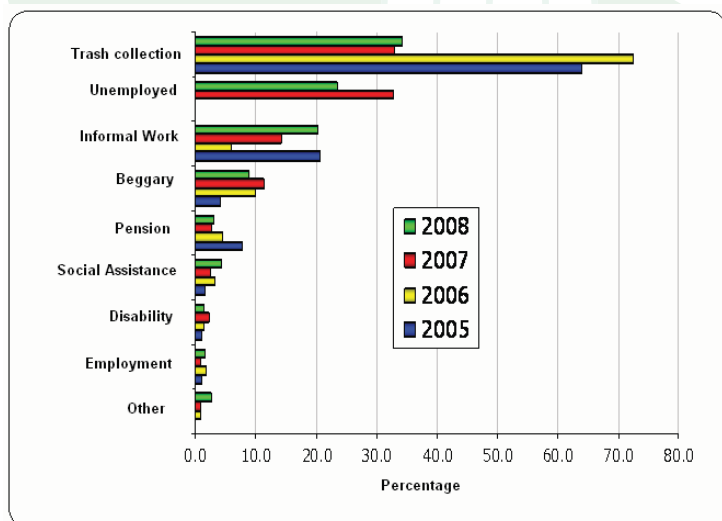
Prevail the clients of age 18-24 years old and those of 30-39 years old, and are form families with minor children

Distribution of Roma minority clients by civil status



It must be noted that in 2008 there is a considerable growth of the families in the wedlock and divorced families.

Roma minority clients source of income

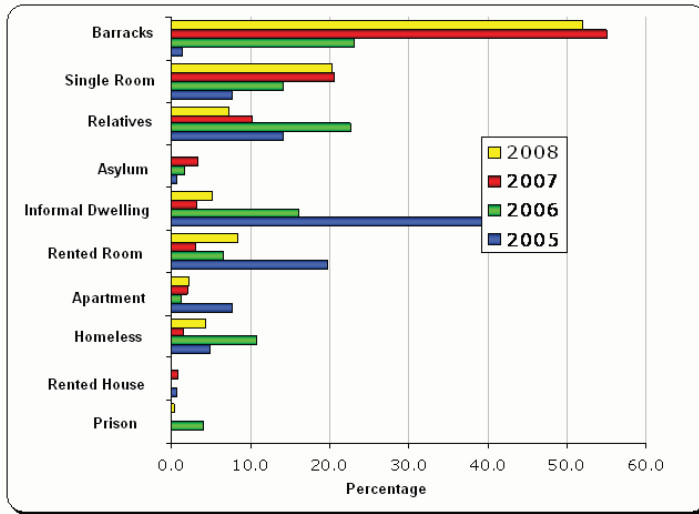


Most of the Roma clients are unemployed and are involved in collection of cans or in informal works.

In 2008 the number of the Roma community members working in informal works increased significantly.

It is inconsiderable the number of the clients that benefit social insurance or are regularly employed.

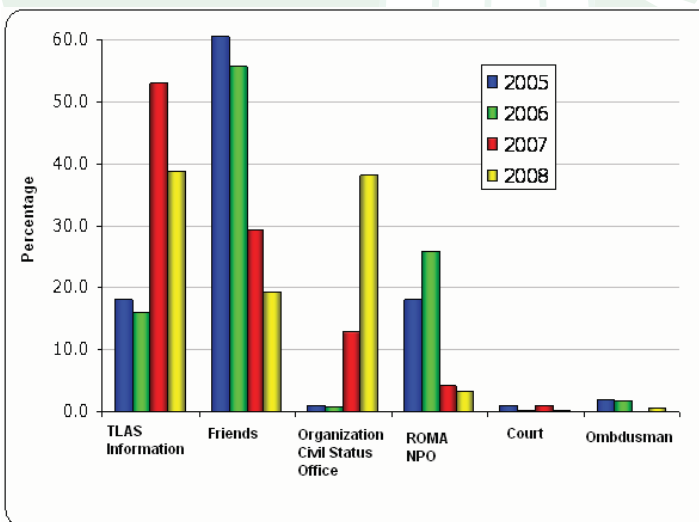
Roma minority clients habitations



In 2008 the Roma clients dwell mostly in barracks, single rooms and in rented rooms.

In 2008 it may be noted a deterioration of the living conditions of the Roma clients. Most of them live in barracks.

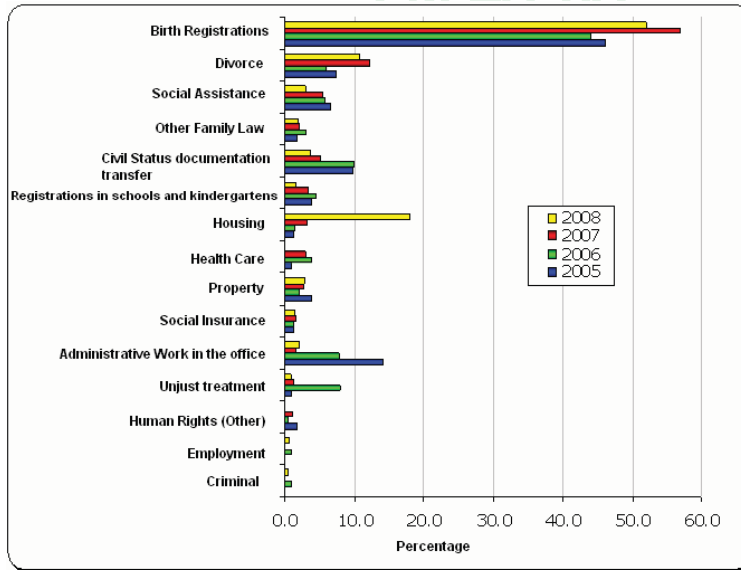
Who informed the Roma minority clients on the existence of TLAS



As main source of information on the existence of TLAS, it is the information obtained by the friends.

Other sources of information are TLAS leaflets and ROMA NPOs.

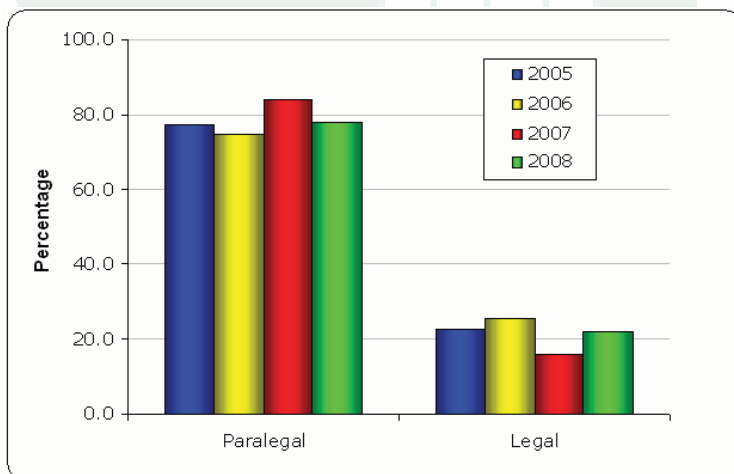
Roma Minority Problems



Prevail the children birth registrations. In most of the cases they are discovered after the claims of the clients of benefit social assistance.

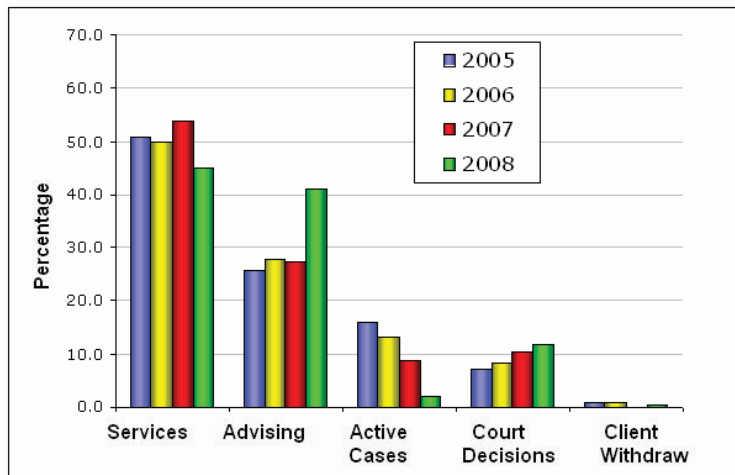
The issues related to the social assistance come in the second place

Active cases for Roma minority clients



From the active cases of 2007 and 2008, approximately 70% of the cases are of paralegal service and 30% are cases followed in courts.

