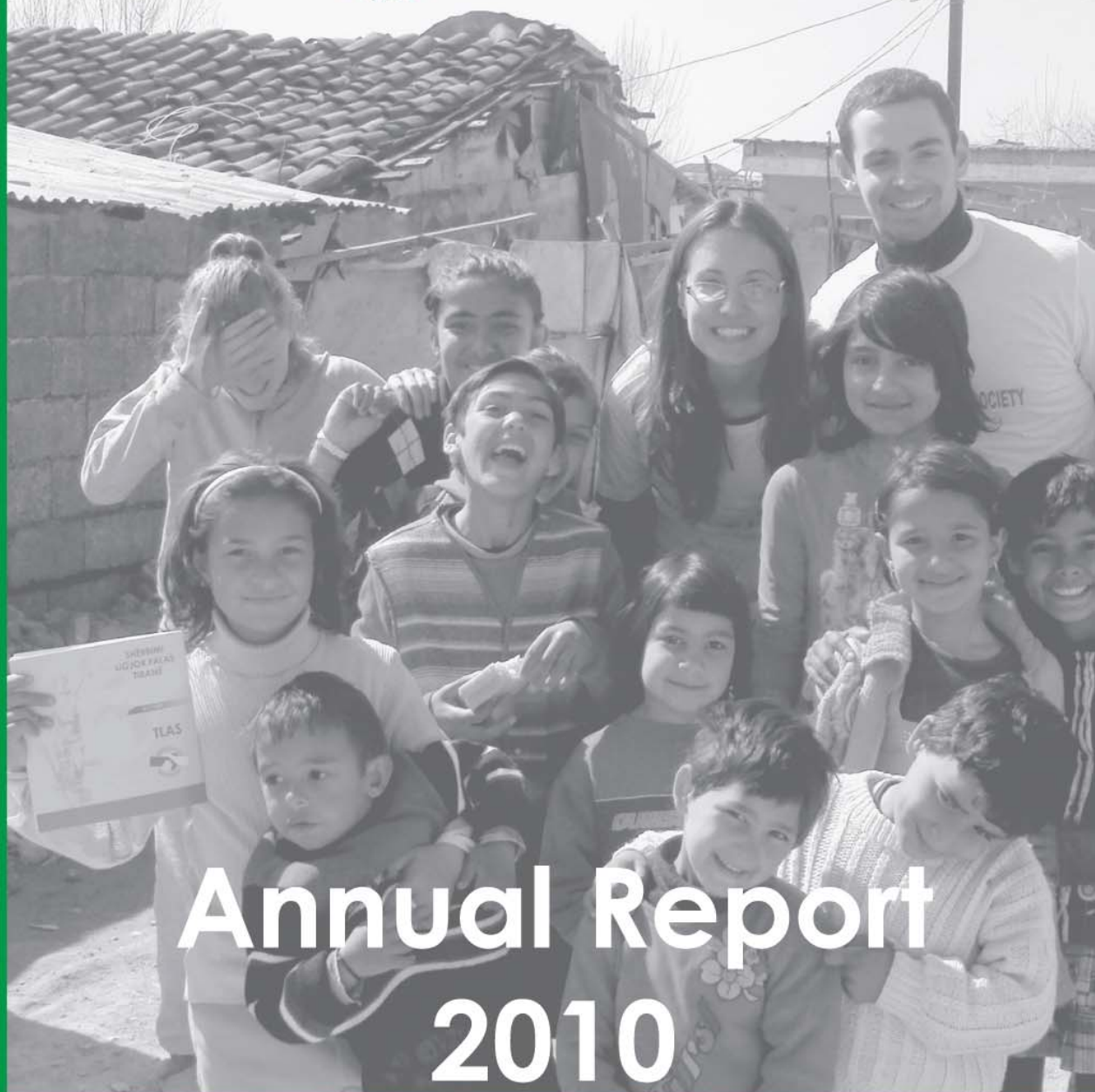




TLAS



Annual Report 2010

Thanks to CIVIL RIGHTS DEFENDERS
for the financial support of this edition



TIRANA LEGAL AID SOCIETY (TLAS)

ANNUAL REPORT 2010

Tirana 2010



Dear TLAS beneficiaries, donors and partners,

I am pleased to present in this edition a very important document, the TLAS Annual Report 2010.

As in the past decade, TLAS activities had as start point the strategic priorities designed, provided in the medium term plan 2007-2010.

During 2010, TLAS focused its activity in the information and advising of the communities in need as well as their representation in court; pursued the awareness activities in the community through “street law” and “mobile” services; continued the work started before for the increasing of the capacities of the community-based organizations and state administration through workshops, training and seminars; sustained the legal initiatives for further legal improvements in favor of vulnerable groups as well as the lobbying and advocacy campaign to support such improvements.

The year 2010 is perceived as the year of the training of the civil status offices employee through the country, for the issues derived from the implementation of the amendments of the Law “On Civil Status”, as well as for the complicated cases of birth registrations solved by administrative procedures...

Furthermore, during 2010 enriched the archive of TLAS initiatives for legislation improvements. The TLAS experts prepared the Study Report on the Legislation on “Social Assistance and Services” and subsequently drafted the amendments of such legislation, important to the people and categories in need, amendments that were approved by the Council of Minister.

Through the Annual Report 2010, we hope to provide to the interested readers useful information on the work and performance of TLAS, staff methodology, students, volunteers and partners, statistical data and real stories of the beneficiaries.

I use the occasion to show my than from my heart the donors of the TLAS projects, the direct beneficiaries from the TLAS work as well as our numerous partners.

Sincerely,

Raimonda BOZO
Executive Director
TLAS

TIRANA LEGAL AID SOCIETY ANNUAL REPORT 2010

This Annual Report describes the activity of Tirana Legal Aid Society during 2010 and 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 2010. 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) IN 2010

The year 2010 marks the twelfth year of the activity of TLAS and a successful year of the second 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 respond to the needs of the target groups to face the difficulties and challenges, TLAS focused its efforts in the implementation of an efficient fundraising 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.

During 2010, TLAS continued the implementation of its projects in the field of the provision of the legal services for the people in need, organization of the round tables and workshops with the state structures employees; monitoring of the courts and their work; studies and analysis for possible interventions in the legislation with the purpose of the increase of the access of vulnerable individuals and families to social and legal services. Moreover, TLAS developed legal awareness activities of the communities and individuals in need, through Street Law activities, organizing visits and meetings in the areas where vulnerable communities and individuals are concentrated.

During 2010, priority of TLAS was the provision of full legal services for the Roma and Egyptian community members, as more marginalized and discriminated categories of the Albanian society. The provision of the legal services consists in the delivery of free legal services for civil registrations for these communities, so they can gain their fundamental legal and social rights.

TLAS continues successfully, for the second year, the implementation of the project "Improvement of the pre-trial system in Albania", where pre-detention centers in Albania were visited and 305 pre-detainees were contacted. Through this project, is financially possible for TLAS to represent in court all those cases of violation of human right of pre-detainees and have not the necessary financial or legal means to demand their rights before the state structures.

For the first time of its activity, TLAS was involved in a project for the implementation of the Probation Law provisions for the convicts, which are included and meet the eligibility criteria of TLAS target groups, to make them benefit from the alternative sentences and the probation service.

The project operated and implemented by TLAS during 2010 are as follows:

Title of the Project	Donor	Amount	Duration	Contact Details
Increasing Access to justice for the vulnerable communities	Vodafone Albania Foundation	2, 613 .274 ALL	01.09.09 – 01.09.10	Mr. Albi Grevia + 04 2283267 foundation.al@vodafone.com
Enhancing Legal Aid Services for Minorities	CRD, former SHC	65,000 Euros	01.04.10 - 28.02.11	Mrs. Marie Manson + 46 8 545 277 54 marie.manson@civilrightsdefenders.org
Empowering the vulnerable to access the legal services	UNICEF	4,497,700 ALL	23.06.10 - 23.02.11	Mirlinda Bushati + 355 692056827 mbushati@unicef.org
Measuring the level of satisfaction for the court users	USAID/ROLP	1,564,471 ALL	01.03.10 - 01.05.10	Enton Dimni edimni@rolp.org 2248724
Improving Pre-Trial Detention in Albania	SOROS BUDAPEST	25.480 USD	22.04.10 - 31.12.10	Marta Onorato + 355 672018327 Email: onorato@iet-eit.org
Enhancing Access to Justice of the Vulnerable Groups	(EIDHR) - Delegation of the Eu Commission to Albania	147,065.56 Euros	01.01.10– 30.06.11	Mrs.Marzia Dalla Vedova European Commission Tel. +355 4 222 8320 E-mail: marzia.dalla-vedova@ec.europa.eu
Improving the Legal Aid System in Albania	AMSHC	3,388,000.00 ALL	22.11.10 - 22.11.11	Rudi Bobrati info@amshc.gov.al
Civil Registration for Roma family Homeless	UNDP	624,104 ALL	01.11.10 - 31.12.10	Bujar Taho Bujar.taho@undp.org
Study report and litigation case in housing procedures	European Roma Rights Centre, ERRC	2,000.00 Euros	15.12.10 - 15.12.11	Lydia Gall Lydia.gall@errc.org

PART II - MISSION, VISION AND OBJECTIVES OF ACTIVITY OF TLAS

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.

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.

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. In 2010, TLAS concluded the second round of the monitoring of 13 courts in Albania to measure the satisfaction level of the public for the services provided by the court.

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.

In 2009, TLAS prepared a study and analysis of the legal framework for the social and economic assistance, analysis which were use for the proper

amendment of the legislation on the social and economic services. Such amendment were approved by the Council of Ministers in 2010. Through such improvements, TLAS aims to include in the social and economic service scheme, all such categories of families in need that because of the legal deficiencies are not included in the scheme and exclusion of the families that abusively benefit from such scheme and do not meet the necessary criteria.

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

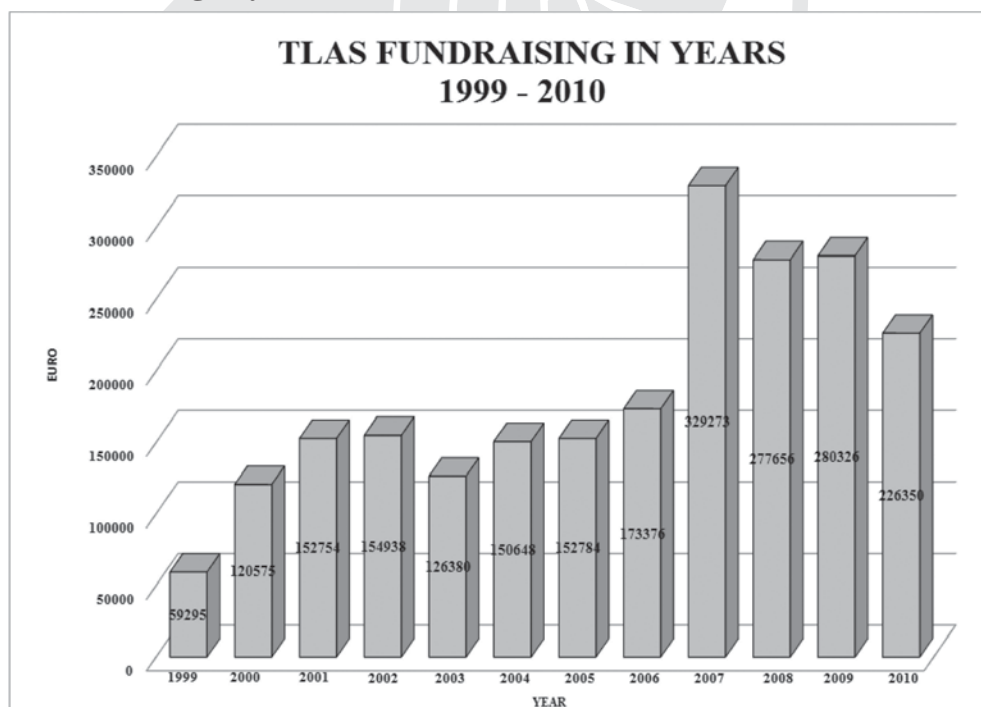
PJESA III - DONORS

The TLAS activity during 2010 is made possible thanks to the financing of:

- **Delegation of the European Commission in Albania**
- **Vodafone Albania Foundation**
- **UNICEF**
- **Civil Rights Defenders (former Swedish Helsinki Committee for Human Rights)**
- **SOROS, Open Society Foundation for Albania and Budapest**
- **UNDP, United Nations Development Programme**
- **USAID/ ROLP, United States Agency for International Development)/Rule of Law Programme;**
- **Albanian Agency for the Support of the NFO's.**

TLAS is an active member of the coalitions Albanian NGO's Coalition against Corruption and the Coalition "All Together Against the Child Trafficking".

TLAS funding in years has been as follows:



PJESA IV - TLAS ORGANIZATION DEVELOPMENT

Tirana Legal Aid Society, (TLAS) started its activity in 1999 and has been one of the programs of Cafod Albania till December 18, 2006, date when TLAS was registered as an Albanian independent local not-for-profit organization, in the form of the Center.

TLAS functions and operates based on the Strategic Plan 2007-2010 which provides for the future of TLAS the qualitative sophistication of the methodology for the achievement of the three objectives, provision of services, legal information and improvement of legislation.

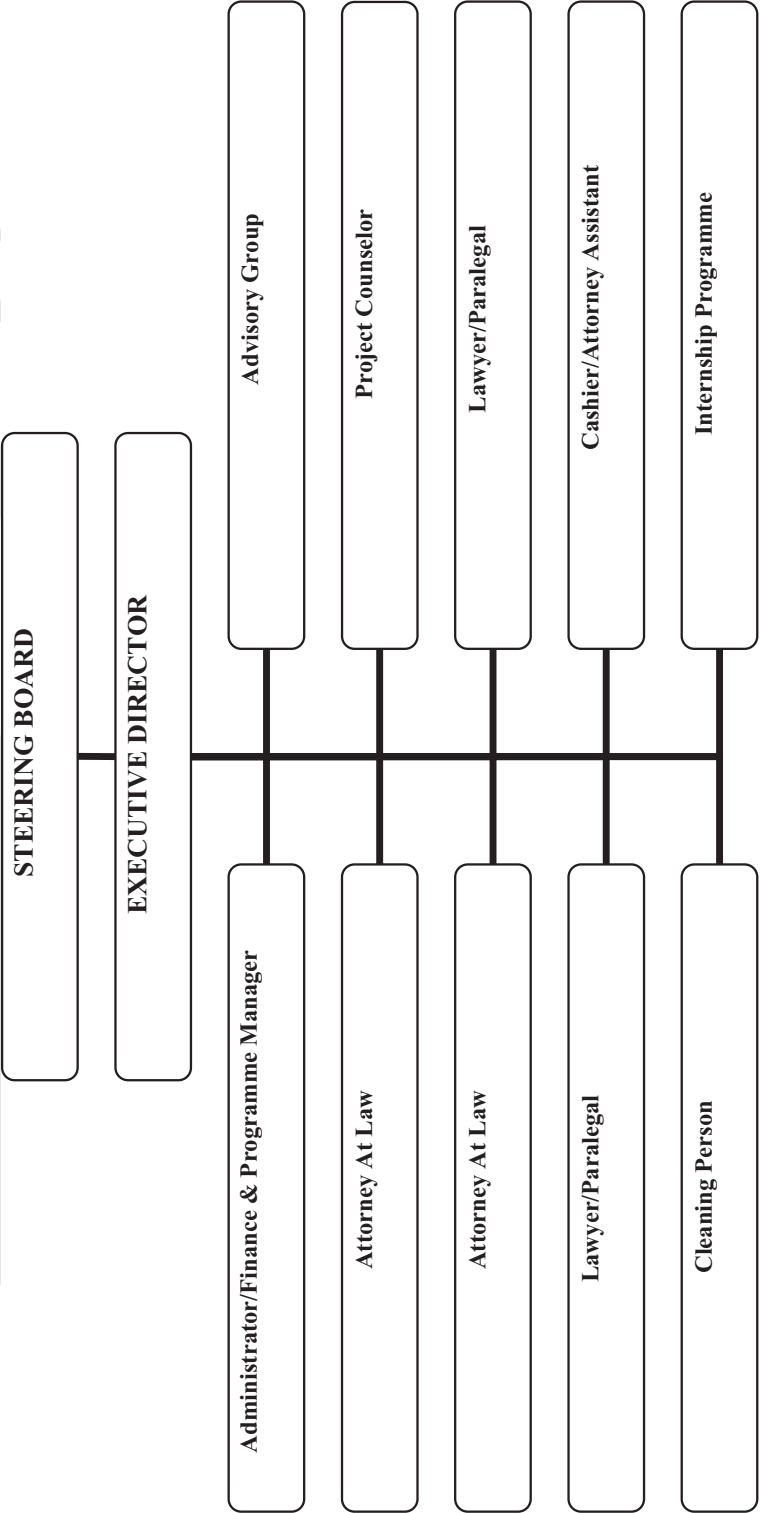
Priorities of TLAS are the systematic problems of the categories of people in need rather than individual cases, without neglecting the later.

During 2010, TLAS, with the support of the donors, developed a new Strategic Plan 2011 –

2013, where are defined and specified the priorities and action plan for the next 3 years, estimating carefully the future challenges and objectives.

TLAS continues to have a qualified staff for the work with the clients and representation of the advocacy cases, and for the management and leadership of TLAS. The highest decision- making body is the Steering Board composed of 5 members with a long experience in the fields of law, social and management. Presently the staff of TLAS is composed of 7 full time employees and 1 part time employee. In the framework of the Internship Programme with the Faculty of Law, TLAS includes as part of its part time staff students from this Faculty.

The Organization Structure of TLAS is as follows:



PJESA V - TLAS DURING 2010

Based on its Operational Plan 2010 and Strategic Plan 2007 - 2010, TLAS aimed to achieve the following objectives:

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, Durrresi, Elbasani, Kukesi, Bulqiza, Peshkopia, Tropoja, Hasi, Fieri, etc.
2. Information and improving the awareness of more than 5600 individuals in need in Tirana and other districts of Albania for their legal and social rights and the right to access to justice system.
3. Undertaking of initiatives for the improvement of the legal framework and protection of the human rights.

V. 1 PROVISION OF LEGAL SERVICES FOR CIVIL CASES

At the end of December 2010, the cumulative number of TLAS clients (served with legal, paralegal services and legal advice from hotline attorney) from its start of activity reached 13175 (7900 paralegal cases and 5275 legal ones)

During 2010, a total of 1538 cases have been filed (871 paralegal and 667 legal cases), including the 101 cases transferred from 2009.

In addition during 2010 benefited from the legal advising service through the lawline approximately 480 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, during 2010 priority was the provision of services to vulnerable communities, such as Roma and Egyptian communities. The number of the members that benefited from the legal services from these communities was 609. The main cases, TLAS has provided services for these communities were those of civil registrations, such as registration of births, divorces,

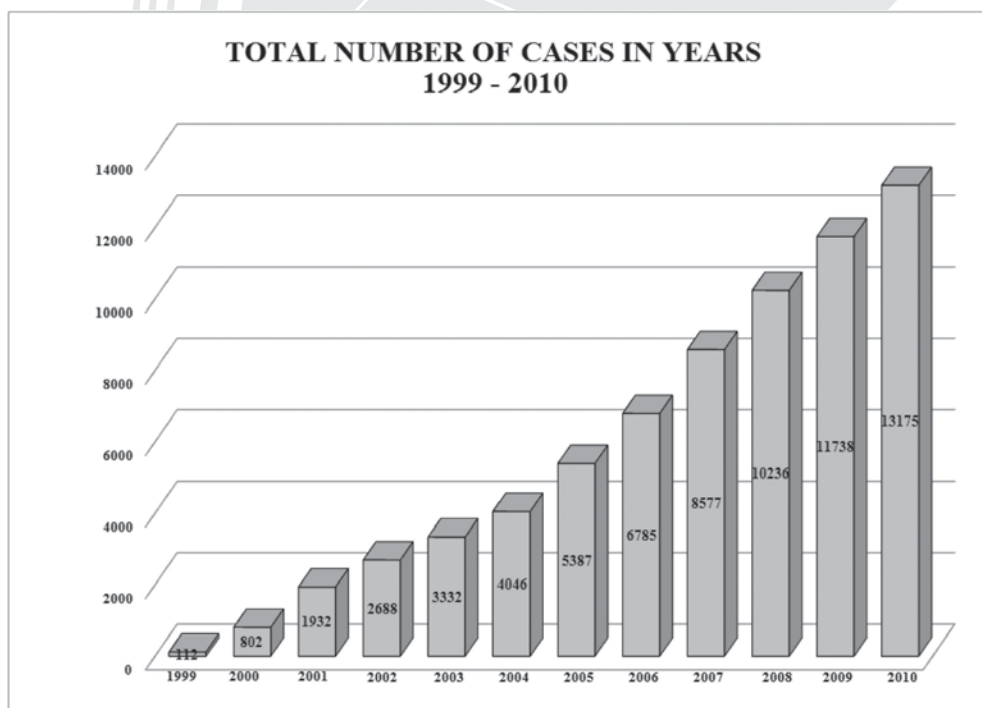
housing, custody and other administrative cases.

During 2010 were served by clinics service 330 cases.

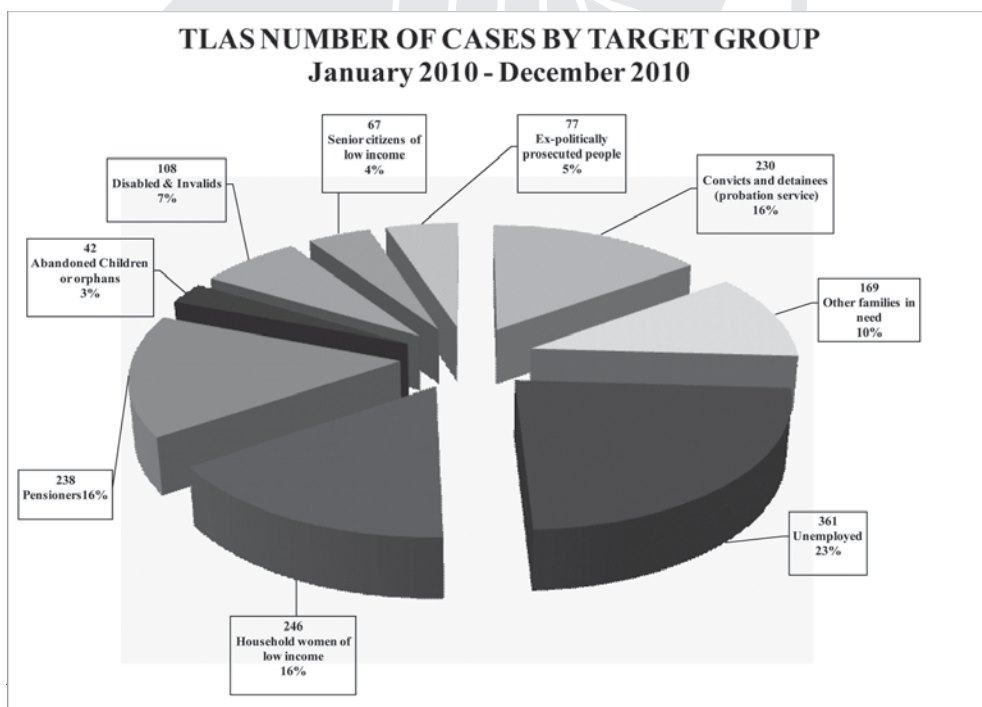
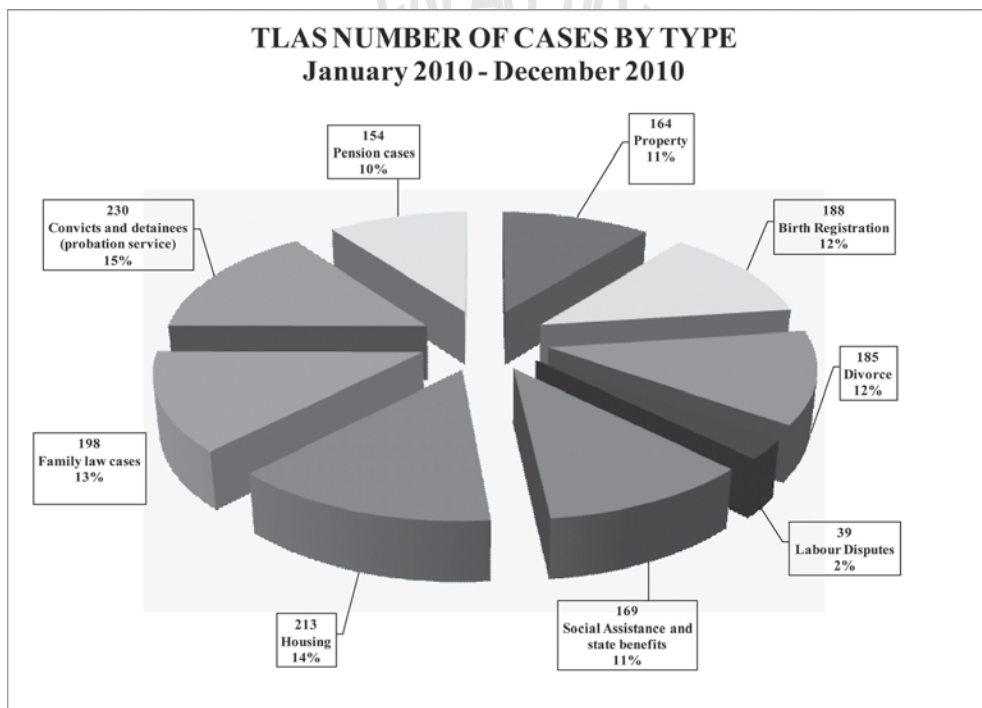
Also, during 2010, priority was the increase of the service quality and the development of information activities for the publication of TLAS at the clients' potential groups.

Statistics

The statistics show the data for the cases TLAS has provided legal and paralegal free service. The total number of cases in years is represented in the following chart.



TLAS has provided the services according to type and target groups as follows:



During January – December 2010, TLAS listed as direct beneficiaries the following types of beneficiaries:

- 1538 direct beneficiaries, including 101 clients for the cases transferred from 2009;
- 480 beneficiaries from the lawline;
- 5769 direct beneficiaries from the street law activities in the community
- 735 direct beneficiaries from the training workshop with the members of the community association, employees of the civil status offices
- TLAS counts at least 17280 indirect beneficiaries from the TLAS activities during 2009.

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 2010, 80% of cases tried by the judiciary have been successful and 98% of the cases addressed in administrative way have been successful.

Regarding the type of the cases, during 2010, more than 12 % deal with registration of births; 11 % to the welfare state benefit system, 13 % family and Civil Status cases; 14% are housing cases; 39 % labor law cases, pension, insurance, administrative, etc; 9% property cases etc. For the first time, TLAS was involved in the project to assist the individuals sentenced by a final criminal decision to imprisonment to benefit from the legislation on the alternative sentences; 7% of the cases are related to this category of people in need.

Regarding the target groups in 2010, 26 % are families in need; 23.5 % are unemployed; 16% household women of low income; 16% pensioners; 19% disabled, ex-politically persecuted people and abandoned children.

Service Quality

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 2010:

- The approval of the Strategic Plan 2007-2010, of the Fundraising Financial Strategy.

- 2007-2010, of the Operational Plan 2010, 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.

- 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.

- 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 “Selection of cases with merits” and the Policy “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 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.

- 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 and the General Department of Prisons, Ministry of Interior, Ministry of Work, Social Affairs and Equal Chances and the Tirana Municipality.

V. 2 INFORMATION AND IMPROVING THE AWARENESS OF THE INDIVIDUALS IN NEED IN TIRANA AND OTHER DISTRICTS OF ALBANIA FOR THEIR LEGAL AND SOCIAL RIGHTS AND THE RIGHT TO ACCESS TO JUSTICE SYSTEM

Information and raising of awareness of more than 5000 individuals in need in Tirana and other districts of Albania on the legal and social rights and right of 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 2010, street law teams of TLAS have successfully realized 48 street law activities as visits and planned meetings in the Districts of Tirana, Durrës, Vlorë, Lushnjë, Burrel, Tropojë, Elbasan, Krujë, Fushë-Krujë, Lezhë, Berat, Peqin, Shkodër, Kukës, Gjirokastër, Korçë, Pogradec, Fier, etc.

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 organizing meetings to which local officials as well as potential beneficiaries are invited. In addition to provision of 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.

iii. TLAS periodic newsletter and other publications:

TLAS printed and published 3 numbers of its newsletter (no. 1/2010, 2/2010 and 3/2010), financed by UNICEF, Delegation of the European Commission in Albania and Civil Rights Defenders (CRD). 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, 2010, contains articles on the activity of TLAS for the training of the public administration; recommendations on the study for the improvement of the legislation on welfare benefits; labor disputes regarding public functions; increase of access to justice; street law activities; real stories.



Number 2, 2010 addresses the issue of increase of access to justice for vulnerable groups; alternative sentences and the probation service; benefiting retirement pensions through administrative and court procedures; state benefit program of loans for the low costs houses; proposed amendments of the Law “On social assistance and services” direct contribution of TLAS for the individuals in need; real stories.



Number 3, 2010 contain articles on the possibility of registration of children without judicial procedures; challenging the paternity of the child, according to the Family Code; initiation of the implementation of Tirana Municipality Program for low cost houses; Enhancement of the system of delivery of legal aid, precondition for the increase of access to justice for the individuals in need; street law activity; real stories.

In 2010 were published 15000 leaflets and posters, where a considerable part are those regarding the amendments of the Law “On Civil Status; access to justice; 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.

The TLAS internet webpage www.tlas.org.al is periodically updated.

TLAS Mobile Services

During 2009, 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 Internship Programme

During 2010 in the Internship Programme in the TLAS offices were involved more than 20 students from the Faculty of Justice and Social Works. 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.

V. 3 UNDERTAKING OF INITIATIVES FOR THE IMPROVEMENT OF THE LEGAL FRAMEWORK AND PROTECTION OF THE HUMAN RIGHTS;

TLAS, has been continuously involved in the process of improvement of the Albanian legislation and lobbying and advocacy activities in the

protection of the interests of the vulnerable communities and categories.

Below we are ranking a few of the most important initiatives undertaken by TLAS during 2010 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.

8. In 2009, TLAS prepared a Study Report, analyzing the legislative framework on the social and economic services. The study was financed by Vodafone Albania Foundation and was presented with several conclusions, findings and recommendations for the access of the categories of families in need in the social programs. This study aims to precede the amendments and improvements of the legislation framework of the field. TLAS aims to include in the economic and social services scheme, all such categories of families that because of the legal gaps are not included in the scheme, as well as the avoidance of abuse or the exclusion from the scheme of such families that do not meet the necessary criteria. TLAS, through other projects in process aims to draft the amendments of the legislation and undertake lobbying and advocacy campaign for the adoption of such amendments by the Assembly.