Closed case progress for Roma minority clients

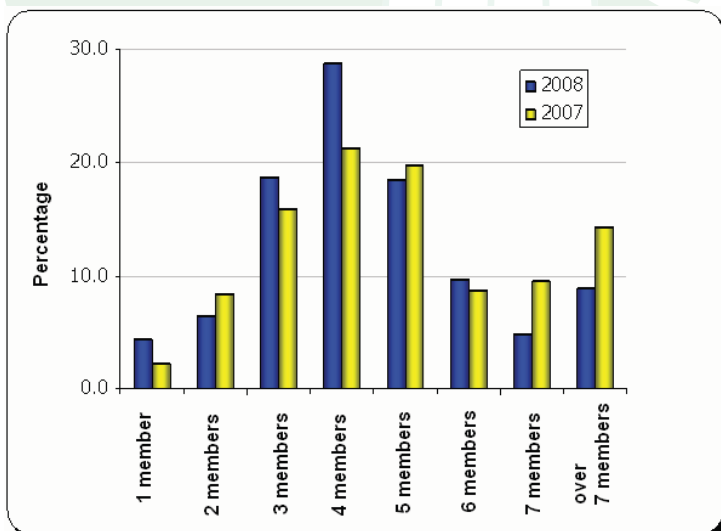


Prevail the cases that are concluded with concrete services as well as with advising

The number of active cases from 2008 are 12%, while the continuing cases from 2007 are 16% of the total number

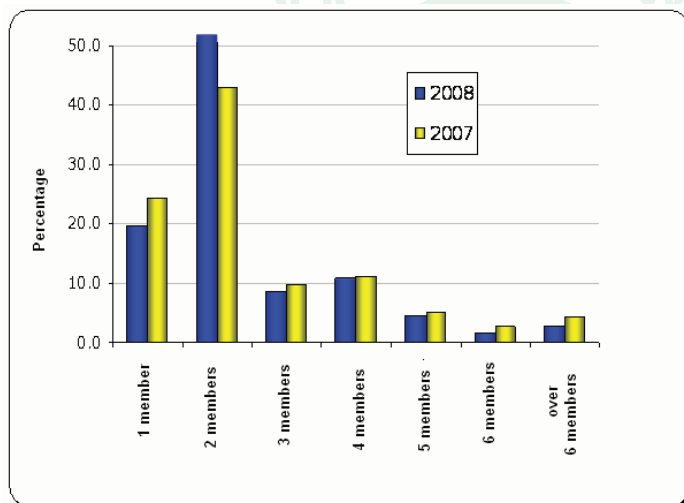
The legal cases addressed by TLAS are concluded with court decisions in favor of the clients

Distribution of Roma minority families by family members number



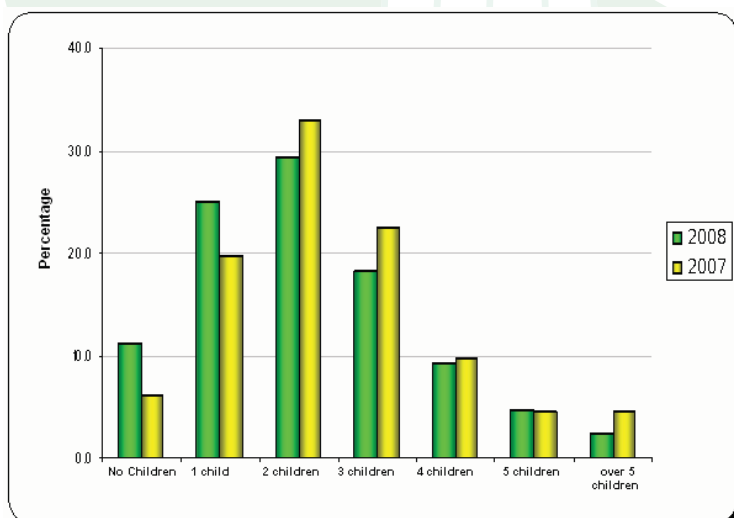
In 2008 prevail the families with 4 members followed by those with 3 members.

Distribution of Roma minority families by the number of adults



In 2008, as in 2007 prevail the families of 2 adult members.

Distribution of Roma minority families by number of children



In 2008 the number of the Roma families with 2 children is smaller than in 2007. Although, this number is bigger than the number of the families with 1 child in 2008.

SURVEY TO MEASURE THE SATISFACTION OF COURTS' USERS

Target Court	No /respondents	23-Apr-08	30-Apr-08	2-May-08	5-May-08	6-May-08	7-May-08	8-May-08	9-May-08	12-May-08	13-May-08
Durres	138										
Vlore & Vlore Appellate Court	89+37=126										
Mat	33										
Kruja	36										
Tirana Appellate & High Crimes	303+67=370										
Gjirokastert & Saranda	44+24=68										
Pogradec & Korca	15+103=118										
Elbasan	102										
Shkoder	109										
Total of 13 target court	Total of 1100 respondents										

The total number of the respondents of 1100 is fulfilled as below:

- | | |
|-----------------------------------|-----------------|
| 1. In Durres are interviewed | 150 respondents |
| 2. In Vlora District Court, | 108 respondents |
| 3. In Vlora Appellate Court, | 40 respondents |
| 4. In Mat District Court, | 36 respondents |
| 5. In Kruja District Court, | 42 respondents |
| 6. In Tirana High Crimes Court, | 51 respondents |
| 7. In Tirana Appellate Court, | 208 respondents |
| 8. In Gjirokastra District Court, | 60 respondents |
| 9. In Saranda District Court, | 34 respondents |
| 10. In Pogradec District Court, | 30 respondents |
| 11. In Korca District Court, | 126 respondents |
| 12. In Elbasan District Court, | 102 respondents |
| 13. In Shkodra District Court, | 123 respondents |

Total: 1100 interviewed respondents

5. RESULTS OF THE SURVEY¹

The Performance indicator is: Satisfaction of users through perception of efficiency, transparency, accessibility and accountability in the pilot courts.

The Performance goal for the future: Satisfaction of users measured in different areas of court performance in all ten pilot courts set on a level of 10% increasing from the baseline.

Indicators: 10 statements/questions

1. Finding where I need to go in the courthouse was easy and convenient.
2. It was easy getting the information I needed when I came to the courthouse.
3. Court personnel treated me with courtesy and respect.
4. I understand the instructions of the court and what I need to do next.
5. During the hearing, the judge listened to me, and was courteous and respectful.
6. The case or other business I had with the court was handled in a time promptly and in an efficient manner.
7. The trial records are clear, accurate and reliable.
8. I received from the court a written copy of the Decision without delays, and it was understandable.
9. I was treated fairly and impartially.
10. Overall, I think the court performed effectively.

Interim Indicator: The percentage of the overall citizens' feedback on the court performance will be tracked in order to determine whether an increase or decrease is been reached. The "control" and "goal" levels will be considered.

5.1 Baseline Measure in 10 Pilot Courts

First Q-10 survey conducted in the Albanian pilot courts shows a baseline of 53, 9 % overall public user satisfaction.

* The numbers stated in the tables below are sums of added percentages of Agree and Strongly Agree statements.

¹ Applications used in: The Visual Basic (Court Survey program) and Excel. Visual Basics application provides the possibility for each Pilot Court to subtract the satisfaction of the public and employees out of the consolidated numbers from those groups.

Table 1: This table shows the level of satisfaction of all courts users in all the 10 pilot court.

Table 1 Court users' satisfaction in 10 pilot courts									
Q-1		Q-2		Q-3		Q-4		Q-5	
Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied
77.16%	0.09%	62.94%	17.44%	65.13%	8.45%	66.17%	10.02%	57.80%	10.72%
Q-6		Q-7		Q-8		Q-9		Q-10	
Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied
42.55%	29.38%	47.77%	16.22%	39.84%	25.89%	49.52%	17.44%	50.48%	13.25%

Table 2 This table shows in a more detailed way, the level of satisfaction of all court users in each of the 10 pilot courts.

Level of satisfaction of all the court users for each pilot court	Q1 Finding where I need to go in the courthouse was easy and convenient.	Q2 It was easy getting the information I needed when I came to the courthouse.	Q3 Court personnel treated me with courtesy and respect.	Q4 I understand the instructions of the court and what I need to do next.	Q5 During the hearing the judge listened to me, and was courteous and respectful.	Q6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q7 The trial records are clear, accurate and reliable.	Q8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q9 I was treated fairly and impartially.	Q10 Overall, I think the court performed effectively
Burrel Court	82.05%	84.61%	71.79%	64.1%	61.54%	66.67%	58.97%	53.85%	71.79%	82.05%
Durrës Court	76.79%	62.98%	72.37%	69.06%	57.46%	54.14%	32.04%	40.33%	58.01%	51.93%
Elbasan Court	72.73%	64.46%	65.29%	70.25%	63.64%	51.24%	50.41%	46.28%	47.93%	54.55%
Gjirokastrë Court	72.73%	59.74%	64.93%	66.23%	53.25%	37.66%	49.35%	40.26%	54.55%	41.56%
Vlora First Instance Court	74.81%	60.30%	67.94%	65.65%	81.82%	41.98%	43.51%	38.93%	54.96%	54.96%
Pogradec Court	57.57%	60.61%	57.57%	63.64%	45.45%	51.52%	48.48%	36.36%	42.42%	45.45%
Saranda Court	81.82%	70.45%	68.18%	65.91%	38.64%	56.82%	31.82%	31.82%	31.81%	50%
Shkodër Court	81.82%	75.43%	66.43%	67.83%	59.44%	42.66%	50.35%	45.45%	53.84%	59.44%
Tirana Appeal Court	79.08%	57.19%	56.54%	60.78%	64.05%	28.43%	46.73%	32.67%	42.16%	42.16%
Tirana High Crimes Court	80.55%	56.94%	73.61%	72.22%	56.94%	38.89%	50.00%	47.22%	40.28%	37.50%

Table 3. Level of satisfaction of all the court users for 3 courts (non pilot courts).

Level of satisfaction of all the court users for 3 courts (non pilot courts)	Q1 Finding where I need to go in the courthouse was easy and convenient.	Q2 It was easy getting the information I needed when I came to the courthouse.	Q3 Court personnel treated me with courtesy and respect.	Q4 I understand the instructions of the court and what I need to do next.	Q5 During the hearing the judge listened to me, and was courteous and respectful.	Q6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q7 The trial records are clear, accurate and reliable.	Q8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q9 I was treated fairly and impartially.	Q10 Overall, I think the court performed effectively.
Durres Court	54.54%	36.36%	45.45%	45.45%	45.45%	27.27%	27.27%	27.27%	36.36%	27.27%
Korce Court	80.85%	74.46%	82.98%	70.21%	63.83%	57.45%	70.21%	57.45%	59.57%	63.83%
Vlora Appeal Court	87.50%	75.00%	75.00%	68.75%	37.50%	31.25%	37.50%	37.50%	25.00%	31.25%

Table no. 4: Level of satisfaction of “citizens” category of court users in 13 Courts.