9. During 2010, TLAS started the preparation of an through analysis for the drafting the secondary legislation for the implementation of the Law “On Legal Aid”. The secondary legislation acts will complete the legal framework for the proper functioning of the legal aid system in Albania. The implementation of the project will be carried out, during 2001, also.

V. 4 MONITORING OF THE COURT SYSTEM AND PRE-DETENTION CENTERS AND WORKSHOPS

a. Monitoring of the court system

During 2010, TLAS carried on with its activities of the monitoring of the courts in 13 districts of Albania, to measure the satisfaction level of the courts' users (judges, court clerks, prosecutors, lawyers, litigants, etc) for the services provided by the courts. The project funded by USAID/ROLP reached the Durres, Elbasan, Pogradec, Saranda, Shkodra, Vlora, Kruja and Korca District Courts, in Tirana High Crimes Court and in Tirana, Gjirokastra and Vlora Appellate Courts and Mat District Court.

The survey was aiming further expectations for the improvements of each Court performance, transparency and accountability; strengthening of the Judicial and Court Administration integrity, increasing the level of transparency and the proper access to court hearings, court records, publication of the opinions and court information, avoiding the delay' practices, increasing the public trust and confidence.

b. Përmirësimi i sistemit të paraburgimeve

For the first time in its operation, TLAS was involved in the protection of the rights of the pre-detainees, as a vulnerable category that suffer from the violation of their rights during their staying in pre-detention, in the framework of the project "Improvement of the Pre- detention System in Albania", financed by Soros/Budapest, as a sub-contractor of the European Institute of Tirana. The lawyers of TLAS interviewed the pre-detainees and their family relatives in 17 pre-detention facilities in Albania. Through the interviews were identified several violations of the rights of pre-detainees, which are submitted before the administrative bodies or courts.

c. Improvement of the pre-detention system

Tirana Legal Aid Society (TLAS) has developed and organized training workshops in the framework of the raising of the awareness of the state structures toward the target groups in need; increasing the capacities of the vulnerable communities and their organizations, etc.

During 2010, TLAS developed and organized 21 training workshops and round tables with the employees of the civil status offices for the knowledge and

interpretation of the legislation on civil status in terms of informatization and development of the national registry, to empower the Vulnerable Communities for the access to services; improvement of the legislation on the welfare benefits; implementation of the Law “On Legal Aid”, as follows:

Information and training workshops with the community-based organizations



Tirana, 05. 03. 2010, workshop with the Association “Mother’s Heart”, with topic: “Raising of awareness and of the access of vulnerable communities in civil rights and services”;



Lushnjë, 24. 04. 2010, workshop with the Association “Amarodrom”, with topic “Raising of awareness and of the access of vulnerable communities in civil rights and services”;



Lezhë, 26.04.2010, workshop with the Association “For the Protection of Work and Democracy “, with topic: “Raising of awareness and of the access of vulnerable communities in civil rights and services”;



Elbasan, 25. 05. 2010, workshop with the Association “Romano Sezi”, with topic: “Raising of awareness and of the access of vulnerable communities in civil rights and services”;



Fushë-Krujë, 28. 05. 2010, workshop with the local community-based NFP’s with topic: “Raising of awareness and of the access of vulnerable communities in civil rights and services”;

Trainings with the employees of the Civil Status Offices



Elbasan, 09. 10. 2010, training workshop with the civil status offices employees with topic: "Further improvements of the law "On Civil Status ";



Korçë, 16. 10. 2010, training workshop with the civil status offices employees with topic: "Further improvements of the law "On Civil Status ";



Pogradec, 15. 10. 2010, training workshop with the civil status offices employees with topic: "Further improvements of the law "On Civil Status ";



Berat, 23. 10. 2010, training workshop with the civil status offices employees with topic: "Further improvements of the law "On Civil Status ";



Durrës, 30. 10. 2010, training workshop with the civil status offices employees with topic: "Further improvements of the law "On Civil Status ";



Lushnjë, 06. 11. 2010, training workshop with the civil status offices employees with topic: "Further improvements of the law "On Civil Status ";



Shkodër, 13. 11. 2010, training workshop with the civil status offices employees with topic: "Further improvements of the law "On Civil Status ";



Vlorë, 20. 11. 2010, training workshop with the civil status offices employees with topic: "Further improvements of the law "On Civil Status ";



Gjirokastrë, 27. 11. 2010, training workshop with the civil status offices employees with topic: "Further improvements of the law "On Civil Status ";

Round tables on legislation improvements and increase of TLAS capacities



Durrës, 15. 01. 2010, round table with the topic: "Study and improvement of the social welfare legislation in Albania";



Tirana, 27. 04. 2010, round table with the topic: “Further improvements of the social welfare legislation in Albania”;



Tirana, 23. 06. 2010, round table with the topic: “Further improvements of the social welfare legislation in Albania”;



Tirana, 30. 06. 2010, round table with the topic: “Upcoming TLAS Strategy”;



Tirana, 07. 12. 2010, round table with the topic: “Role of National and International Partners for the functioning of the legal aid system”;



Tirana, 20. 12. 2010, round table with the topic: “Albanian Society and challenges of non-discrimination”;



Tirana, 27. 10. 2010, round table with the topic: “Improvement of the Legal Aid System, precondition for the increase of access to justice “;

PJESA VI - SUSTAINABILITY AND CONTINUITY

Sustainability

TLAS Project composed of several projects in the function of the provisions of the services, education and information, as well as of improvement of legislation is designed and accepted as a sustainable program. So far, TLAS is adequately funded by the donors. However, with the establishment of a state and institutional system of the legal aid, it is expected that the possibilities of the funding of TLAS are increased from the state budget. TLAS' goal is to compete with qualified services and with its rich experience from a decade in the field of the services, professional trainings as well as with the efficient model in the financial, organization and management area.

Continuity

During 2011 TLAS will continue to provide its services based on its mission and objectives.

Priority remains the increase and improvement of the quality of the services, increase of the organization capacities as well as the fundraising for the continuation of the activity.

TLAS will develop the medium-term Strategic Plan 2011 – 2013 financed by Civil Rights Defenders, to further define the objectives for the upcoming three years. 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. Client-oriented services and increase of the quality of services;
2. Community awareness campaign for better access in the legal rights;
3. Advocacy and lobbying campaigns for the implementation of the Law “On Legal Aid” in Albania;
4. Advocacy for Albanian Legal Aid law implementation and law improvement initiatives and social policies;
5. Improvement of the coordination and administration;
6. Better planning process for the fund development;

PJESA VII - HISTORI TE VERTETA

Real Story 1



The representatives of the “SOS” Village asked for legal aid in a very complicated case, for children sheltered at their residential center. In the center live three orphan children and with no mean of support. The minors originated from Puka District and their 6-members family resided for more than two years in Durres district, where they moved from Puka for better life conditions. As a result of an armed conflict with their neighbors, three of the six members lost their lives, respectively the father, the mother and a sister, and the other members of the family were present during the shooting in the scene. After this tragedy, the three orphan children of age from 4 to 15 were taken care by the families’ relatives. The aunt and the uncle of the minors were the closest relatives to the minors and took care of them replacing the parents, however not legally. Nevertheless, the social and economic conditions of the relatives did not provide to the children the necessary means for a proper raise and education. Considering the economic impossibility, the uncle of the children decided to put them under the care of the SOS Village shelter center. The “SOS Village” decided to shelter the children and for more than three years the children lived at the shelter center and fit with the environment and the educators. However, the “SOS Village” had no legal status of custody over the children, which prevented the center to properly exercise its rights with the state institutions or the third parties, in relation to the education of the children. In such conditions the center addressed the case to TLAS. The TLAS lawyers analyzed the case and the specific provision and procedures of the Family Code, where it was provided *the death of the parents that exercise the parental responsibility over their minor child and the impossibility of the relatives to take care of them, is the main reason that must be assessed by the court to place the minors under the custody of a licensed institution of social care, considering the highest interest of the child*” and they initiated the court procedures to place the children on the custody of the “SOS Village”.

Real Story 2



R.D. appeared at TLAS offices. She lived in Tirana, but originated from Kukësi. She was informed on the TLAS services through other people and she came to our offices to request legal protection and assistance for the rights she was prevented to access, because of the negligent actions and omission of the administration employee in her birth place. After the interview, it was revealed that she lived for a long time in her birth city, Kukës. At the moment of the declaration of the birth of the child, by the R.D. parents, before the civil status office employee, the later erroneously, registered the R.D. as male gender, while R.D. was a female. At the moment of the registration in 1979, this fact was unknown to R.D's parents and she resulted in the civil status office registrars as a male, until she reached the adult age. After she completed, with the assistance of TLAS, the transfer of the civil status documentation from Kukës, R.D. noticed, from the birth certificate, that she turned up to be of male gender. Her complains to the civil status office were unsuccessful and she did not manage to resolve her problem.

At this particular time, R.D. appeared to TLAS office to request legal advising for the solution of her problem. The case was thoroughly discussed in the next meeting of the TLAS staff and it was concluded that the case had to be represented by the TLAS lawyers.

The case was analyzed and a lawsuit to “declare the inaccuracy of the column “gender” in the birth act of the client R.D, modifying it from “male” to “female”. It must be stressed that from this error of the civil status office employee, the moral and economic damage caused to R.D was significant, since she was unable to obtain an identification document, was prevented to legally get married with the man she was living and she could not register her children in the civil status office.

The first step was to collect all the necessary evidence and documentation for the court procedures. Accordingly, documents of R.D. were obtained from Kukës, including family certificate of 1974 and other documents of identification of her family members, since R.D had no any document to make possible her identification. Other documents were obtained from the

community liaison and the Education Department of Kukës.

After collecting all these documentation, a letter was addressed to the Civil Status Office requesting the correction of the error committed in the initial registration of R.D. The Civil Status Office rejected the request. In view of the rejection of the request, the TLAS lawyers decided to file a lawsuit with the court to demand the correction of the document.

The Article 32 of the Code of Civil Procedure provides that the *“lawsuit may be filed to restore a violated right or lawful interest.”* For this reason, under the Article 43/3 of the Law no. 8950, stating that *“The citizen, the legal representative or the custodian, as well as any other person, alleging an infringed right or a deprivation of specific legal outcomes, may present the allegations before the court, requiring the invalidity, inaccuracy or the falsity, summoning as the defendant the civil status office.”* Since, the client was a directed interested person, we had to demand the declaration of the factual error and the correction of the column gender from “male” to “female”.

A lawsuit was filed with the court and it was proceeded with the further steps. R.D. was represented by the TLAS lawyer.

The Court concluded that R.D. was right in her demand and ruled for the correction by the civil status office of the column “gender” of the birth acts, from “male” to “female”. After a hard and extensive work of TLAS, the client R.D. reached the desired results.

Real Story 3



I. Sh. Was born when his father was in prison for political reasons. Actually, the father of I.Sh. is not alive and his inheritors are entitled to benefit a compensation because of the status of the politically prosecuted people of the father. For the I.Sh. to benefit such compensation from the Ministry of Justice, the first step was to have issued by the court the inheritance certification for the father of

I.Sh. The problem of I.Sh was that he was not in possession of any document to prove the paternity of his father over I.Sh.. In the Basic Register of the Civil Status Office the name of the father was correctly registered, but no document proved the legal paternity. I.Sh. came to TLAS to seek for assistance for the

court procedures of the intertance certification and the process of collection of evidence. From the investigation was discovered that the father did not legally recognized I.SH. as his child, because he was in prison and he did not entered into a legal marriage with the mother of I.Sh.

The first step was to find the birth act to verify the declaration of the paternity. From the information of I.Sh., on the address of his mother, we tried to find her birth act at the Tirana Municipality. The Municipality arhive had not data on I.Sh's mother in the address provided by him. Therefore, we tried to find the court decision for the divorce, to check who the parent responsible for the child was after the divorce. In this manner we could have evidence on the child's fatherhood. Since I.SH. was unable to recall the date of the divorce of his parents, the TLAS counselor contacted the Municipality Unit no. 6 employees to check the mother's data. In the records of the mother, we discovered that I.Sh was never member of the mother's family. From her personal data, we managed to get a copy of the divorce court decision. However, in the court decision I.Sh. was not mentioned. The next step was to check the mother's data before the marriage. Also, we verified that I.Sh. was not registered in his mother's family records in the two municipality units where she lived. From all the research and investigation, we managed to find out the date of the marriage of I.Sh's parents and the municipality unit where the marriage took place. Still I.Sh was not registered in any civil status office record. Following all the tracks, we reached to find the birth act of the child, where the declaration of birth was made by the mother and father of I.Sh. Finally, we managed to find the key document to prove the I.Sh.' paternity. After the collection of evidence we proceeded with the issuance of the inheritance certificate from the court. By such procedures, I.Sh was able to benefit his part of compensation deriving from his father's status.

Real Story 4



At Tirana Legal Aid Office (TLAS) appeared Sh.B. and I.K. They lived together and as a result a girl was born. The Girl was 3 years old and she was not registere d with the civil status office, because Sh.B. and I.K. had no information how to act and wher to address the issue.

The child could not benefit from the social and health services. Besides the registration of their

daughter, they wanted to conclude a legal marriage. Sh.B. and I.K. had no information from the procedures to be followed, but, also, they were lacking the necessary financial means to afford the expenses. Sh.B. was unemployed and I.K. was carrying out occasional works and he provided for the family with very low income. They live in a barrack in very bad conditions and totally lacking of hygiene, water and electric power.

TLAS resolved to conclude the marriage and child registration in the same time. Sh.B. is registered in the civil status office in a commune in Shkodra, while I.K. in a Municipality Unit of Tirana. TLAS instructed Sh.B and I.K and followed all the procedures to realize the marriage and the child registration, covering all the expenses.

1. I. K. obtained the electronic identification document, in order to enable him to benefit from the services of the civil status offices;

2. I. K. obtained the marriage certificate, at the Municipality Unit where he is registered;

3. I. K. and Sh. B. went to the civil status offices in one of the Shkodra Communes. They delivered the certificate for the marriage announcement of I.K. and obtained a certificate for the marriage announcement of Sh.B.

4. I. K. and Sh. B. delivered the certificate for marriage announcement of Sh.B. in the Tirana Municipality Unit where I.K. is registered.

5. 10 days after the announcement of the marriage, Sh.B. appeared at the commune's civil status office where she was resident and obtained a marriage certificate.

6. I. K. and Sh. B. delivered this certificate at the civil status office in the Tirana Municipality Unit where I.K is registered and the legal marriage was concluded.

7. During the recording of the marriage, it was declared the birth of the baby girl and the Birth Act were recorded. While, Sh.B. obtained the electronic identification document, with her marriage last name.

After all such procedures, I. K. and Sh. B. succeeded to register their daughter,

enter into a legal marriage and obtained the identification documents, bringing normality to their life.

Real Story 5



Ç.D. is the father of five children. From the five children only the youngest one is registered with the civil status office. The other four are not registered. The oldest one is 10 years old and the youngest one, from the unregistered children is 5 years old. The Family of Ç.D. lived in a community in the south-east of Albania and four of the children were born there. Because the village was located in a very harsh place in the mountains the mother of the children was unable to reach the hospital and the four children were born in home. After the birth, the mother failed to notify the health structures in the commune for the births. The health structures are authorized to issue an official document proving the birth the child and submit the basic data for the act of birth. In the absence of such documents, the children remained unregistered and their registration was possible, only, through court procedures to prove the fact of birth.

In 2006 the family moved to a municipality in the central part of Albania, but they failed to transfer the civil status data. In 2009 the mother abandoned the family, leaving the children under the care of her spouse Ç.D., in the conditions of extreme poverty. The father of the children made his best efforts to register the children; however he has not financial possibilities or the proper education to pursue all the necessary procedures for the registration. When he appeared at TLAS, we started to solve the issues one at a time. As a first action, we transferred the civil status documentation from the previous location of residence to the municipality in the central part of Albania. Additionally, we were focused on the collection of evidence to start the court procedures for the registration of the children.

The following documentation was collected:

1. Confirmation from the health ambulatory service of the previous location of residence for the growth progress of the children;
2. Vaccination report from the children, issued by the health ambulatory service of the previous location of residence, where were marked the birth

dates of the children;

3. Confirmation from the community liaison of the previous location of residence that the children were unregistered and that they have resided constantly with their parents;

4. Confirmation from the Head of the Region of the present location of residence that the children have lived and are still living with their father;

5. Confirmation from the school that the oldest of children is following the studies.

Based on such documentation, the TLAS lawyer prepared the application for the court, on behalf of the father of the children and we are waiting for the court proceedings to start. After the registration, the children shall benefit the necessary financial aid, as children abandoned by the mother.

Real Story 6



At Tirana Legal Aid Society appeared the client E.H. Another organization recommended TLAS to E.H. She was a member of the Roma community and she demanded legal protection because she was not allowed to freely exercise her parental rights to her child. E.H. gave birth to a baby girl from the cohabitation with a man, she was describing as her husband, without, in fact, having a legal marriage. This is a common phenomenon in the Roma community, when the members of the Roma community perceive the cohabitation as a de facto marriage, while they are not bound in a legal marriage.

In the case of E.H., she and her ex-cohabitor and the father of the child did not cohabitated. They split their relation, solving in their own minds the consequences of such splitting. Since, the moment of the separation, E.H. carried out alone the parental responsibilities, since the father of the child was not showing any interest for her or the child, in every sense, legally or practically. The father, in unknown circumstances, managed to register the child with the civil status office, where he was registered.

From the legal point of view, it was very difficult for E.H. to act on behalf of the child, who was not registered in her family civil status register and for whom she was taking care alone. Moreover, she was providing for the living her child and her old mother working as a janitor, without any financial support from the other parent of the child. The case of E.H. had to be solved through court procedures.

The TLAS attorney started his work by informing the client on her rights and the collection of evidence, required for the court proceedings. By the intervention of TLAS, it was possible to obtain the birth certificate of the children, which was the most difficult part of the process, because E.H. could not obtain the certificate, because, she was not legally, the mother of the child. Afterward, we proceeded with the collection of other evidence necessary for the court procedures. We filed the lawsuit and the Tirana District Court started the proceedings. The case is still pending. At the beginning, E.H. was present during in the hearing, but after a while her health conditions deteriorated.

The TLAS lawyers followed the case in absence of E.H. by an act of representation. We believe that the case will be solved in favor of our client, although the father has not shown any interest to appear before the court or for the solution of the case, considering the highest interest of the child. The best we can do is to make possible the rendering of the court decision in the shortest time possible, to facilitate the mother in the preparation of the necessary documentation for the education of the child, since she must start the first grade, as well as any other facility she will benefit from the expedite solution of the case.

Real Story 7



The client S.H. appeared at TLAS offices to request legal aid concerning her right to benefit retirement pension. Her case was analyzed thoroughly. The TLAS lawyers addressed the case to find a swift and appropriate solution.

S.H. addressed a letter of demand to the Social Insurance Institute to benefit the retirement pension. Her demand was rejected by the Social

Insurance Institute with the motivation that S.H. is registered in the Basic Employment Registry with the same last name, but a different first name. The

correct name is S.H, while she is registered in the Registry with the name of D.H. The client is registered with the civil status office as S.H. In this case, the only solution was to follow the court procedures to prove that S.H and D.H. are the same person.

S.H. started to work in the agriculture cooperative in 1967, as it results from the attestation “On the employment time-period for the former members of the the agriculture cooperatives”, issued by the Social Insurance Institute. From 1990 up to 2007, she was a self-employed in the agriculture sector, as proved by the attestation of the Social Insurance Institute, based on the basic registry data. The attestation of the Social Insurance Institute “On the employment time-period for the former members of the the agriculture cooperatives” of 2008 contains inaccuracies regarding the identity (name) of S.H. according to the birth certificate of the civil status office of the Commune the correct name of the TLAS client is S.H. The Registry of the Social Insurance Institute contains other inaccuracies, because it does not include the complete employment period of S.H.

The only way to have a just and legal solution of the issue is the attestation of the fact that S.H. is the same person as D.H. and that she has been employed in the agriculture cooperative from 1967 to 1990.

The solution may be reached based on the Code of Civil Procedure. According to Article 388 of the Code of Civil Procedure, third paragraph, *“when from a fact depend the origin, change or quashing of the personal or property rights of a person and the act that proves that is lost and cannot be done again by other means, the interested person is entitle to demand that the fact be attested through a first instance court secision. The demand to the court is filed with the district court where the applicant resides”*.

The inaccuracy of the attestation shall be proved by written evidence, the attestation “for the time period of the employment for the former members of the agricultural cooperatives”, issued by the Social Insurance Institute of the year 2008; the attestation for the self-employed in the agriculture sectore, issued by the Social Insurance Institute in 2007; birth certificate from the civil status office of the Commune the attestation of the Commune proving that S.H. is a longtime resident of the Commune; the attestation of the Village Head, where she resides where it is declared the same fact that the client is

a resident of the village. The allegation is proved with the testimonies of the witnesses that have worked with S.H.

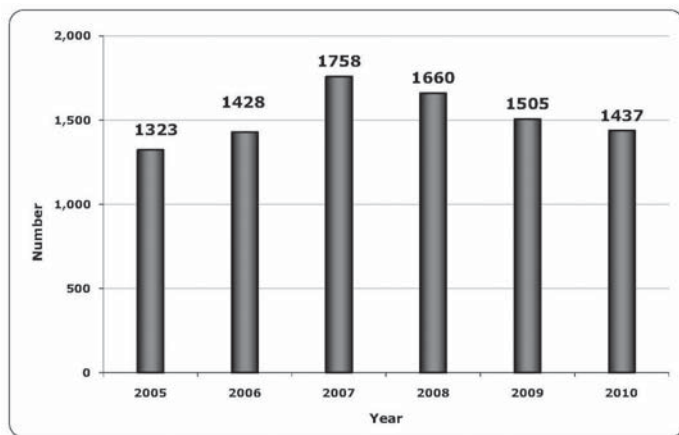
From such evidence it results that the ascertainment for the period of employment for the former members of the agricultural cooperative, issued by the Social Insurance Institute of year 2008, contains inaccuracies on the name of the client and her years of employment in the cooperative.

The client may prove her allegation by court procedures and from the certification of the fact will born legal consequences directly related to the realization of her legal rights and obligations.

Appendixes:

1. **Comparative Statistics of TLAS clients 2005 – 2010;**
2. **Comparative Statistics of TLAS minority clients 2005 – 2010;**
3. **Court Monitoring Report 2009.**

Number of clients in years 2005-2010

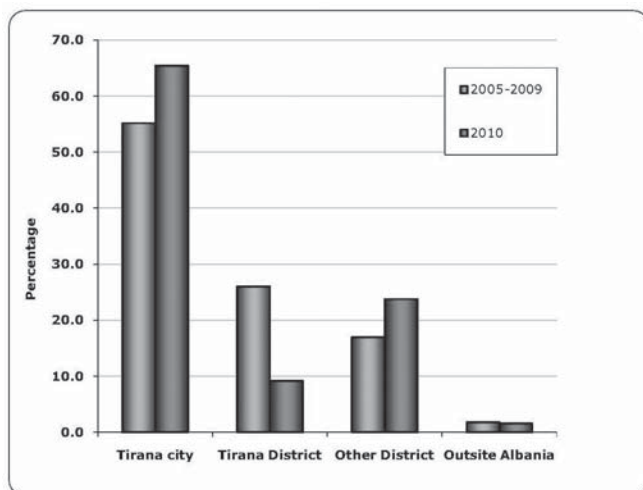


In 2007 it is noted the highest number of the clients.

Type of Service 2005-2010

Year	2005				2006				2007				2008				2009				2010			
Total Number	1323				1428				1758				1660				1505				1404			
Type of Service	Paralegal		Legal		Paralegal		Legal		Paralegal		Legal		Paralegal		Legal		Paralegal		Legal		Paralegal		Legal	
	747		576		749		679		1053		705		956		704		1089		416		847		590	
	Advice	Service	Court Decision	Clinics/Hotline	Advice	Service	Court Decision	Clinics/Hotline	Advice	Service	Court Decision	Clinics/Hotline	Advice	Service	Court Decision	Clinics/Hotline	Advice	Service	Court Decision	Clinics/Hotline	Advice	Service	Court Decision	Clinics/Hotline
	296	451	311	265	297	452	397	282	246	813	330	152	287	669	286	418	328	761	124	292	271	576	159	431

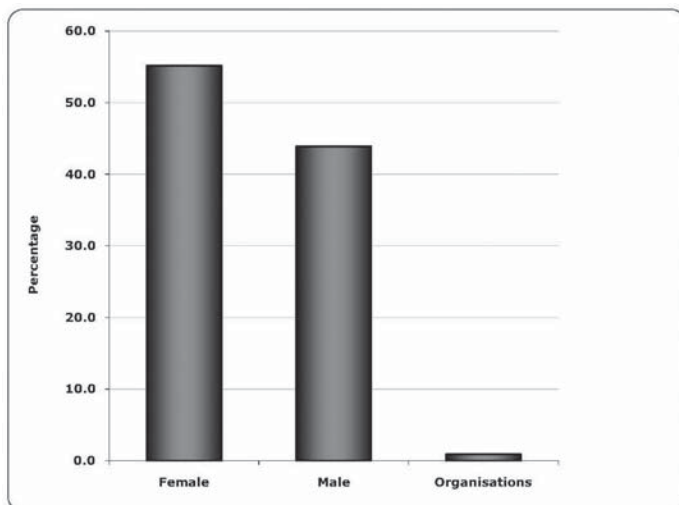
Distribution of clients by residency 2005-2010



In 2010, over 60% of the clients are from city of Tirana.

A considerable percentage (23,8%) are the residents of other districts.

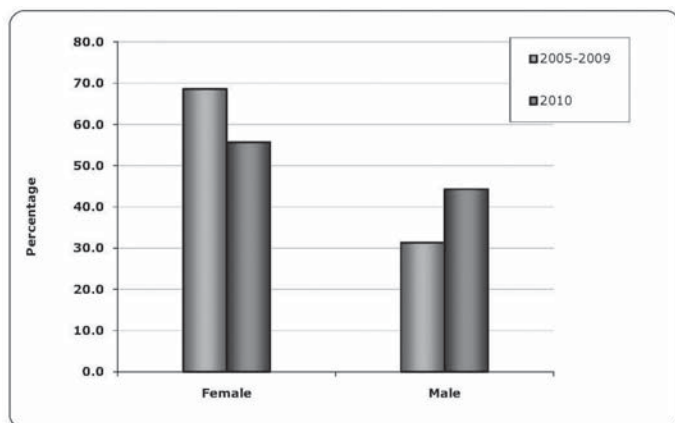
Distribution of clients by gender 2010



In 2010, 57% of the clients are females and 43% are males.

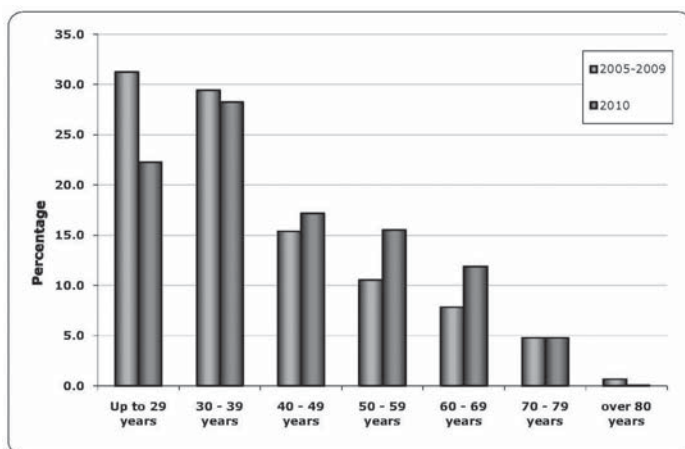
The number of organizations requesting legal services is insignificant.

Distribution of clients by gender 2005-2010



In 2010, compared to 2009, the difference between female and male clients has decreased; However, also, in 2010, the female clients prevail by the same percentage, approximately 56% women and 43% men.

Distribution of clients by age 2005-2010

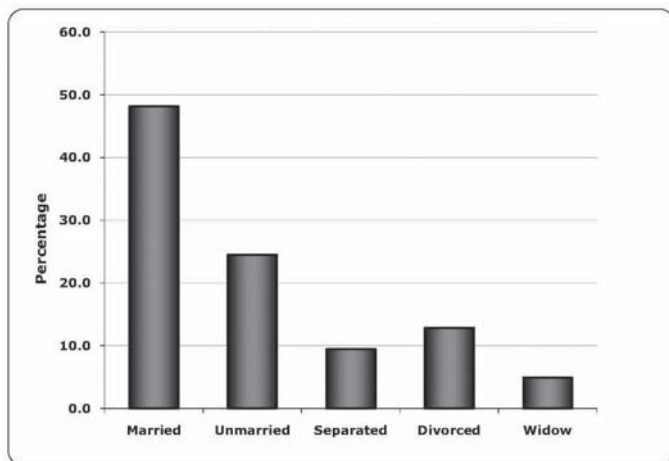


In 2010, prevail the clients of 30-40 years old, coming from families with young children.

It is significant the number of the clients up to 29 years old.

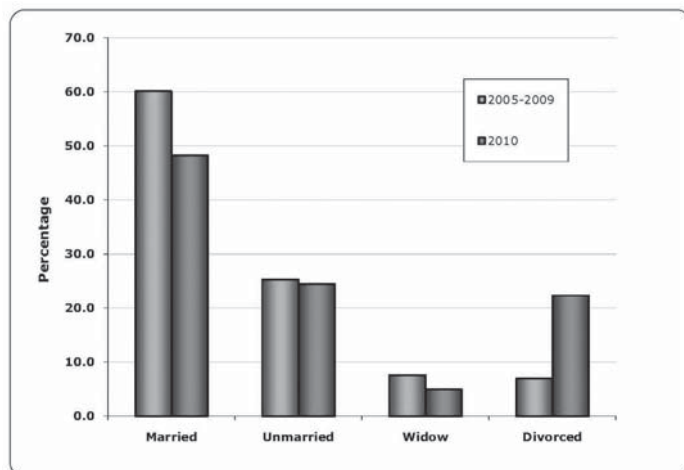
In 2010 is has increased the number of the senior clients, without income, of 60 – 69 years old.