Level of satisfaction of “citizens” category of court users in 13 Courts	Q1 Finding where I need to go in the courthouse was easy and convenient.	Q2 It was easy getting the information I needed when I came to the courthouse.	Q3 Court personnel treated me with courtesy and respect.	Q4 I understand the instructions of the court and what I need to do next.	Q5 During the hearing the judge listened to me, and was courteous and respectful.	Q6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q7 The trial records are clear, accurate and reliable.	Q8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q9 I was treated fairly and impartially.	Q10 Overall, I think the court performed effectively.
Burrel Court	80.55%	83.33%	72.22%	63.89%	61.11%	63.89%	58.33%	47.22%	72.22%	83.33%
Durres Court	76.67%	64%	72%	70.67%	52%	54%	45.34%	39%	56%	50.66%
Elbasan Court	68.62%	62.74%	63.72%	66.66%	61.76%	50.98%	48.02%	43.14%	46.08%	51.96%
Gjrokastr Court	71.67%	60%	66.67%	68.33%	55%	40%	51.67%	41.66%	58.33%	48.34%
Vlora First Instance Court	75.93%	62.04%	68.55%	64.82%	45.37%	42.59%	40.74%	37.03%	53.71%	55.56%
Pogradec Court	56.67%	60%	60%	59%	33.34%	53.34%	46.67%	36.67%	46.66%	46.66%
Saranda Court	85.30%	76.47%	73.53%	63.53%	35.29%	41.18%	29.42%	31.35%	35.29%	55.88%
Shkoder Court	82.08%	69.10%	66.67%	68.29%	57.54%	43.90%	48.78%	44.53%	55.28%	60.17%
Tirana Appeal Court	77.88%	58.65%	59.13%	61.53%	65.38%	32.21%	49.52%	34.61%	45.19%	45.57%
Tirana High Crimes Court	76.46%	50.98%	68.63%	68.63%	54.90%	37.26%	47.06%	47.06%	41.18%	41.18%
Kruja Court	91.67%	80.56%	86.11%	83.33%	55.56%	44.44%	41.66%	44.44%	63.89%	52.78%
Korce Court	88.04%	80.43%	81.52%	81.52%	64.13%	43.48%	46.74%	38.04%	65.22%	57.61%
Vlora Appeal Court	81.25%	78.13%	59.38%	46.88%	81.25%	37.50%	50.00%	50.00%	53.1% ³	46.88%

“Citizens” include the following categories of court users:

- Parties and litigants
- Individuals seeking other services from the court

Table no. 5: Level of satisfaction of “judges” category of court users in 13 Courts.

Level of satisfaction of “judges” category of court users in 13 Courts	Q1 Finding where I need to go in the courthouse was easy and convenient.	Q2 It was easy getting the information I needed when I came to the courthouse.	Q3 Court personnel treated me with courtesy and respect.	Q4 I understand the instructions of the court and what I need to do next.	Q5 During the hearing the judge listened to me, and was courteous and respectful.	Q6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q7 The trial records are clear, accurate and reliable.	Q8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q9 I was treated fairly and impartially.	Q10 Overall, I think the court performed effectively.
Durrës Court	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	100%	0.00%	0.00%	50.00%
Durrës Court	14.29%	14.29%	28.57%	28.57%	14.29%	14.29%	42.86%	14.29%	14.29%	28.57%
Elbasan Court	0.00%	0.00%	16.67%	33.33%	16.67%	16.67%	16.67%	0.00%	0.00%	16.67%
Gjirokastra Court	33.33%	33.33%	33.33%	0.00%	0.00%	0.00%	66.67%	33.33%	33.33%	66.67%
Korça First Instance Court	14.29%	0.00%	28.57%	42.86%	28.57%	28.57%	42.86%	42.86%	28.57%	57.14%
Korçë Gradec Court	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Shkëlzen Court	66.67%	66.67%	100.00%	66.67%	66.67%	33.33%	100.00%	100.00%	100.00%	100.00%
Shkoder Court	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	66.67%	50.00%	33.33%	50.00%
Tirana Appeal Court	75.00%	100.00%	50.00%	50.00%	75.00%	50.00%	75.00%	75.00%	100.00%	100.00%
Tirana High Crimes Court	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Vlora Court	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Vlorë Court	70.00%	60.00%	70.00%	40.00%	50.00%	40.00%	50.00%	30.00%	20.00%	60.00%
Vlorë Appeal Court	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Table no. 6: Level of satisfaction of “court employees” category of court users in 13 Courts.

Level of satisfaction of “court employees” category of court users in 13 Courts	Q1 Finding where I need to go in the courthouse was easy and convenient.	Q2 It was easy getting the information I needed when I came to the courthouse.	Q3 Court personnel treated me with courtesy and respect.	Q4 I understand the instructions of the court and what I need to do next.	Q5 During the hearing the judge listened to me, and was courteous and respectful.	Q6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q7 The trial records are clear, accurate and reliable.	Q8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q9 I was treated fairly and impartially.	Q10 Overall, I think the court performed effectively.
Durrës Court	57.14%	42.86%	42.86%	42.86%	57.14%	42.86%	42.86%	28.57%	42.86%	57.14%
Durrës Court	16.67%	0.00%	50.00%	33.33%	0.00%	16.67%	50.00%	33.33%	16.67%	33.33%
Elbasan Court	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%
Gjirokastra Court	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%
Korça First Instance Court	75.00%	75.00%	75.00%	75.00%	62.50%	62.50%	62.50%	75.00%	75.00%	75.00%
Korçë Gradec Court	40.00%	40.00%	40.00%	40.00%	40.00%	40.00%	40.00%	20.00%	40.00%	40.00%
Shkëlzen Court	100.00%	100.00%	75.00%	75.00%	50.00%	25.00%	25.00%	75.00%	25.00%	75.00%
Shkoder Court	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	40.00%	40.00%	40.00%	60.00%
Tirana Appeal Court	53.85%	38.46%	30.77%	38.46%	46.15%	30.77%	61.54%	30.77%	15.38%	46.15%
Tirana High Crimes Court	50.00%	25.00%	87.50%	87.50%	62.50%	75.00%	62.50%	62.50%	75.00%	87.50%
Vlora Court	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Vlorë Court	86.96%	78.26%	86.96%	73.91%	56.52%	56.52%	73.91%	60.87%	60.87%	60.87%
Vlorë Appeal Court	100.00%	100.00%	100.00%	100.00%	33.33%	50.00%	33.33%	50.00%	33.33%	33.33%

Table no. 7: Level of satisfaction of “Prosecutors” category of court users in 13 Courts.

Level of satisfaction of “Prosecutors” category of court users in 13 Courts	Q1 Finding where I need to go in the courthouse was easy and convenient.	Q2 It was easy getting the information I needed when I came to the courthouse.	Q3 Court personnel treated me with courtesy and respect.	Q4 I understand the instructions of the court and what I need to do next.	Q5 During the hearing the judge listened to me, and was courteous and respectful.	Q6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q7 The trial records are clear, accurate and reliable.	Q8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q9 I was treated fairly and impartially.	Q10 Overall, I think the court performed effectively.
Burrel Court	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Durres Court	75.00%	62.50%	100.00%	50.00%	100.00%	87.50%	75.00%	62.50%	87.50%	100.00%
Elbasan Court	83.33%	66.67%	66.67%	66.67%	66.67%	66.67%	66.67%	66.67%	66.67%	66.67%
Gjirokastr Court	66.67%	33.33%	33.33%	33.33%	33.33%	0.00%	33.33%	33.33%	33.33%	33.33%
Vlora First Instance Court	50.00%	50.00%	50.00%	50.00%	75.00%	25.00%	25.00%	75.00%	75.00%	75.00%
Pogradec Court	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Saranda Court	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Shkoder Court	100.00%	50.00%	100.00%	100.00%	100.00%	50.00%	100.00%	50.00%	100.00%	100.00%
Tirana Appeal Court	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Tirana High Crimes Court	100.00%	85.71%	100.00%	85.71%	71.43%	42.86%	71.43%	100.00%	57.14%	42.86%
Kruja Court	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Korca Court	100.00%	100.00%	100.00%	80.00%	100.00%	80.00%	100.00%	100.00%	100.00%	80.00%
Vlora Appeal Court	100.00%	100.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%

Table no. 8: Level of satisfaction of “Attorney at Law” category of court users in 13 Courts.