Distribution of clients by civil status 2005-2010



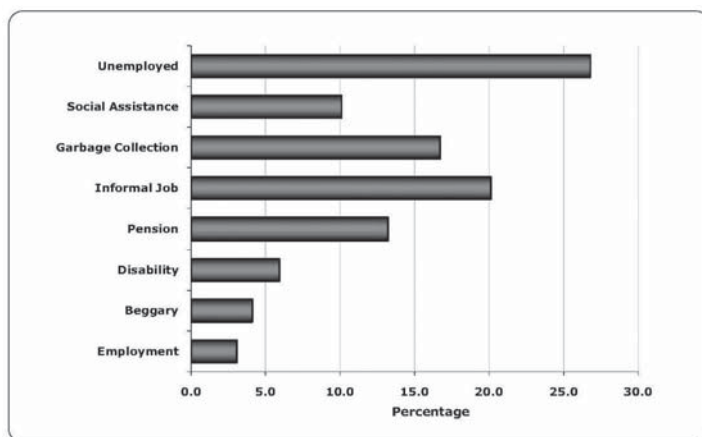
It is noted that in 2010 it has increased the number of the divorced families, therefore needing more assistance and support.

Distribution of clients by civil status 2005-2010



In 2010, compared to 2005 – 2009 the number of the divorced families has increased by three times.

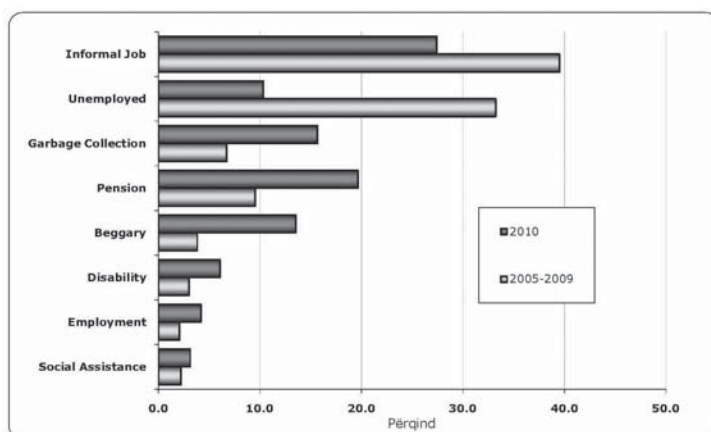
Clients source of income 2010



The number of the unemployed, pensioners and disabled clients is higher.

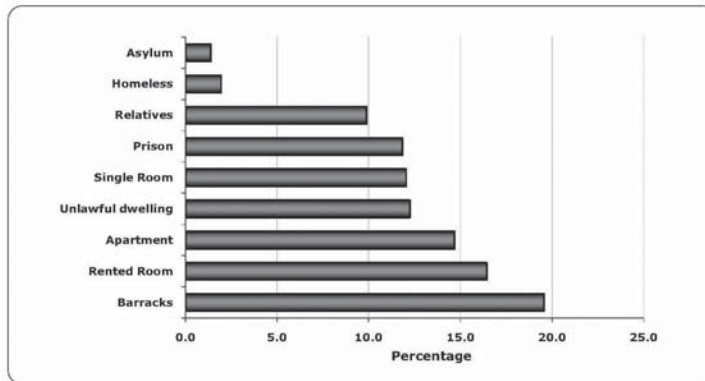
It is inconsiderable the number of the clients benefiting social assistance from the state (less than 2%).

Clients source of income 2005-2010



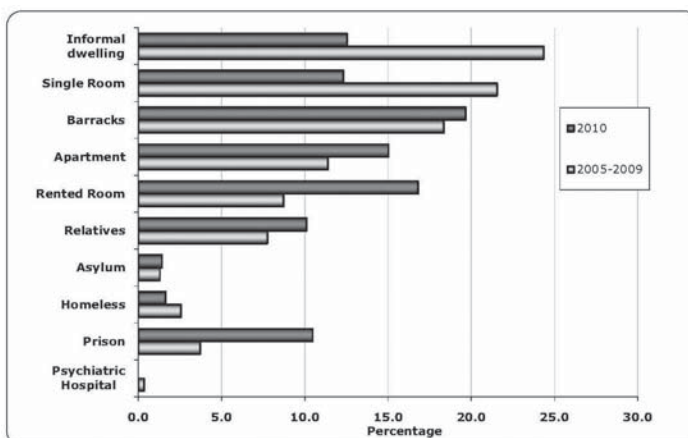
It must be noted that in 2010 is slightly increased the number of the clients benefiting social assistance and has decreased the number of the clients working in informal works and unemployed clients

Clients' Living Conditions 2010



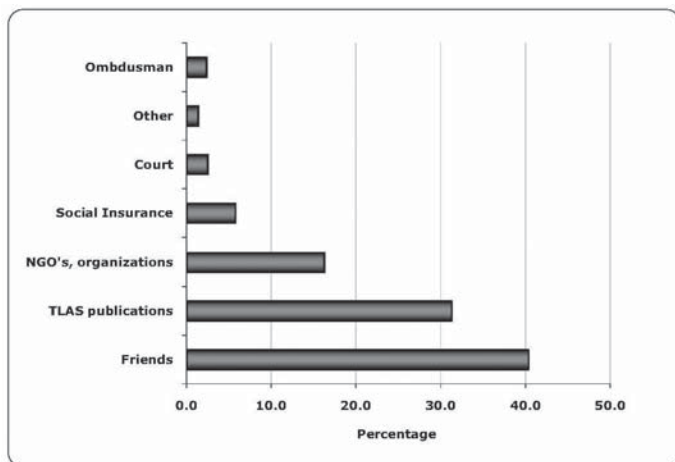
Prevail the clients living in barracks and rented rooms. It has decreased the number of the homeless clients.

Clients' Living Conditions 2005-2010



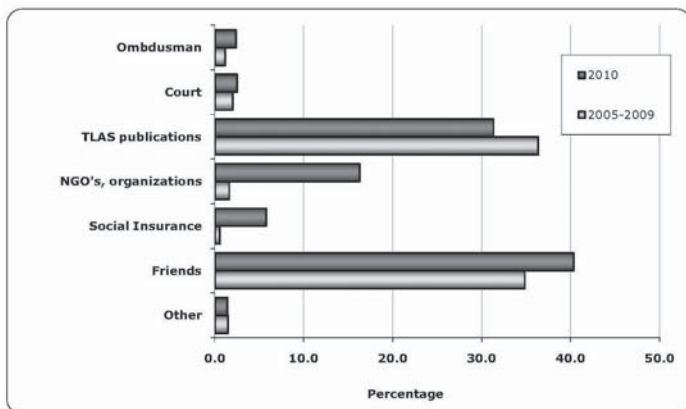
In 2010 it has significantly decreased the number of the clients living in informal dwellings and has increased the number of the clients living in barracks or rented rooms.

Source of Information of TLAS existence 2010



In 2010, the major part of the clients (approx. 42%) took knowledge on the existence of TLAS from friends. TLAS publications and information, also, play a key role.

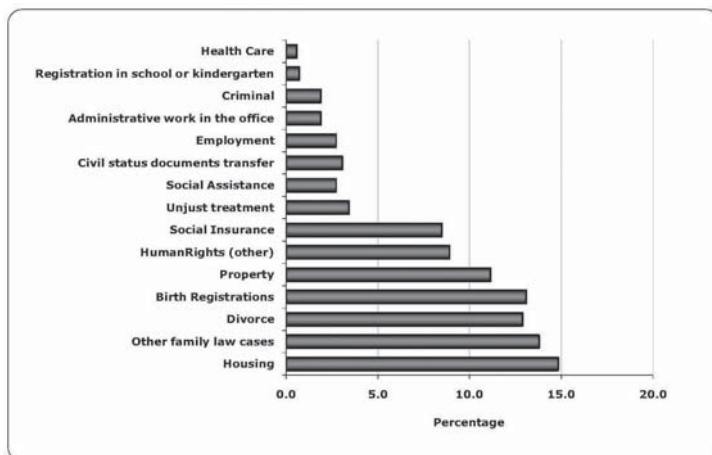
Source of Information of TLAS existence 2005-2010



In 2010, it has increased the number of “friends” as source of information on TLAS.

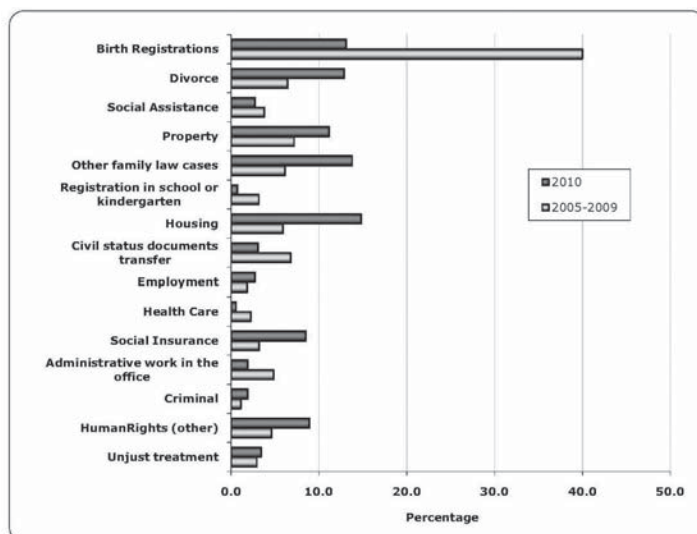
Also, a substantial role play the recommendation form other organizations or institutions.

Problems addressed by TLAS 2010



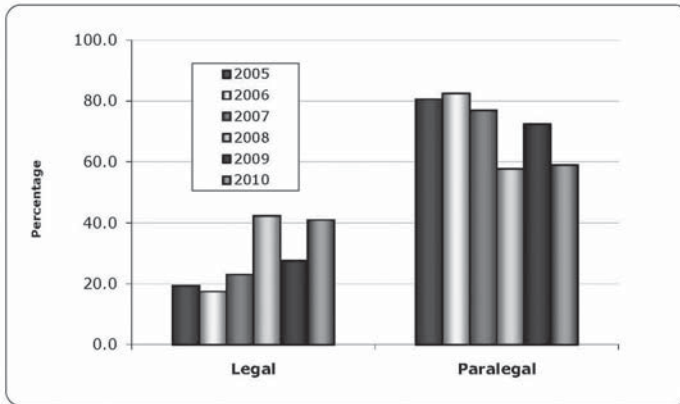
In 2010, the housing cases concern the most of the cases addressed by TLAS (15%), followed by the birth registration (14,5%) and other family law cases.

Problems addressed by TLAS 2005-2010



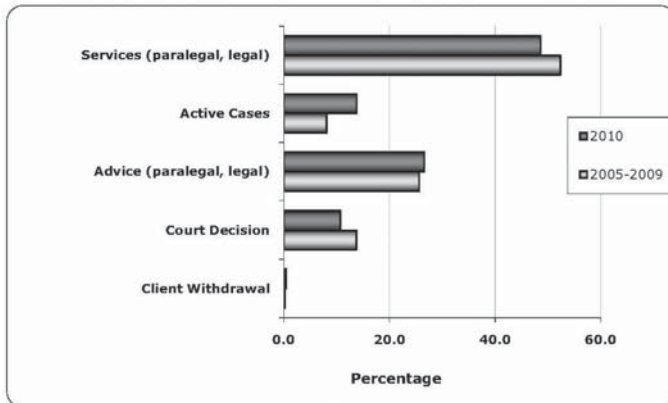
In 2010, it must be noted a decrease in the number of the birth registration compared to 2005 – 2009 and significant increase of the housing and social insurance cases.

Active Cases 2005-2010



From active cases of 2010, 40% are legal cases and 60% are paralegal cases. The chart shows the number of active cases per year.

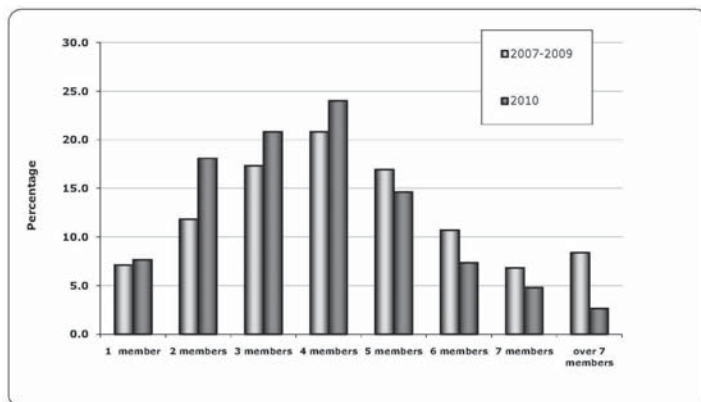
Case Progress 2005-2010



In 2010, it is increased the number of the cases solved by legal advice and it is decreased the number of the cases addressed by administrative means.

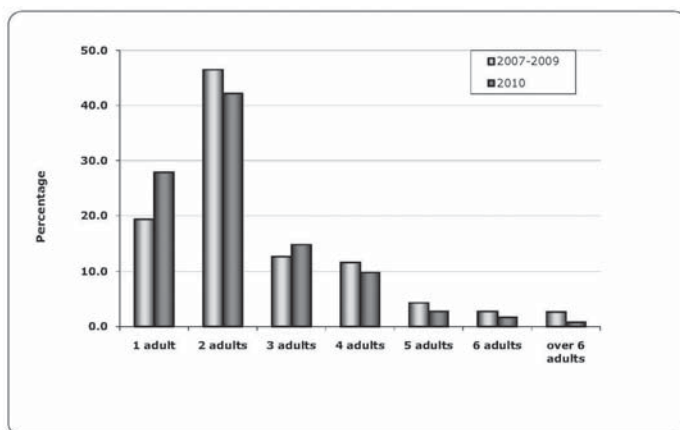
The legal cases addressed by TLAS lawyers are concluded in favor of the clients by court decisions.

Distribution of families by family members 2007-2010



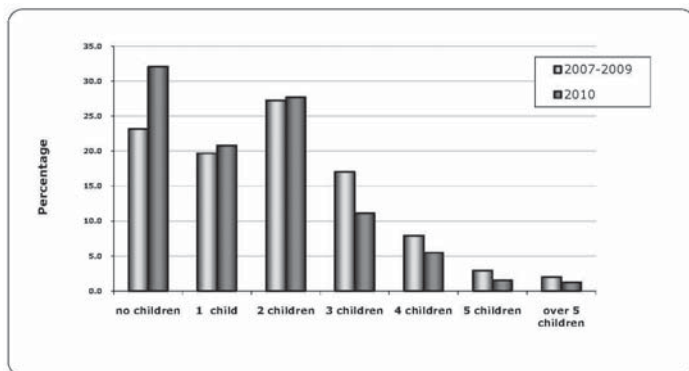
In 2010 it is increased the number of the families with 4 members and 2 members and it is decreased the number of families with 6, 7 and over 7 members.

Distribution of families by the adult members 2007-2010



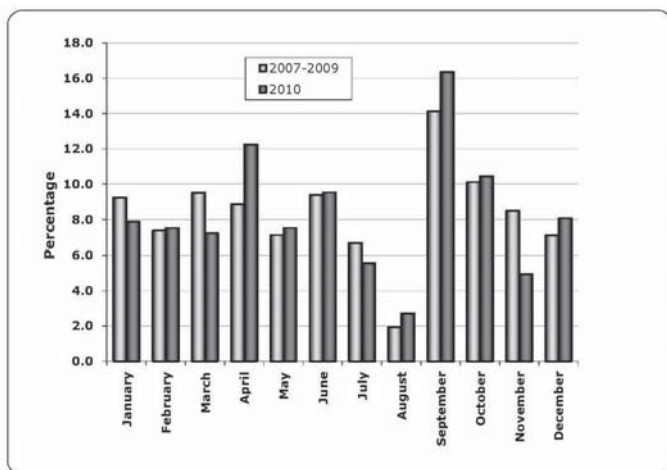
In 2010, also, prevail the families with two adult members and is slightly increased the number of the families with 3 adult members.

Distribution of families by number of children 2007-2010



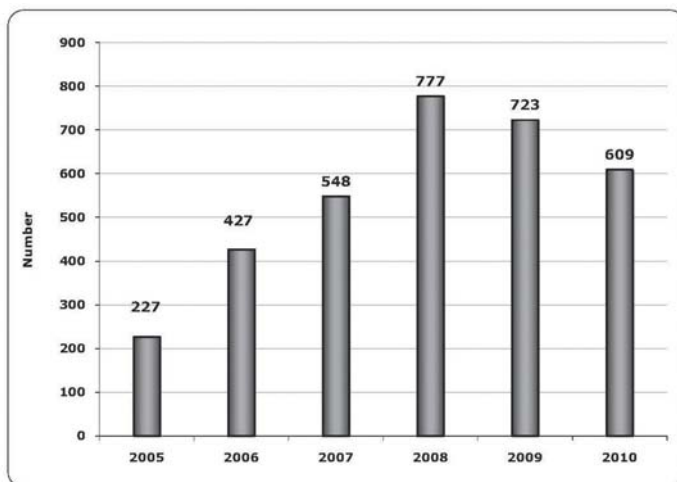
In 2010 prevail the families without children and those with two children.

Progress of clients registration per month 2007-2010



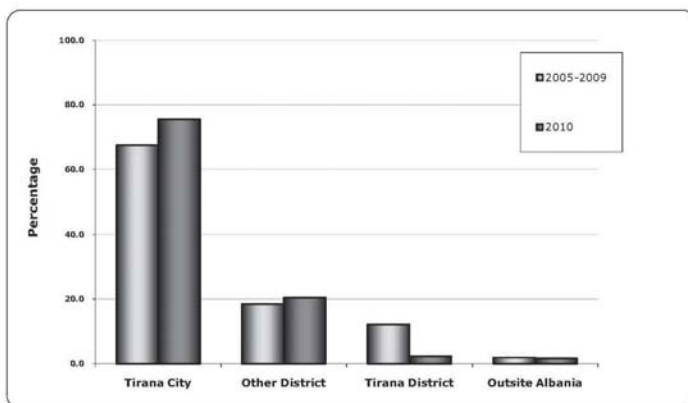
In 2010, compare to 2007 – 2009 it has increased the number of the registration of the clients in September and it has decreased in November.

Number of clients of Roma minority 2005-2010



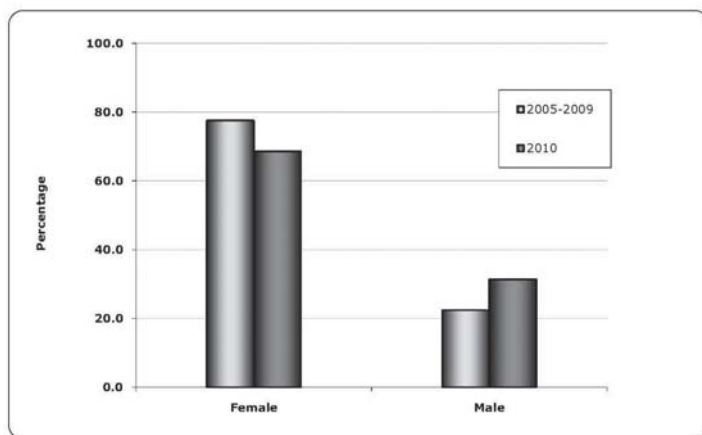
By comparing the same time periods, it is noted that the number of Roma minority clients has decreased by 15% in 2010 compared to 2009.

Distribution of Roma clients based on their residency 2005-2010



In 2010, it has increased the number of the Roma families living in the city of Tirana and it has decreased the number of the Roma families living in the District of Tirana.

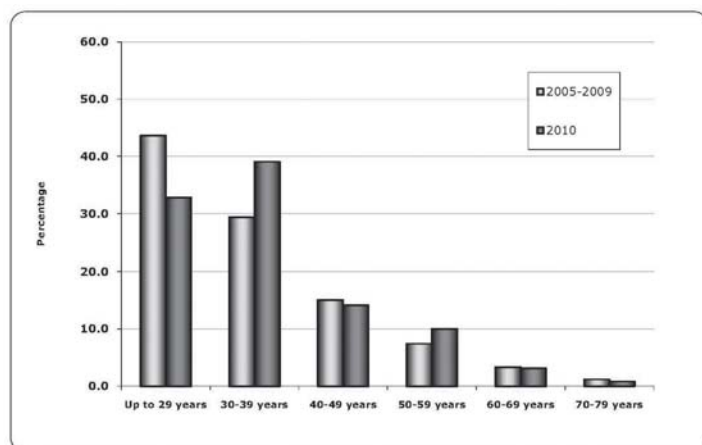
Distribution of Roma clients by gender 2005-2010



As a common phenomenon, it is noted that prevail the female clients with the same percentage, approximately 85% women and 15% men.

Compared to 2005 – 2009, in 2010, the number of the male clients has increased.

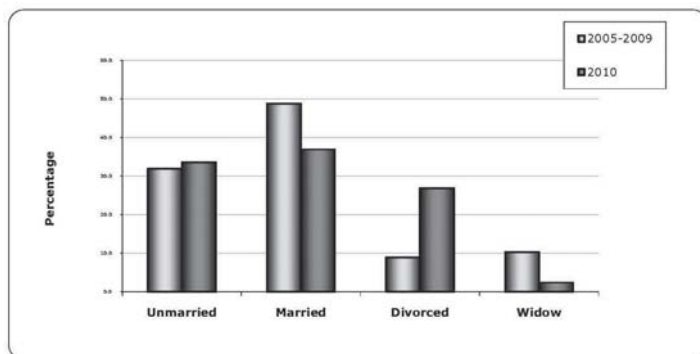
Roma clients by age 2005-2010



Prevail the clients of age up to 29 years old.

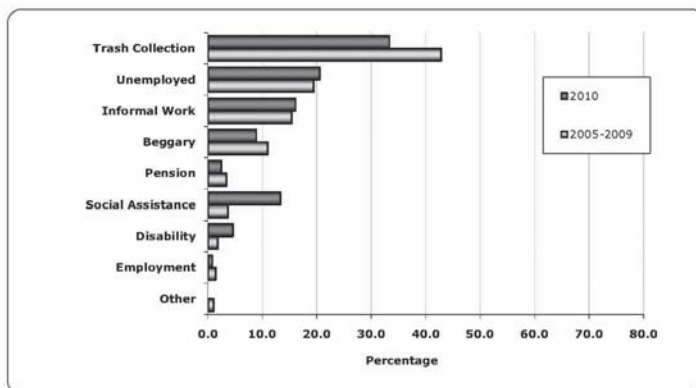
In 2010, it is noted an increase of the clients from 30-39 years old, coming from families with young children.

Roma clients by civil status 2005-2010



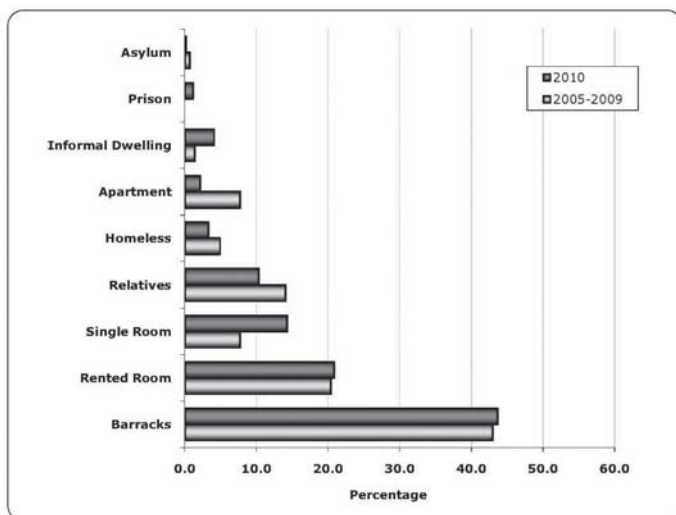
In 2010 it is noted a considerable increase of the divorced families needing more assistance and support.

Roma clients source of income 2005-2010



It has decreased the number of the unemployed clients and of those involved in collection of cans. It has increased the number of unemployed clients and clients benefiting social insurance or disability pension.

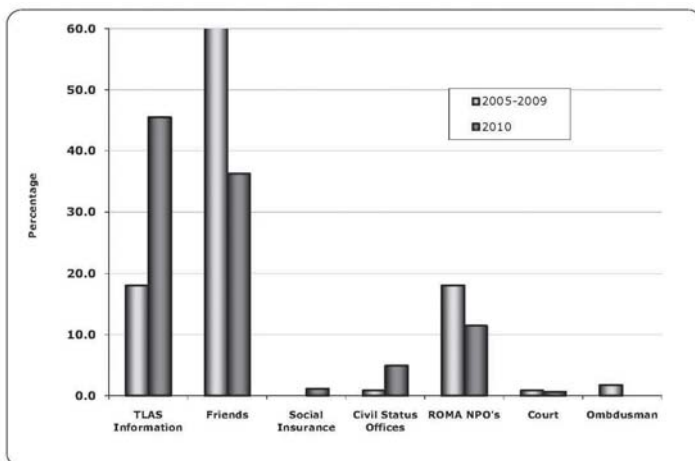
Roma clients habitations 2005-2010



In 2010, it has increased the number of Roma clients living in single rooms and barracks.

It is noted a significant decrease of Roma clients identified as homeless or those living with the relatives or in apartments.

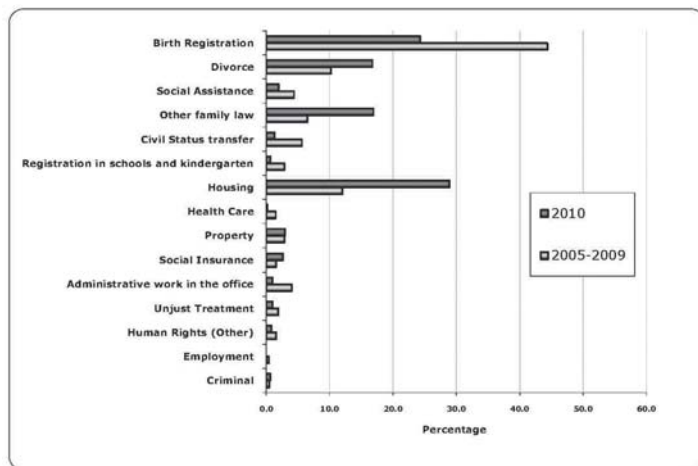
Source of information of Roma clients on the existence of TLAS 2005-2010



In 2010, the main source of information on the existence of TLAS is the information obtained by friends and relatives.

Other sources of information are TLAS publications and Roma NGO's.

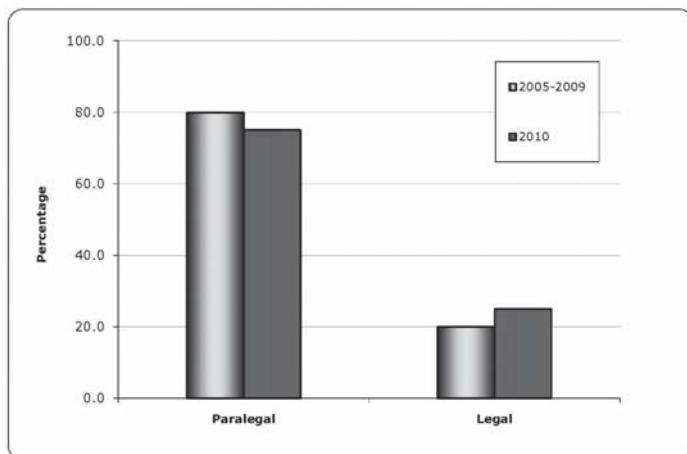
Roma Minority Problems 2005-2010



In 2010 it is noted a decrease in the number of the birth registrations and considerable increase of the housing cases.

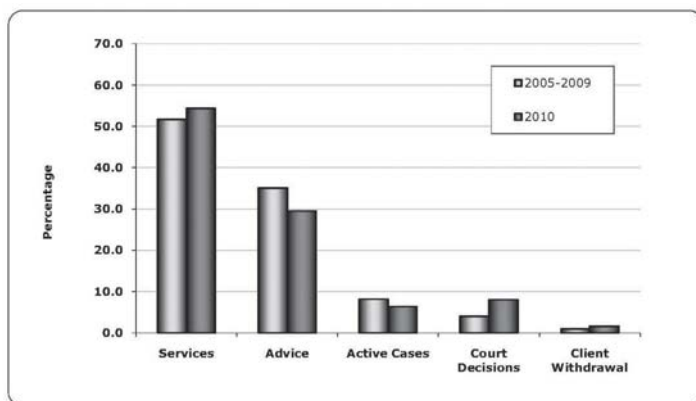
Problems related to the social assistance come in the second place.

Active cases of Roma Minority clients 2005-2010



In 2010, as in previous year, from the active cases 20% are legal cases and 80% are paralegal cases.

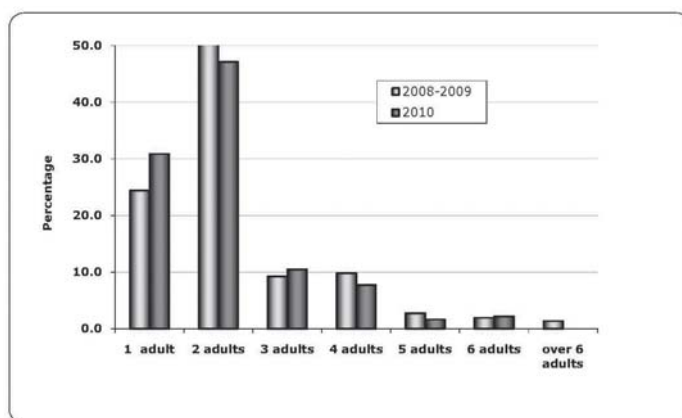
Closed cases progress of Roma Minority clients 2005-2010



Prevail the cases closed with the provision of concrete services and legal advice.

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

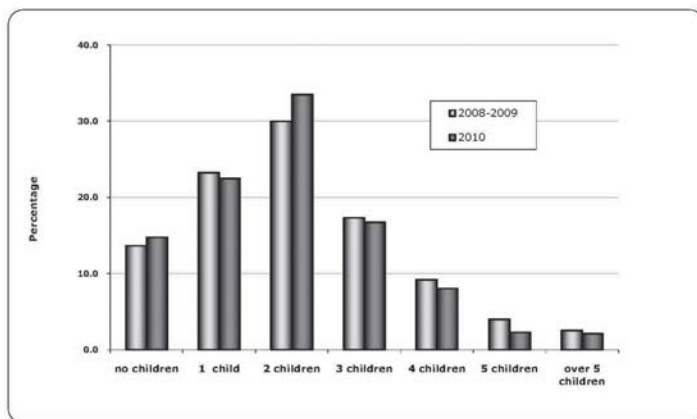
Distribution of Roma families by number of adult members 2008-2010



In 2010, also, prevail the families with 2 adult members.

It is noted a slight decrease of the number of the families with 4 and 5 adult members.