Level of satisfaction of “Attorney at Law” category of court users in 13 Courts	Q1 Finding where I need to go in the courthouse was easy and convenient.	Q2 It was easy getting the information I needed when I came to the courthouse.	Q3 Court personnel treated me with courtesy and respect.	Q4 I understand the instructions of the court and what I need to do next.	Q5 During the hearing the judge listened to me, and was courteous and respectful.	Q6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q7 The trial records are clear, accurate and reliable.	Q8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q9 I was treated fairly and impartially.	Q10 Overall, I think the court performed effectively.
Burrel Court	100.00%	100.00%	66.67%	66.67%	66.67%	100.00%	66.67%	66.67%	66.67%	66.67%
Durres Court	77.78%	59.26%	70.37%	77.78%	77.78%	48.15%	62.96%	48.15%	59.26%	51.85%
Elbasan Court	100.00%	76.92%	76.92%	100.00%	76.92%	46.15%	53.85%	61.54%	53.85%	69.23%
Gjirokastr Court	78.57%	64.29%	64.29%	64.29%	50.00%	35.71%	42.86%	35.71%	42.86%	42.86%
Vlora First Instance Court	70.00%	55.00%	70.00%	75.00%	60.00%	40.00%	65.00%	40.00%	55.00%	50.00%
Pogradec Court	33.33%	66.67%	66.67%	66.67%	66.67%	66.67%	66.67%	66.67%	33.33%	66.67%
Saranda Court	87.50%	62.50%	62.50%	50.00%	62.50%	37.50%	50.00%	37.50%	25.00%	37.50%
Shkoder Court	72.22%	61.11%	61.11%	61.11%	61.11%	38.89%	55.56%	44.44%	38.89%	50.00%
Tirana Appeal Court	81.48%	55.56%	53.70%	62.96%	62.96%	26.85%	45.37%	33.33%	40.74%	38.89%
Tirana High Crimes Court	85.71%	64.29%	78.57%	78.57%	57.14%	42.86%	50.00%	21.43%	28.57%	21.43%
Kruja Court	100.00%	75.00%	100.00%	100.00%	100.00%	50.00%	50.00%	50.00%	75.00%	50.00%
Korca Court	66.67%	66.67%	77.78%	88.89%	77.78%	66.67%	66.67%	55.56%	77.78%	55.56%
Vlora Appeal Court	100.00%	71.43%	85.71%	57.14%	57.14%	28.57%	42.86%	42.86%	28.57%	42.86%

5.2 Cross tabs in 10 Pilot Courts and 3 test Courts

1. The data collected through the Q 10 are converted to excel application for a deeper analyze of the database. The TLAS group of experts have selected to elaborate some cross tabs based on the demographic variables and Q10 specified below:

a. Gender cross tabs based on the Q-5, Q-9 and Q-10: *During the hearing the judge listened to me, and was courteous and respectful, I was treated fairly and impartially and Overall, I think the court performed effectively.*

b. Education cross tabs based on Q-1, Q-2, Q-4 and Q-10: *Finding where I need to go in the courthouse was easy and convenient, It was easy getting the information I needed when I came to the courthouse, I understand the instructions of the court and what I need to do next, Overall, I think the court performed effectively.*

c. Community cross tabs based on Q-3, Q-5, Q-6 and Q-10: *Court personnel treated me with courtesy and respect, During the hearing the judge listened to me, and was courteous and respectful, The case or other business I had with the court was handled in a time promptly and in an efficient manner and I was treated fairly and impartially.*

Cross tabs in 10 PILOT COURTS:

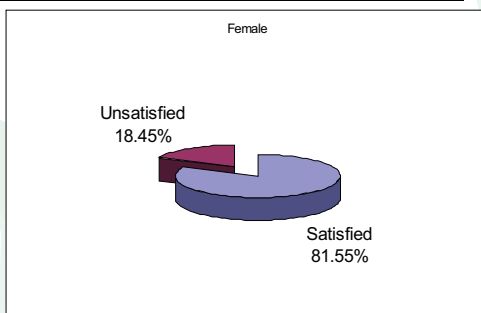
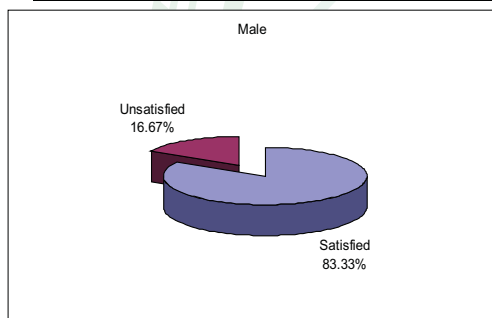
Durres, Mat, Elbasan, Shkoder, Pogradec, Vlore, Sarande, Gjirokaster, District Courts and Tirana High Crimes Court, Tirana Apellate Court,

(CITIZENS)

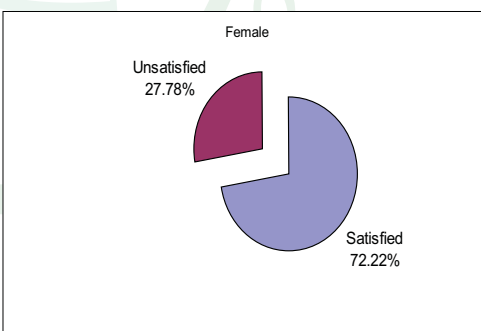
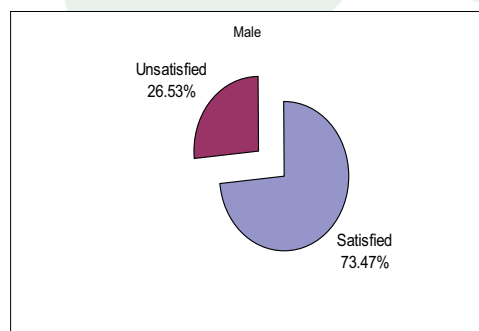
- **Gender cross tabs based on the Q-5, Q-9 and Q-10:** *During the hearing the judge listened to me, and was courteous and respectful, I was treated fairly and impartially and Overall, I think the court performed effectively.*

The first conclusion is the same even in the 3 test courts; **the gender test doesn't influence on services offered by the courts.** This can be seen on small percentage differences on the level of satisfaction between males and females.

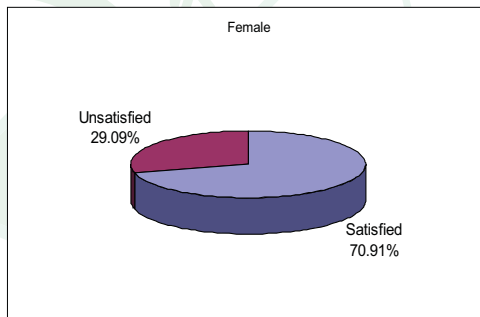
Gender	During the hearing the judge listened to me, and was courteous and respectful				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
male	315	61	65	91	532
female	137	31	26	45	239
total	452	92	91	136	771



Gender	I was treated fairly and impartially				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
male	288	104	84	56	532
female	117	45	41	36	239
total	405	149	125	92	771



Gender	Overall, I think the court performed effectively				
male	279	131	95	27	532
female	117	48	56	18	239
total	396	179	151	45	771



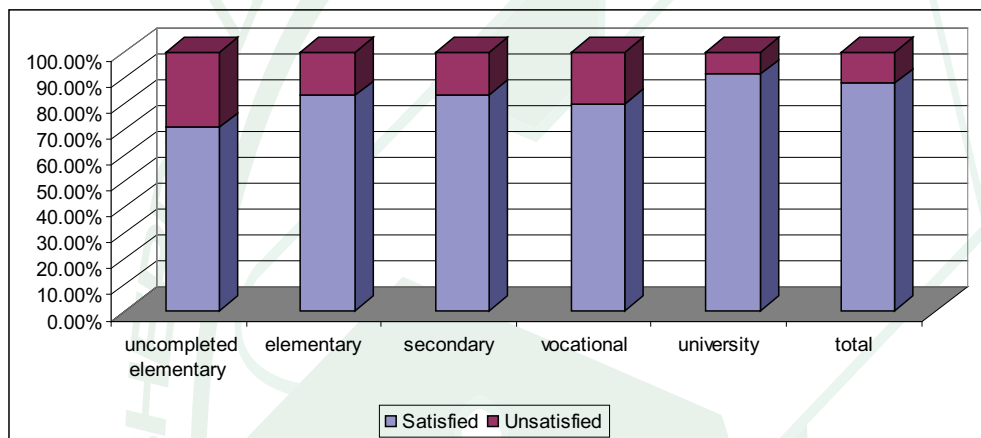
Because the respondent's number is higher in these 10 (ten) courts, are found problems connected on the level of education of courts users.

- **Education cross tabs based on Q-1, Q-2, Q-4 and Q-10:** *Finding where I need to go in the courthouse was easy and convenient, It was easy getting the information I needed when I came to the courthouse, I understand the instructions of the court and what I need to do next, Overall, I think the court performed effectively.*

So the following diagrams and tabs on the question “Finding where I need to go in the courthouse was easy and convenient” show that people with low level of education face more difficulties to be orientated inside courts.

	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
uncompleted elementary	17	7	0	0	24
elementary	60	12	1	0	73
secondary	157	31	6	2	196
vocational	16	4	3	0	23
university	385	35	18	17	455
total	635	89	28	19	771

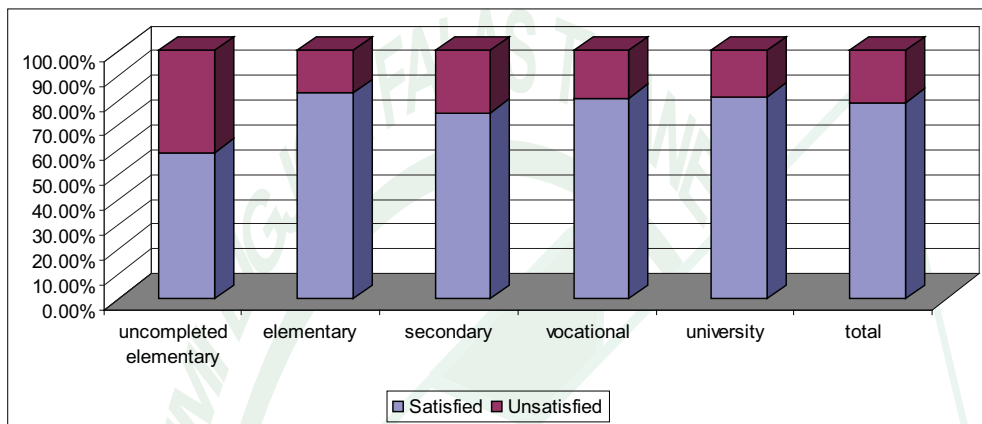
	Satisfied	Unsatisfied
uncompleted elementary	70.83%	29.17%
elementary	83.33%	16.67%
secondary	83.51%	16.49%
vocational	80.00%	20.00%
university	91.67%	8.33%
<i>total</i>	<i>87.71%</i>	<i>12.29%</i>



The following tabs and diagrams related with the question “It was easy getting the information I needed when I came to the courthouse” shows the same conclusion that people with low level of education face more difficulties to be orientated inside courts.

Education	It was easy getting the information I needed when I came to the courthouse				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
uncompleted elementary	13	9	2	0	24
elementary	58	12	3	0	73
secondary	132	44	20	0	196
vocational	17	4	1	1	23
university	310	70	53	22	455
<i>total</i>	<i>530</i>	<i>139</i>	<i>79</i>	<i>5</i>	<i>771</i>

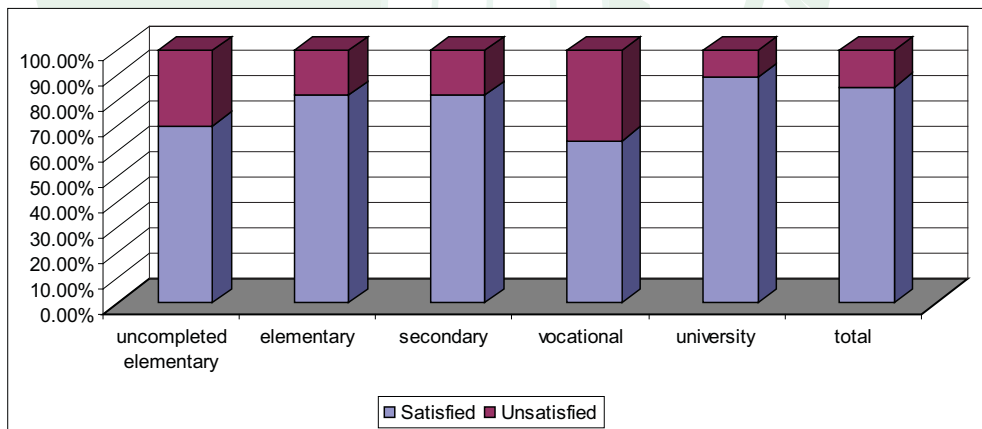
	Satisfied	Unsatisfied
uncompleted elementary	59.09%	40.91%
elementary	82.86%	17.14%
secondary	75.00%	25.00%
vocational	80.95%	19.05%
university	81.58%	18.42%
<i>total</i>	<i>79.22%</i>	<i>20.78%</i>



For the question “I understand the instructions of the court and what I need to do next” we find the same conclusion with the question above **that people with low level of education has more difficulties to understand the instruction of the court.**

Education	I understand the instructions of the court and what I need to do next				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
Uncompleted elementary	14	6	3	1	24
elementary	51	11	11	0	73
secondary	144	31	16	5	196
vocational	9	5	8	1	23
university	318	38	62	37	455
total	536	91	100	44	771

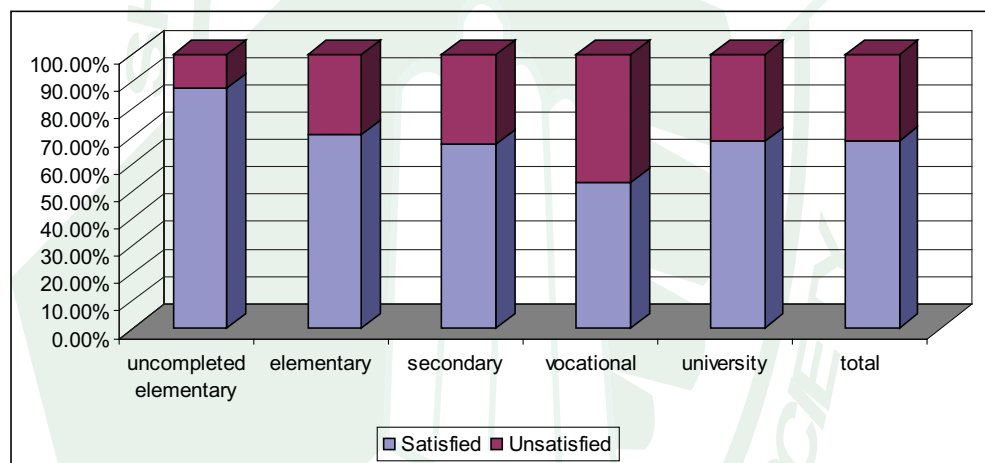
	Satisfied	Unsatisfied
uncompleted elementary	70.00%	30.00%
elementary	82.26%	17.74%
secondary	82.29%	17.71%
vocational	64.29%	35.71%
university	89.33%	10.67%
total	85.49%	14.51%



The analysis of the level of education of courts users in the question “Overall, I think the court performed effectively” show that **people with high level of education have a negative perception on evaluation of work done by the courts.** This means that the problems in the Albanian courts are more serious that it seems.

Education	Overall, I think the court performed effectively				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
uncompleted elementary	14	2	7	1	24
elementary	39	16	12	6	73
secondary	109	53	28	6	196
vocational	8	7	8	0	23
university	227	106	96	26	455
<i>total</i>	<i>397</i>	<i>184</i>	<i>151</i>	<i>39</i>	<i>771</i>

Education	Satisfied	Unsatisfied
uncompleted elementary	87.50%	12.50%
elementary	70.91%	29.09%
secondary	67.28%	32.72%
vocational	53.33%	46.67%
university	68.17%	31.83%
<i>total</i>	<i>68.33%</i>	<i>31.67%</i>

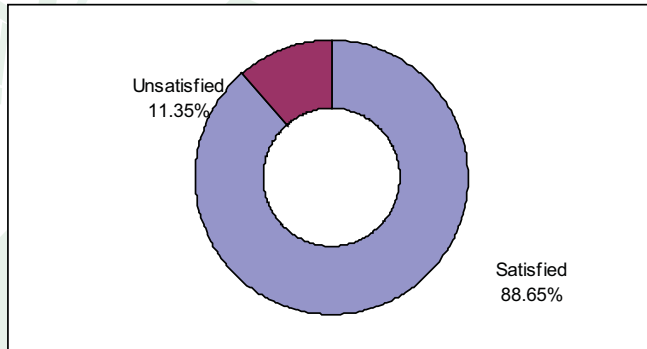


Seeing that the number of the respondents from the other communities (not Albanian) is very low, we cannot identify any huge differences how the court users part of other communities are treated differently by the court personnel.

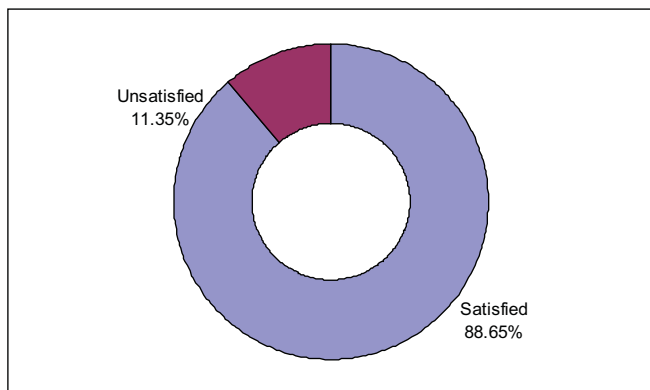
- **Community cross tabs based on Q-3, Q-5, Q-6 and Q-10:** *Court personnel treated me with courtesy and respect, During the hearing the judge listened to me, and was courteous and respectful, The case or other business I had with the court was handled in a time promptly and in an efficient manner and I was treated fairly and impartially*

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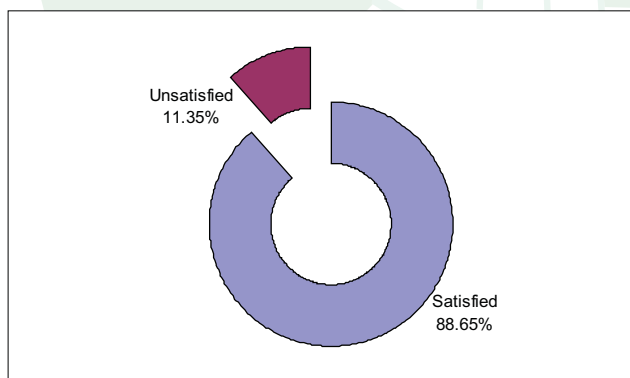
Community	Court personnel treated me with courtesy and respect				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
Albanian	513	87	127	15	742
Greek	6	0	1	1	8
Vlach	4	0	0	0	4
Egyptian	1	0	0	0	1
Roma	6	1	2	0	9
Macedonian	1	0	0	0	1
other specify	1	0	0	0	1
I do not wish to answer	2	2	1	0	5
<i>total</i>	<i>534</i>	<i>90</i>	<i>131</i>	<i>16</i>	<i>771</i>