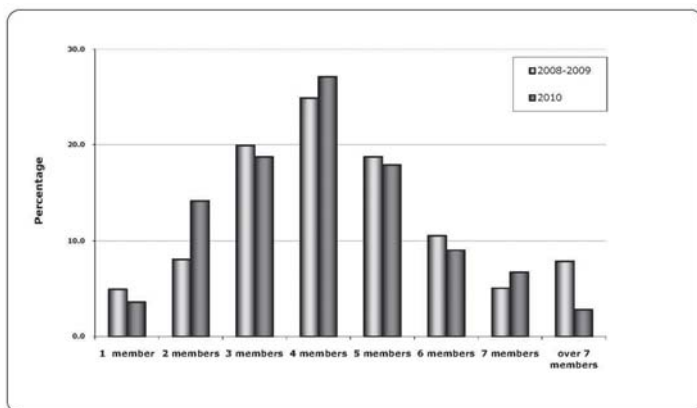
Distribution of Roma families by number of children 2008-2010



In 2010, the highest number of the families demanding legal services from the Roma families are the families with 2 children.

In 2010, it is recorded a slight decrease of the Roma families with 3, 4, 5 and 6 children, requesting services.

Distribution of Roma families by number of members 2008-2010



In 2010, also, prevail the Roma families with 4 members.

It is noted a decrease of the Roma families with 3, 5 and over 7 members, requesting services.

It is noted an increase of the families of 2 and 7 members requesting services.

FINAL REPORT

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5.3 Comparison of satisfied" Cittizens" in 13 Courts

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Grant Name: *"TLAS survey to measure the satisfaction of courts' users"*

Grant Start and end days: *10 January – 31 March 2010*

Reporting Period: *15 March- 31 March, 2010*

Implementation unit: *Tirana Legal Aid Society, TLAS*

1. INTRODUCTION

The TLAS' final report covers all the activities as set out for the implementation of the project "TLAS survey to measure the satisfaction of courts' users" during January-March, 2010. The overall goal of the project was measuring satisfaction of a significant and representative number of court users in each of the thirteen (13) courts selected: Durres, Elbasan, Pogradec, Saranda, Shkodra, Vlora, Kruja and Korca District Courts, in Tirana High Crimes Court and in Tirana, Gjirokastra and Vlora Appellate Courts and Mat District Court. The objectives were focused to examine the satisfaction of: Parties and litigants, Private Lawyers and Prosecutors, Court Staff and Judges and the Individuals seeking other services from the court. The implementation of the project passed through some important phases strongly based on the mobilization of the group of external and internal experts, of the TLAS Lawyers as team leaders, and of the very efficient number of law students. The communication and the collaboration with each of 13 Head' Courts started with the presentation of the continuation of the scope of the ROLP/USAID project "Survey to measure the satisfaction of courts' users" during 2008, 2009 and 2010. TLAS' groups found the right support to the Court's staff in undertaking and starting for the third year the implementation, starting and proceeding normally indoors and outdoors' the Courthouses, creating the favorable environment for the development of the survey. In addition, TLAS working groups were well respected by the judiciary which mean that the process of data collection did not faced any obstacle or difficulty.

2. THE PURPOSE OF THE SURVEY

a) The purpose of the same survey, in the same courts, for the third year, respectively in 2008, 2009 and now in 2010, is to measure the public court' users satisfaction in three consecutive years and compare the findings with the previews ones. To find out what differences and positive or negative tendencies are identified in each court/ place personal experience and compare it with the survey of one year ago. And the most important finding will be concentrated in the citizen feedback in order to improve the services provided by the court, to obtain people's personal perceptions of how they are treated by the court system in many aspects and whether the court system treated them fairly.

b) In addition the survey was aiming further expectations for the improvements of each Court performance, transparency and accountability; strengthening Judicial and Court Administration integrity, increasing the level of transparency and the proper access to court hearings, court records, publication of the opinions and court information, avoiding the delay' practices, increasing the public trust and confidence.

3. METHODOLOGY

The essence of the methodology selected was for carrying out the Q-11 Court Survey in the ten Pilot Courts: Durres, Elbasan, Pogradec, Saranda, Shkodra, Vlora District Courts, in Tirana High Crimes Court and in Tirana, Gjirokastra Appellate Courts, Mat District Court as well as in the three additional courts selected by ROLP in Kruja & Korca District Courts and Vlora Appellate Court. Special attention is paid for the sample composition to meet the requirements of the ROLP and lessons learnt from the previews survey 2008 and 2009, as detailed in the following paragraphs. The intention is to fulfill important requirements: a) the measures need to be sustainable by the Albanian courts as practical ones after the end of the Rule of Law Program (ROLP); b) it must serve and assist the courts identify further improvement strategies and serve as an incentive and tool for court self improvement;

Questionnaire

A feedback form was developed based on the model Q11 attached and made by 10 of them used during the 2008' survey and in addition one more question, Q11: "I had to pay a bribe in order to take a service from the court" used during 2009 and 2010' surveys. The ten first questions are the same as used during 2008,2009 and 2010. The Questionnaires was printed in two colors (white and pink), pink for the court employees (court administration, judges, etc) and white for all other court users.

Progressive' team of young law students, already experienced interviewers, conducted the pilot testing and the official administration. They are TLAS volunteers from law Faculties and TLAS students from the internship program. Their training was provided by the Statistical Consultant and TLAS experts with the necessary instructions for the distribution and return of questionnaires. For the court employees, the following approach was considered the most suitable for each court: the period 10 January 2010 up 28

January 2010 is used from TLAS as the preparatory phase to install the communications and contacts with 12 Head of Courts mentioned above. All the survey day is fixed with the head of Courts in order that the TLAS working groups with the questionnaires have to be appeared in each Courthouse since in the morning between 8.00 and 9.00 o'clock and monitor until 14.00 hours, foreseen as the most available time to meet respondents. For those questions that seem to be not answerable by the court employees, special row with answer "not applicable" is foreseen, and the interviewers are trained to explain to the users each of Q 11.

3.2 The questions' intention

The 11 questions, are designed as statements, providing agreement or disagreement with 11 simple statements on accessibility, convenience, treatment, courtesy, transparency and efficiency of the court.

The questions give performance measures set for the "Court Trial Performance and Measuring System". The questions are based in the indicator's requirements set out by USAID and ROLP for some court's needs and self-assessment. The Q-11 questions, aim to help the courts to set up further goals and controls and help ROLP and USAID, to assess the efficiency of the technical assistance provided to the courts especially during the period of three surveys, especially to assist in the areas that showed lower satisfaction by the court users.

There are 5 types of statements, namely: Strongly agree, Agree, No opinion, Disagree and Strongly Disagree and there is a "Not Applicable" statement. The statements "Strongly agree" and "Agree" could be merged in the process of analyzing and reporting.

The second page of the sample instrument is demographic one, i.e. general data of the respondent is anticipated to be secured. The gender, education, role and how often they are visiting the court are in the center of attention. The two questions are related to the court users' experience and their perception on the competency of the public prosecutor and the attorney at law and one of them is added to measure the level of corruption in the Court cases.

3.3 The sample and response rate

The sample is based in some important trends/data regarding when citizens/users frequent the court in the bases of time and days and when most of the trials are scheduled. All regular court users, namely litigants, attorneys, witnesses, citizens seeking info or documents as well as all the court employees together

with judges are subject of the survey. It means all the people who are physically in the courthouse that particular day are potential respondents. This is a new approach considering that the employee and customer experience are not separate entities and should be assessed and managed together. On the other side the court users and court employees' measures are viewed as permanent necessary collaborators, as a result the problems and the solutions could also be more easily identified, improved and accepted.

The plan was that all the court users who are entering into the courthouse on that particular day should be covered with the survey. The Q – 11 was a “snapshot” survey based mainly on the TLAS' attorneys' personal long experience with the court users. So the questionnaires are perceived to be filled when the users are exiting the courthouse, to take their own fresh/recent perception for the various aspects of the court functioning and services, avoiding as much as possible any other indication. Based on this experience are calculated all the numbers of respondents for each of 12 court's users which are planned to be covered as the calendar is set up.

3.4 How the survey was administrated

Tirana Legal Aid Society, TLAS' working group executed the survey in all pilot courts by 31 of May 2009, according to the Agreement with the ROLP. It means that the group was responsible to contact, communicate, distribute and collect the questionnaires, entry the data, prepare the database, analyze the data and display. The TLAS identified the two internal experts and one Statistician/expert to secure the successful administration of the survey. The ROLP/USAID project coordinator, was involved in all phases until the end of the task. TLAS used to visit the court and set out the plan of fieldwork according to the court facilities and agreement with the Chief Judge always a day before.

The TLAS' interviewers were divided in four groups; each member had a role for example as: The Greeters, the team members who are stationed around the entry/exit of the court, on all the floors where the courtrooms are, in the lobby and where the court administration receive any kind of motions i.e. in all the places where the frequency of people is highest. They directed the court users to the tables/desks where they can complete the survey.

The Helpers, the team members who assisted to the court users in filling the survey. Those respondents that are not in a position to read needed to have the survey read for them. Some other needed help in physically filling out the questionnaire.

The Checkers, one team member only, which collects the completed survey, checks the completeness and delivers the filled questionnaire to the data entry person. This person reviewed on a constant basis the frequency in each part of the courthouse and relocated the team members if necessary.

Data Entry Person, one team member who registered each questionnaire data in the Software, directed by the statistical expert.

4. ACTIVITIES PERFORMED AND TASKS REALIZED

For output 1: Develop the training with working group's participants

- The mobilization of the TLAS experts, the TLAS team leaders and students is communicated on 10 Januaryl 2010 and also the identification of the stakeholders and the establishment of the institutional contacts with all courts . The Sample identification and the design of the 11 questions (11Q), is approved by the Donor and the working groups. One day training is organized with TLAS working groups, including experts, team leaders, project coordinator, and students focused in the quality of the interviews how to interview the respondents in order to become familiar with the questionnaires as well as with some particularities of this survey.

The preparatory phase described above was assessed as a successful tool to start the survey in the selected courts soon after the working groups were well- trained on how to interview the users and to fulfill the questionnaires.

For output 2: Insuring the qualitative at least 1047 fulfilled questionnaire according to the sample in the selected courts.

For output 2: Insuring the qualitative at least 1047 fulfilled questionnaire according to the sample in the selected courts.

TLAS set up the timetable for each court with the number of users planned to be interviewed as below:

Target Courts	No	1.02.10	03.02	04.02	08.02	09.02	10.02	15.02	17.02	18.02	22.02	23.02	24.02
		Feb 10	Feb	Feb	Feb	Feb	Feb	Feb	Feb	Feb	Feb	Feb	Feb
Elbasan	108												
Pogradec & Korca	35+132												
Vlore appellate court & Vlora district court	38+107												
Gjirokaster Appellate Court & Saranda District court	62+40												
Kruja	46												
Shkoder	144												
Durres	156												
Mat	30												
Tirana Appellate & High Crimes	222+58												
Total planned	1178												

In fact the interviewers fulfilled a total number of the regular respondents of 1178 divided as below:

- | | |
|----------------------------------|-----------------|
| 1. In Durres are interviewed | 156 respondents |
| 2. In Vlora District Court | 107 respondents |
| 3. In Vlora Appellate Court | 38 respondents |
| 4. In Kruja District Court | 46 respondents |
| 5. In Tirana High Crimes Court | 58 respondents |
| 6. In Tirana Appellate Court | 222 respondents |
| 7. In Gjirokastra District Court | 62 respondents |
| 8. In Saranda District Court | 40 respondents |
| 9. In Pogradec District Court | 35 respondents |
| 10. In Korca District Court | 132 respondents |
| 11. In Elbasan District Court | 108 respondents |
| 12. In Shkodra District Court | 144 respondents |
| 13. In Mat District Court | 30 respondents |

Total: 1178 interviewed respondents
divided as below:

Summary table:	All users	Citizens	Lawyers	Judges	Prosecutors	Court Employees
Durres Court	156	97	40	10	3	6
Elbasan Court	108	78	6	10	2	12
Gjirokastra Appeal Court	62	46	4	4	2	6
Vlora First Instance Court	107	61	16	12	2	16
Pogradec Court	35	26	1	5	1	2
Saranda Court	40	23	6	8	1	2
Shkodra Court	144	118	5	12	2	7
Tirana Appeal Court	222	49	150	6	1	16
Tirana High Crimes Court	58	25	20	4	5	4
Mat Court	30	16	4	4	1	5
Total 10 Courts	962	539	252	75	20	76
Kruja Court	46	34	7	1	1	3
Korca Court	132	101	9	10	2	10
Vlora Appeal Court	38	27	4	4	1	2
Total 3 Courts	216	162	20	15	4	15
Total 13 Courts	1178	701	272	90	24	91

5. RESULTS OF THE SURVEY¹

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

Indicators: 11 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.
 11. I had to pay a bribe in order to take a service from the court
- 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 9 Pilot Courts

First

Q-10 survey conducted during 2008 in the 9 Albanian pilot Courts shows a baseline of 53 % overall public user satisfaction.

Q-11 survey conducted during 2009 in the Albanian pilot courts shows a baseline of 66,06 % overall public user satisfaction.

Q-11 survey conducted during 2010 in the Albanian pilot courts shows a baseline of 9.67% overall public user satisfaction.

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/a

This table shows the level of satisfaction of all courts users in all the 10 pilot courts

Table 1/a. Court users' satisfaction in 10 pilot courts									
Q-1 Finding where I need to go in the courthouse was easy and convenient		Q-2 It was easy getting the information I needed when I came to the courthouse		Q-3 Court personnel treated me with courtesy and respect		Q-4 I understand the instructions of the court and what I need to do next		Q-5 During the hearing the judge listened to me, and was courteous and respectful	
Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied
76.61%	8.52%	68.50%	12.99%	70.79%	11.23%	71.83%	8.21%	58.11%	13.20%

Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.		Q-7 The trial records are clear, accurate and reliable		Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.		Q-9 I was treated fairly and impartially		Q-10 Overall, I think the court performed effectively.		Q-11 I had to pay a bribe in order to take a service from the court	
Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied
45.11%	29.73%	56.86%	15.28%	47.82%	22.14%	57.48%	17.57%	58.84%	19.65%	9.67%	71.31%

Table 1/b

This table shows the level of satisfaction of “citizens” category in all the 10 pilot courts

Table 1/b. Citizens satisfaction in 10 pilot courts									
Q-1 Finding where I need to go in the courthouse was easy and convenient		Q-2 It was easy getting the information I needed when I came to the courthouse		Q-3 Court personnel treated me with courtesy and respect		Q-4 I understand the instructions of the court and what I need to do next		Q-5 During the hearing the judge listened to me, and was courteous and respectful	
Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied
83.49%	12.24%	72.73%	17.25%	73.84%	16.14%	75.32%	12.62%	59.18%	16.88%

Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.		Q-7 The trial records are clear, accurate and reliable		Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.		Q-9 I was treated fairly and impartially		Q-10 Overall, I think the court performed effectively.		Q-11 I had to pay a bribe in order to take a service from the court	
Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied
48.98%	34.14%	56.59%	18.37%	48.98%	21.89%	60.85%	23.01%	60.30%	25.05%	12.06%	76.99%