Community	During the hearing the judge listened to me, and was courteous and respectful				
	Satisfied	unsatisfied	No opinion	Not Applicable	Total
Albanian	439	90	87	126	742
Greek	5	1	0	2	8
Vlach	3	1	0	0	4
Egyptian	1	0	0	0	1
Roma	2	0	1	6	9
Macedonian	0	0	1	0	1
other specify	0	0	0	1	1
I do not wish to answer	1	1	2	1	5
<i>total</i>	<i>451</i>	<i>93</i>	<i>91</i>	<i>136</i>	<i>771</i>

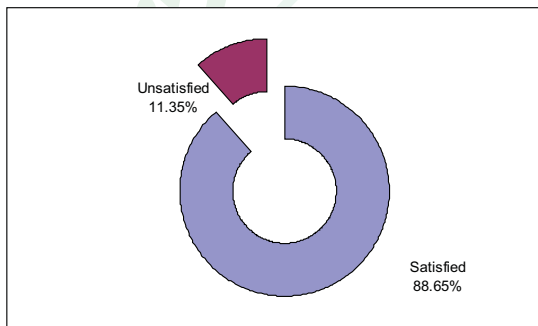


Community	The case or other business I had with the court was handled in a time promptly and in an efficient manner				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
Albanian	338	227	121	56	742
Greek	6	2	0	0	8
Vlach	3	0	1	0	4
Egyptian	1	0	0	0	1
Roma	2	4	1	2	9
Macedonian	1	0	0	0	1
other specify	0	0	0	1	1
I do not wish to answer	1	2	2	0	5
<i>total</i>	<i>352</i>	<i>235</i>	<i>125</i>	<i>59</i>	<i>771</i>



- Shërbimi Ligjor Falas Tiranë -

Community	I was treated fairly and impartially				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
Albanian	394	148	125	75	742
Greek	5	1	1	1	8
Vlach	3	1	0	0	4
Egyptian	1	0	0	0	1
Roma	5	0	0	4	9
Macedonian	1	0	0	0	1
other specify	0	0	0	1	1
I do not wish to answer	1	1	0	3	5
<i>total</i>	<i>410</i>	<i>151</i>	<i>126</i>	<i>84</i>	<i>771</i>



The following tab gives a structure of the treatment according to the level of satisfaction between Albanian respondents and other communities. We notice that we don't have any significant difference on the level of treatment between the communities.

	I was treated fairly and impartially	
	Satisfied	Unsatisfied
Albanian	394	148
%	72.69%	27.31%
Other communities	15	3
%	83.33%	16.67%

- Raport vjetor 2008 -

JUDGES		Satisfied	Unsatisfied	No opinion	Not Applicable	Total
1	Finding where I need to go in the courthouse was easy and convenient	12	2	3	28	45
2	It was easy getting the information I needed when I came to the courthouse	12	1	3	29	45
3	Court personnel treated me with courtesy and respect	14	0	1	30	45
4	I understand the instructions of the court and what I need to do next	14	0	1	30	45
5	During the hearing the judge listened to me, and was courteous and respectful	12	0	1	32	45
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	10	0	2	33	45
7	The trial record are clear accurate and reliable	21	0	1	23	45
8	I received from the court a written copy of the decision without delays, and it was understandable	14	0	2	29	45
9	I was treated fairly and impartially	14	0	1	30	45
10	Overall, I think the court performed effectively	20	0	1	24	45

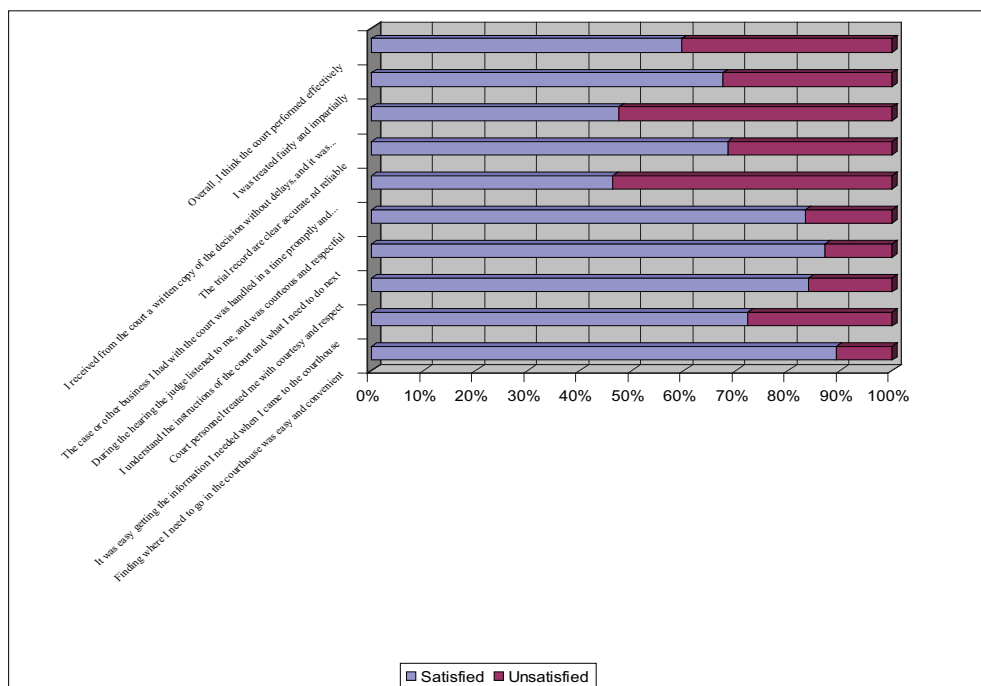
COURT EMPLOYEES		Satisfied	Unsatisfied	No opinion	Not Applicable	Total
1	Finding where I need to go in the courthouse was easy and convenient	31	4	5	30	70
2	It was easy getting the information I needed when I came to the courthouse	25	8	5	32	70
3	Court personnel treated me with courtesy and respect	34	0	8	28	70
4	I understand the instructions of the court and what I need to do next	34	1	2	33	70
5	During the hearing the judge listened to me, and was courteous and respectful	30	2	3	35	70
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	28	6	4	32	70
7	The trial record are clear accurate and reliable	34	1	3	32	70
8	I received from the court a written copy of the decision without delays, and it was understandable	30	1	5	34	70
9	I was treated fairly and impartially	28	2	7	33	70
10	Overall, I think the court performed effectively	41	2	5	22	70

PROSECUTORS		Satisfied	Unsatisfied	No opinion	Not Applicable	Total
1	Finding where I need to go in the courthouse was easy and convenient	24	0	2	7	33
2	It was easy getting the information I needed when I came to the courthouse	19	0	7	7	33
3	Court personnel treated me with courtesy and respect	24	0	3	6	33
4	I understand the instructions of the court and what I need to do next	19	0	4	10	33
5	During the hearing the judge listened to me, and was courteous and respectful	23	0	5	5	33
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	16	1	9	7	33
7	The trial record are clear accurate and reliable	19	1	8	5	33
8	I received from the court a written copy of the decision without delays, and it was understandable	21	2	5	5	33
9	I was treated fairly and impartially	21	0	5	7	33
10	Overall, I think the court performed effectively	21	3	4	5	33

ATTORNEY AT LAW		Satisfied	Unsatisfied	No opinion	Not Applicable	Total
1	Finding where I need to go in the courthouse was easy and convenient	183	22	16	7	228
2	It was easy getting the information I needed when I came to the courthouse	136	52	31	9	228
3	Court personnel treated me with courtesy and respect	141	27	55	5	228
4	I understand the instructions of the court and what I need to do next	156	23	32	17	228
5	During the hearing the judge listened to me, and was courteous and respectful	146	29	43	10	228
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	82	95	45	6	228
7	The trial record are clear accurate and reliable	117	54	47	10	228
8	I received from the court a written copy of the decision without delays, and it was understandable	88	97	32	11	228
9	I was treated fairly and impartially	100	48	61	19	228
10	Overall, I think the court performed effectively	100	68	55	5	228

- The conclusions for the four following categories are the same as the other three courts, for attorneys at law we identify that the most part of them are unsatisfied by the court performance.

ATTORNEY AT LAW	Satisfied	Unsatisfied
Finding where I need to go in the courthouse was easy and convenient	89.27%	10.73%
It was easy getting the information I needed when I came to the courthouse	72.34%	27.66%
Court personnel treated me with courtesy and respect	83.93%	16.07%
I understand the instructions of the court and what I need to do next	87.15%	12.85%
During the hearing the judge listened to me, and was courteous and respectful	83.43%	16.57%
The case or other business I had with the court was handled in a time promptly and in an efficient manner	46.33%	53.67%
The trial record are clear accurate and reliable	68.42%	31.58%
I received from the court a written copy of the decision without delays, and it was understandable	47.57%	52.43%
I was treated fairly and impartially	67.57%	32.43%
Overall, I think the court performed effectively	59.52%	40.48%

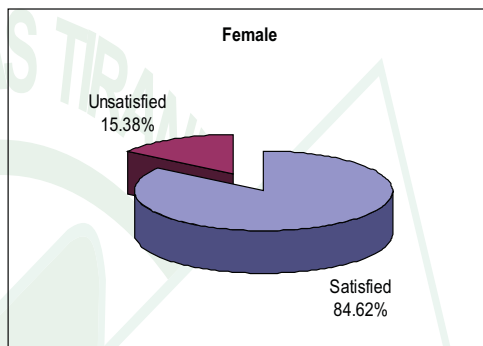
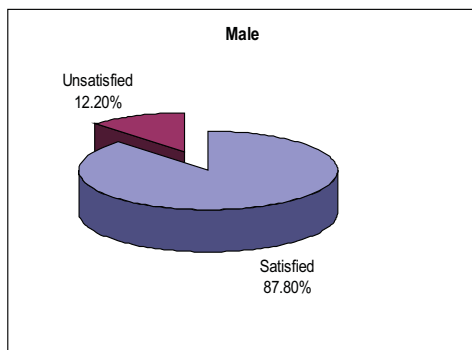


Cross tabs for 3 test courts Kruja, Korca and Vlora Appellate :

(CITIZENS)

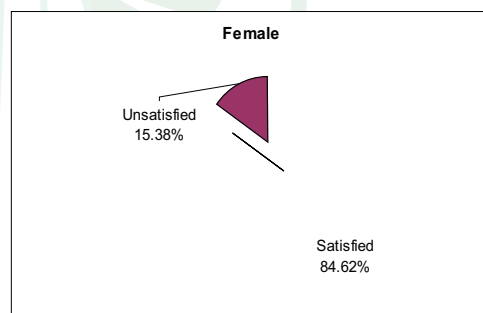
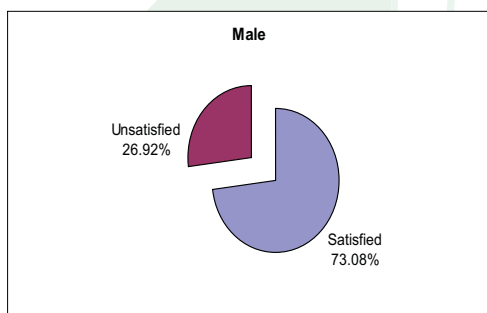
- **Gender cross tabs based on the Q-5, Q-9 and Q-10:** *During the hearing the judge listened to me, and was courteous and respectful, I was treated fairly and impartially and Overall, I think the court performed effectively.*

During the hearing the judge listened to me, and was courteous and respectful					
Gender	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
male	72	10	6	17	105
female	33	6	3	13	55
total	105	16	9	30	160



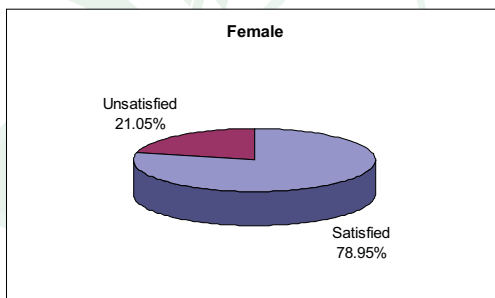
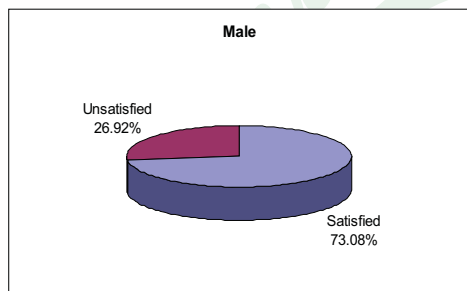
Based on the above table and graphs it is noticed that the gender has no impact to the answers of the question “During the hearing the judge listened to me, and was courteous and respectful” because the level of satisfaction is approximately the same.

Gender	I was treated fairly and impartially				
male	72	10	6	17	105
female	33	6	3	13	55
total	105	16	9	30	160



Based on the above table and graphs it is noticed that the gender has no impact to the answers of the question “I was treated fairly and impartially” because the level of satisfaction is approximately the same.

Gender	Overall, I think the court performed effectively				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
male	57	21	26	1	105
female	30	8	16	1	55
total	87	29	42	2	160



Therefore, based on above perceptions, it is shown that the level of satisfaction regarding the overall evaluation of the courts has slightly differences according to gender. **This situation comes at the conclusion that there are not any noticed differences on gender issue at the courts services. The court personnel is treating the clients equally regardless the gender.**

- **Education cross tabs based on Q-1, Q-2, Q-4 and Q-10:** *Finding where I need to go in the courthouse was easy and convenient, It was easy getting the information I needed when I came to the courthouse, I understand the instructions of the court and what I need to do next, Overall, I think the court performed effectively.*

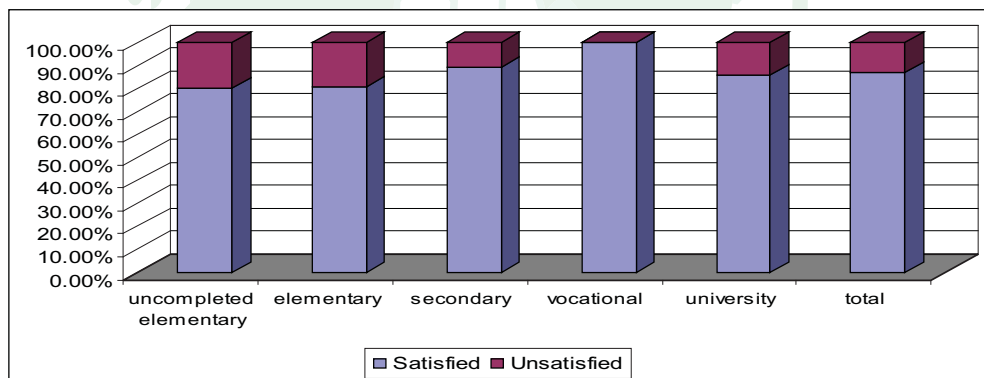
Education	Finding where I need to go in the courthouse was easy and convenient				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
uncompleted elementary	5	0	0	0	5
elementary	22	0	0	0	22
secondary	61	5	5	1	72
vocational	4	0	1	0	5
university	48	4	3	1	56
total	140	9	9	2	160

	Satisfied	Unsatisfied
uncompleted elementary	100.00%	0.00%
elementary	100.00%	0.00%
secondary	92.42%	7.58%
vocational	100.00%	0.00%
university	92.31%	7.69%
total	93.96%	6.04%

The 2 above tables suggest that there is no impact on level of education relating the problem of “Finding where I need to go in the courthouse was easy and convenient”. This means that the orientation at the courthouse is easy even for the low level education persons, who use the court service.

Education	It was easy getting the information I needed when I came to the courthouse				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
uncompleted elementary	4	1	0	0	5
elementary	17	4	1	0	22
secondary	59	7	6	0	72
vocational	5	0	0	0	5
university	43	7	4	2	56
<i>total</i>	<i>128</i>	<i>19</i>	<i>11</i>	<i>2</i>	<i>160</i>

	Satisfied	Unsatisfied
uncompleted elementary	80.00%	20.00%
elementary	80.95%	19.05%
secondary	89.39%	10.61%
vocational	100.00%	0.00%
university	86.00%	14.00%
<i>total</i>	<i>87.07%</i>	<i>12.93%</i>



Both above tables and the graphs show that there are some “minor” problems for the low level of education and the fact that: “It was easy getting the information I needed when I came to the courthouse”. This situation suggests that the courthouses have to improve and to pay more attention regarding the access to the information especially for the persons of a low level of education.

	I understand the instructions of the court and what I need to do next				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
Uncompleted elementary	5	0	0	0	5
elementary	15	3	3	1	22
secondary	55	2	12	3	72
vocational	4	1	0	0	5
university	41	4	8	3	56
<i>total</i>	120	10	23	7	160

	Satisfied	Unsatisfied
uncompleted elementary	100.00%	0.00%
elementary	83.33%	16.67%
secondary	96.49%	3.51%
vocational	80.00%	20.00%
university	91.11%	8.89%
<i>total</i>	92.31%	7.69%

The cross tables above show that there is no impact of education to the “I understand the instructions of the court and what I need to do next”. The variables to the groups “elementary” and vocational is based to the small number of respondents at these groups.

Education	Overall, I think the court performed effectively				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
uncompleted elementary	3	1	1	0	5
elementary	15	5	2	0	22
secondary	37	11	23	1	72
vocational	3	1	1	0	5
university	29	11	15	1	56
<i>total</i>	87	29	42	2	160

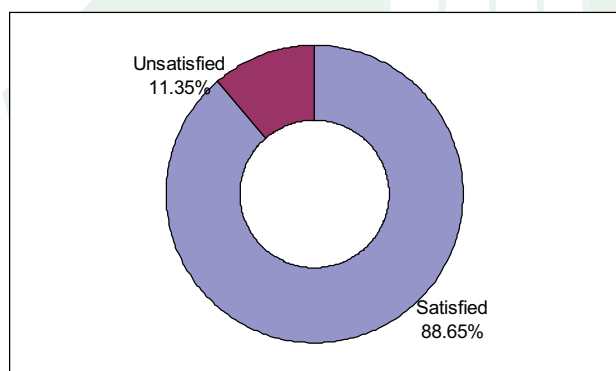
	Satisfied	Unsatisfied
uncompleted elementary	75.00%	25.00%
elementary	75.00%	25.00%
secondary	77.08%	22.92%
vocational	75.00%	25.00%
university	72.50%	27.50%
<i>total</i>	75.00%	25.00%

The above tables show that it is nearly an equal distribution (around 75%) of the respondents regarding the courthouse evaluation: “Overall, I think the court performed effectively”. Therefore, the evaluation is not an accurate one but it shows that **there are no differences regarding the education level.**

- **Community cross tabs based on Q-3, Q-5, Q-6 and Q-10:** *Court personnel treated me with courtesy and respect, During the hearing the judge listened to me, and was courteous and respectful, The case or other business I had with the court was handled in a time promptly and in an efficient manner and I was treated fairly and impartially.*

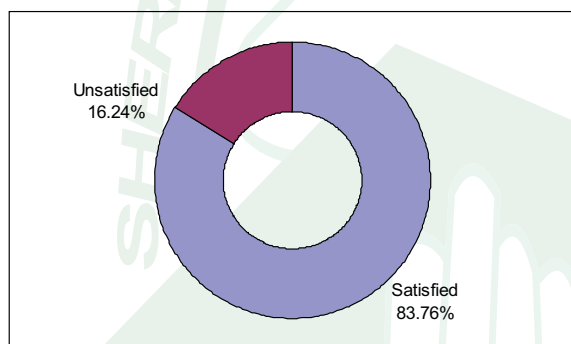
The third groups of cross tabs are the tabs, which evaluate the impact of Community to some of Q10. We have started by analyzing the impact to the question: "Court personnel treated me with courtesy and respect". The table shows that there is no relation between the community and the treatment at the courthouse so the graphs are constructed to show only the general level regardless the community groups.