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 10 pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially.	Q-10 Overall, I think the court performed effectively	Q-11 I had to pay a bribe in order to take a service from the court
Nr of respondents in DR for each question	114	94	87	93	76	56	70	55	74	67	23
Durres Court Satisfaction	73.08%	60.26%	55.77%	59.62%	48.72%	35.90%	44.87%	35.26%	47.44%	42.95%	14.74%
Nr of respondents in EL for each question	73	57	56	64	43	38	48	40	45	50	13
Elbasan Court Satisfaction	67.59%	52.78%	51.85%	59.26%	39.81%	35.19%	44.44%	37.04%	41.67%	46.30%	12.04%
Nr of respondents in GJ APP for each question	50	49	47	42	43	41	39	44	37	44	7
Gjrokastra Appeal Court Satisfaction	80.65%	79.03%	75.81%	67.74%	69.35%	66.13%	62.90%	70.97%	59.68%	70.97%	11.29%
Nr of respondents in VL for each question	75	62	67	69	54	40	50	45	55	55	16
Vlora Court Satisfaction	70.09%	57.94%	62.62%	64.49%	50.47%	37.38%	46.73%	42.06%	51.40%	51.40%	14.95%
Nr of respondents in PG for each question	28	26	28	26	23	22	22	22	25	25	2
Pogradec Court Satisfaction	80.00%	74.29%	80.00%	74.29%	65.71%	62.86%	62.86%	62.86%	71.43%	71.43%	5.71%
Nr of respondents in SR for each question	37	38	37	35	26	25	28	30	28	31	2
Saranda Court Satisfaction	92.50%	95.00%	92.50%	87.50%	65.00%	62.50%	70.00%	75.00%	70.00%	77.50%	5.00%
Nr of respondents in SH for each question	116	104	115	116	99	71	92	73	99	100	12
Shkodra Court Satisfaction	80.56%	72.22%	79.86%	80.56%	68.75%	49.31%	63.89%	50.69%	68.75%	69.44%	8.33%
Nr of respondents TR APP for each question	173	165	178	182	149	98	158	118	138	143	15
Tirana Appeal Court Satisfaction	77.93%	74.32%	80.18%	81.98%	67.12%	44.14%	71.17%	53.15%	62.16%	64.41%	6.76%
Nr of respondents TR High Crimes for each question	49	41	45	42	32	24	27	22	34	30	2
Tirana High Crimes Court Satisfaction	84.48%	70.69%	77.59%	72.41%	55.17%	41.38%	46.55%	37.93%	58.62%	51.72%	3.45%
Nr of respondents Mat for each question	22	23	21	22	14	19	13	11	18	21	1
Mat Court Satisfaction	73.33%	76.67%	70.00%	73.33%	46.67%	63.33%	43.33%	36.67%	60.00%	70.00%	3.33%
Total nr of respondents for each question in 10 courts	737	659	681	691	559	434	547	460	553	566	93
Total level of satisfaction in 10 courts	76.61%	68.50%	70.79%	71.83%	58.11%	45.11%	56.86%	47.82%	57.48%	58.84%	9.67%

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 each 3 non pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially.	Q-10 Overall, I think the court performed effectively	Q-11 I had to pay a bribe in order to take a service from the court
Nr of respondents in KR for each question	39	33	36	34	22	26	23	24	29	27	6
Kruja Court Satisfaction	84.78%	71.74%	78.26%	73.91%	47.83%	56.52%	50.00%	52.17%	63.04%	58.70%	13.04%
Nr of respondents in KO for each question	108	101	102	93	83	84	81	66	78	92	7
Korca Court Satisfaction	81.82%	76.52%	77.27%	70.45%	62.88%	63.64%	61.36%	50.00%	59.09%	69.70%	5.30%
Nr of respondents in VL APP for each question	28	23	27	23	22	16	19	15	21	19	0
Vlora Appeal Court Satisfaction	73.68%	60.53%	71.05%	60.53%	57.89%	42.11%	50.00%	39.47%	55.26%	50.00%	0.00%
Total nr of respondents for each question in 3 courts	175	157	165	150	127	126	123	105	128	138	13
Total level of satisfaction in 3 courts	81.02%	72.69%	76.39%	69.44%	58.80%	58.33%	56.94%	48.61%	59.26%	63.89%	6.02%

Table no. 4:

Level of satisfaction of “citizens” category of court users in 13 Courts

Level of satisfaction of citizens for each 13 pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially.	Q-10 Overall, I think the court performed effectively	Q-11 I had to pay a bribe in order to take a service from the court
Durres Court Satisfaction	52.55%	40.88%	40.15%	42.34%	32.85%	24.82%	31.39%	25.55%	32.12%	28.47%	13.87%
Elbasan Court Satisfaction	78.57%	61.90%	57.14%	67.86%	44.05%	40.48%	50.00%	42.86%	48.81%	50.00%	14.29%
Gjirokastra Appeal Court Satisfaction	78.00%	74.00%	68.00%	66.00%	66.00%	64.00%	58.00%	64.00%	56.00%	66.00%	10.00%
Vlora Court Satisfaction	58.44%	46.75%	48.05%	49.35%	33.77%	28.57%	31.17%	29.87%	37.66%	35.06%	15.58%
Pogradec Court Satisfaction	88.89%	81.48%	88.89%	81.48%	74.07%	66.67%	66.67%	62.96%	77.78%	74.07%	3.70%
Saranda Court Satisfaction	75.86%	75.86%	72.41%	72.41%	55.17%	55.17%	55.17%	55.17%	51.72%	62.07%	3.45%
Shkodra Court Satisfaction	84.55%	76.42%	85.37%	86.18%	72.36%	52.85%	65.85%	50.41%	73.17%	71.54%	8.13%
Tirana Appeal Court Satisfaction	21.11%	20.10%	20.60%	19.60%	17.09%	10.55%	17.09%	14.57%	16.08%	16.08%	1.01%
Tirana High Crimes Court Satisfaction	46.67%	37.78%	40.00%	37.78%	24.44%	20.00%	22.22%	17.78%	31.11%	26.67%	4.44%
Mat Court Satisfaction	75.00%	80.00%	75.00%	75.00%	40.00%	65.00%	40.00%	30.00%	70.00%	70.00%	5.00%
Total level of satisfaction in 10 courts	46.34%	40.37%	40.99%	41.81%	32.85%	27.19%	31.41%	27.19%	33.78%	33.47%	6.69%
Kruja Court Satisfaction	68.29%	56.10%	60.98%	58.54%	36.59%	43.90%	34.15%	43.90%	56.10%	43.90%	14.63%
Korca Court Satisfaction	79.09%	72.73%	73.64%	65.45%	59.09%	59.09%	53.64%	42.73%	57.27%	61.82%	6.36%
Vlora Appeal Court Satisfaction	70.97%	61.29%	67.74%	58.06%	54.84%	41.94%	51.61%	41.94%	54.84%	51.61%	0.00%
Total level of satisfaction in 13 courts	60.33%	52.83%	53.96%	53.44%	42.75%	37.00%	40.49%	35.15%	44.30%	43.88%	8.02%

Table no. 5:

Level of satisfaction of “judges” category of court users in 13 Courts

Level of satisfaction of “judges” for each 13 pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable.	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially.	Q-10 Overall, I think the court performed effectively.	Q-11 I had to pay a bribe in order to take a service from the court.
Nr of respondents in DR for each question	2	2	2	2	2	2	2	2	2	2	1
Durres Court Satisfaction	10.53%	10.53%	10.53%	10.53%	10.53%	10.53%	10.53%	10.53%	10.53%	10.53%	5.26%
Nr of respondents in EL for each question	0	0	0	1	1	0	0	0	0	5	0
Elbasan Court Satisfaction	0.00%	0.00%	0.00%	4.17%	4.17%	0.00%	0.00%	0.00%	0.00%	20.83%	0.00%
Nr of respondents in GJ APP for each question	3	3	3	3	2	2	3	3	2	3	1
Gjrokastra Appeal Court Satisfaction	25.00%	25.00%	25.00%	25.00%	16.67%	16.67%	25.00%	25.00%	16.67%	25.00%	8.33%
Nr of respondents in VL for each question	4	4	3	3	3	3	3	3	3	4	0
Vlora Court Satisfaction	13.33%	13.33%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	13.33%	0.00%
Nr of respondents in PG for each question	2	2	2	2	1	2	2	3	2	3	1
Pogradec Court Satisfaction	25.00%	25.00%	25.00%	25.00%	12.50%	25.00%	25.00%	37.50%	25.00%	37.50%	12.50%
Nr of respondents in SR for each question	6	7	7	6	5	6	6	6	7	6	0
Saranda Court Satisfaction	54.55%	63.64%	63.64%	54.55%	45.45%	54.55%	54.55%	54.55%	63.64%	54.55%	0.00%
Nr of respondents in SH for each question	1	1	1	2	1	0	2	2	1	1	0
Shkodra Court Satisfaction	4.76%	4.76%	4.76%	9.52%	4.76%	0.00%	9.52%	9.52%	4.76%	4.76%	0.00%
Nr of respondents TR APP for each question	0	0	2	4	6	6	6	6	5	6	0
Tirana Appeal Court Satisfaction	0.00%	0.00%	8.70%	17.39%	26.09%	26.09%	26.09%	26.09%	21.74%	26.09%	0.00%
Nr of respondents TR High Crimes for each question	1	1	1	1	1	1	1	1	1	1	0
Tirana High Crimes Court Satisfaction	7.69%	7.69%	7.69%	7.69%	7.69%	7.69%	7.69%	7.69%	7.69%	7.69%	0.00%
Nr of respondents Mat for each question	1	1	1	1	1	1	1	1	1	1	0
Mat Court Satisfaction	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	0.00%
Nr of respondents in KR for each question	1	1	1	1	1	1	1	1	0	1	0
Kruja Court Satisfaction	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	0.00%	20.00%	0.00%
Nr of respondents in KO for each question	3	4	3	4	2	3	4	5	3	5	0
Korca Court Satisfaction	13.64%	18.18%	13.64%	18.18%	9.09%	13.64%	18.18%	22.73%	13.64%	22.73%	0.00%
Nr of respondents in VL APP for each question	0	0	0	0	0	0	0	0	0	0	0
Vlora Appeal Court Satisfaction	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total nr of respondents for each question in 13 courts	24	26	26	30	26	27	31	33	27	38	3
Total level of satisfaction in 13 courts	11.71%	12.68%	12.68%	14.63%	12.68%	13.17%	15.12%	16.10%	13.17%	18.54%	1.46%

Table no. 6:

Level of satisfaction of “court employees” category of court users in 13 Courts

Level of satisfaction of “court employees” for each 13 pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable.	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially.	Q-10 Overall, I think the court performed effectively.	Q-11 I had to pay a bribe in order to take a service from the court.
Nr of respondents in DR for each question	4	3	3	3	2	2	2	2	2	4	0
Durres Court Satisfaction	21.05%	15.79%	15.79%	15.79%	10.53%	10.53%	10.53%	10.53%	10.53%	21.05%	0.00%
Nr of respondents in EL for each question	2	1	4	1	3	2	4	3	2	2	0
Elbasan Court Satisfaction	8.33%	4.17%	16.67%	4.17%	12.50%	8.33%	16.67%	12.50%	8.33%	8.33%	0.00%
Nr of respondents in GJ APP for each question	4	4	5	3	4	4	4	5	4	5	1
Gjirokastra Appeal Court Satisfaction	33.33%	33.33%	41.67%	25.00%	33.33%	33.33%	33.33%	41.67%	33.33%	41.67%	8.33%
Nr of respondents in VL for each question	12	12	14	13	12	12	12	11	12	11	3
Viola Court Satisfaction	40.00%	40.00%	46.67%	43.33%	40.00%	40.00%	40.00%	36.67%	40.00%	36.67%	10.00%
Nr of respondents in PG for each question	1	1	1	1	0	1	1	1	1	1	0
Pogradec Court Satisfaction	12.50%	12.50%	12.50%	12.50%	0.00%	12.50%	12.50%	12.50%	12.50%	12.50%	0.00%
Nr of respondents in SR for each question	2	2	2	2	1	0	2	2	2	2	0
Saranda Court Satisfaction	18.18%	18.18%	18.18%	18.18%	9.09%	0.00%	18.18%	18.18%	18.18%	18.18%	0.00%
Nr of respondents in SH for each question	5	5	5	4	5	5	5	5	5	7	0
Shkodra Court Satisfaction	23.81%	23.81%	23.81%	19.05%	23.81%	23.81%	23.81%	23.81%	23.81%	33.33%	0.00%
Nr of respondents TR APP for each question	5	4	6	7	7	7	11	9	10	14	0
Tirana Appeal Court Satisfaction	21.74%	17.39%	26.09%	30.43%	30.43%	30.43%	47.83%	39.13%	43.48%	60.87%	0.00%
Nr of respondents TR High Crimes for each question	3	2	3	2	3	3	3	3	3	3	0
Tirana High Crimes Court Satisfaction	23.08%	15.38%	23.08%	15.38%	23.08%	23.08%	23.08%	23.08%	23.08%	23.08%	0.00%
Nr of respondents Mat for each question	1	1	1	1	1	1	1	1	1	1	0
Mat Court Satisfaction	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	0.00%
Nr of respondents in KR for each question	3	3	3	3	0	1	2	1	1	2	0
Kruja Court Satisfaction	60.00%	60.00%	60.00%	60.00%	0.00%	20.00%	40.00%	20.00%	20.00%	40.00%	0.00%
Nr of respondents in KO for each question	7	6	7	7	6	8	8	6	6	8	0
Korca Court Satisfaction	31.82%	27.27%	31.82%	31.82%	27.27%	36.36%	36.36%	27.27%	27.27%	36.36%	0.00%
Nr of respondents in VL APP for each question	1	1	1	1	1	1	1	1	1	1	0
Viola Appeal Court Satisfaction	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	0.00%
Total nr of respondents for each question in 13 courts	50	45	55	48	45	47	56	50	50	61	4
Total level of satisfaction in 13 courts	24.39%	21.95%	26.83%	23.41%	21.95%	22.93%	27.32%	24.39%	24.39%	29.76%	1.95%

Table no. 7:

Level of satisfaction of “Prosecutors” category of court users in 13 Courts

Level of satisfaction of “prosecutors” for each 13 pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable.	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially.	Q-10 Overall, I think the court performed effectively.	Q-11 I had to pay a bribe in order to take a service from the court
Nr of respondents in DR for each question	3	3	3	3	3	3	3	3	3	3	0
Durres Court Satisfaction	15.79%	15.79%	15.79%	15.79%	15.79%	15.79%	15.79%	15.79%	15.79%	15.79%	0.00%
Nr of respondents in EL for each question	0	0	0	0	0	0	0	0	0	0	0
Elbasan Court Satisfaction	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Nr of respondents in GJ APP for each question	1	1	1	0	1	1	1	1	1	1	0
Gjrokastra Appeal Court Satisfaction	8.33%	8.33%	8.33%	0.00%	8.33%	8.33%	8.33%	8.33%	8.33%	8.33%	0.00%
Nr of respondents in VL for each question	1	2	2	1	2	0	1	1	2	1	0
Viola Court Satisfaction	3.33%	6.67%	6.67%	3.33%	6.67%	0.00%	3.33%	3.33%	6.67%	3.33%	0.00%
Nr of respondents in PG for each question	0	0	0	0	1	1	1	1	1	1	0
Pogradec Court Satisfaction	0.00%	0.00%	0.00%	0.00%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	0.00%
Nr of respondents in SR for each question	1	1	1	1	1	1	1	1	1	1	0
Saranda Court Satisfaction	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	0.00%
Nr of respondents in SH for each question	1	1	1	0	1	0	0	1	1	1	0
Shkodra Court Satisfaction	4.76%	4.76%	4.76%	0.00%	4.76%	0.00%	0.00%	4.76%	4.76%	4.76%	0.00%
Nr of respondents TR APP for each question	1	1	1	1	1	1	1	1	1	1	0
Tirana Appeal Court