Community	Court personnel treated me with courtesy and respect				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
Albanian	123	16	17	1	157
Greek	0	0	0	0	0
Vlach	1	0	0	0	1
Egyptian	0	0	0	0	0
Roma	0	0	0	0	0
Macedonian	0	0	0	0	0
other specify	1	0	0	0	1
I do not wish to answer	0	0	1	0	1
<i>total</i>	<i>125</i>	<i>16</i>	<i>18</i>	<i>1</i>	<i>160</i>



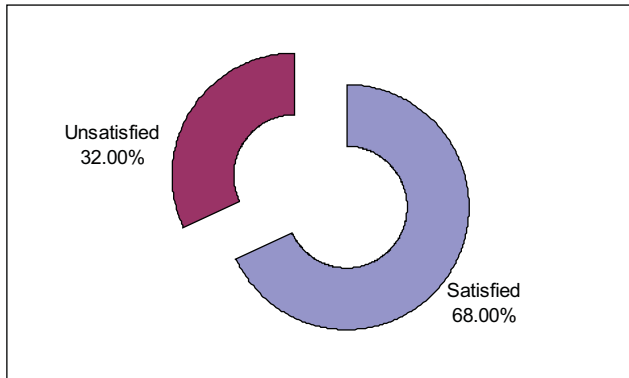
The table below show the same conclusion as the above graphs and tables. What can be noticed is that the answers regarding the questions "During the hearing the judge listened to me, and was courteous and respectful" show a lower level of satisfaction compared to the previous question answers (compare both graphs).

Community	During the hearing the judge listened to me, and was courteous and respectful				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
Albanian	97	18	12	30	157
Greek	0	0	0	0	0
Vlach	1	0	0	0	1
Egyptian	0	0	0	0	0
Roma	0	0	0	0	0
Macedonian	0	0	0	0	0
other specify	0	1	0	0	1
I do not wish to answer	0	0	1	0	1
<i>total</i>	98	19	13	30	160



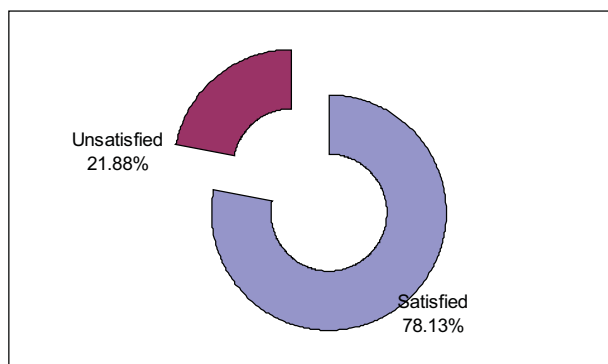
The following cross tab and graph regarding the question “The case or other business I had with the court was handled in a time promptly and in an efficient manner” is not showing any different conclusion from the conclusions of the both above mentioned tables and graphs regarding community.

Community	The case or other business I had with the court was handled in a time promptly and in an efficient manner				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
Albanian	68	31	41	17	157
Greek	0	0	0	0	0
Vlach	0	0	1	0	1
Egyptian	0	0	0	0	0
Roma	0	0	0	0	0
Macedonian	0	0	0	0	0
other specify	0	1	0	0	1
I do not wish to answer	0	0	0	1	1
<i>total</i>	68	32	42	18	160



The general question “I was treated fairly and impartially” is reinforcing (confirming) the conclusion included by the all the analyze of the impact of different communities to the courthouse problems. It shows that **there is no link between the community, which a person belongs to, and the service provided by the courthouses.**

Community	I was treated fairly and impartially				
	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
Albanian	99	26	22	10	157
Greek	0	0	0	0	0
Vlach	1	0	0	0	1
Egyptian	0	0	0	0	0
Roma	0	0	0	0	0
Macedonian	0	0	0	0	0
other specify	0	1	0	0	1
I do not wish to answer	0	1	0	0	1
<i>total</i>	100	28	22	10	160



- The 3 tables below are general answers from the respondents of the groups “Judges”, “Court employees” and “prosecutors”. They are showed together because only slight differences are present in their opinions. The noticed differences are from the respondents of the group “Court employees” because their opinion, that they feel themselves more unsatisfied, which means that they are not treated in their work at the same manner as the judges and prosecutors.

	JUDGES	Satisfied	Unsatisfied	No opinion	Not Applicable	Total
1	Finding where I need to go in the courthouse was easy and convenient	7	0	0	8	15
2	It was easy getting the information I needed when I came to the courthouse	6	0	1	8	15
3	Court personnel treated me with courtesy and respect	7	0	0	8	15
4	I understand the instructions of the court and what I need to do next	4	0	1	10	15
5	During the hearing the judge listened to me, and was courteous and respectful	5	0	0	10	15
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	4	0	0	11	15
7	The trial record are clear accurate and reliable	5	0	0	10	15
8	I received from the court a written copy of the decision without delays, and it was understandable	3	0	1	11	15
9	I was treated fairly and impartially	2	0	3	10	15
10	Overall ,I think the court performed effectively	6	0	1	8	15

- Shërbimi Ligjor Falas Tiranë -

COURT EMPLOYEES		Satisfied	Unsatisfied	No opinion	Not Applicable	Total
1	Finding where I need to go in the courthouse was easy and convenient	27	0	1	4	32
2	It was easy getting the information I needed when I came to the courthouse	24	0	2	6	32
3	Court personnel treated me with courtesy and respect	26	0	1	5	32
4	I understand the instructions of the court and what I need to do next	23	0	1	8	32
5	During the hearing the judge listened to me, and was courteous and respectful	15	3	3	11	32
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	16	1	4	11	32
7	The trial record are clear accurate and reliable	19	0	3	10	32
8	I received from the court a written copy of the decision without delays, and it was understandable	17	1	2	12	32
9	I was treated fairly and impartially	16	4	2	10	32
10	Overall ,I think the court performed effectively	16	3	4	9	32

PROSECUTORS		Satisfied	Unsatisfied	No opinion	Not Applicable	Total
1	Finding where I need to go in the courthouse was easy and convenient	7	0	0	0	7
2	It was easy getting the information I needed when I came to the courthouse	7	0	0	0	7
3	Court personnel treated me with courtesy and respect	6	0	1	0	7
4	I understand the instructions of the court and what I need to do next	6	0	0	1	7
5	During the hearing the judge listened to me, and was courteous and respectful	6	0	1	0	7
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	5	0	2	0	7
7	The trial record are clear accurate and reliable	7	0	0	0	7
8	I received from the court a written copy of the decision without delays, and it was understandable	6	1	0	0	7
9	I was treated fairly and impartially	6	0	1	0	7
10	Overall ,I think the court performed effectively	5	0	2	0	7

- The analyze of the answers of the respondents from the “Attorney at law” shows a different picture. Their level of satisfaction is much lower than the other groups of respondents. Their answers show more problems at the courthouses and we should notice that ”Overall, I think the court performed effectively” in their view (satisfaction level) is only 2/3.

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ATTORNEY AT LOW		Satisfied	Unsatisfied	No opinion	Not Applicable	Total
1	Finding where I need to go in the courthouse was easy and convenient	17	2	1	0	20
2	It was easy getting the information I needed when I came to the courthouse	14	3	3	0	20
3	Court personnel treated me with courtesy and respect	17	0	3	0	20
4	I understand the instructions of the court and what I need to do next	16	0	3	1	20
5	During the hearing the judge listened to me, and was courteous and respectful	15	1	2	2	20
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	10	4	5	1	20
7	The trial record are clear accurate and reliable	11	1	6	2	20
8	I received from the court a written copy of the decision without delays, and it was understandable	10	4	4	2	20
9	I was treated fairly and impartially	12	3	5	0	20
10	Overall ,I think the court performed effectively	10	5	5	0	20

ATTORNEY AT LAW	Satisfied	Unsatisfied
Finding where I need to go in the courthouse was easy and convenient	89.47%	10.53%
It was easy getting the information I needed when I came to the courthouse	82.35%	17.65%
Court personnel treated me with courtesy and respect	100.00%	0.00%
I understand the instructions of the court and what I need to do next	100.00%	0.00%
During the hearing the judge listened to me, and was courteous and respectful	93.75%	6.25%
The case or other business I had with the court was handled in a time promptly and in an efficient manner	71.43%	28.57%
The trial record are clear accurate and reliable	91.67%	8.33%
I received from the court a written copy of the decision without delays, and it was understandable	71.43%	28.57%
I was treated fairly and impartially	80.00%	20.00%
Overall, I think the court performed effectively	66.67%	33.33%

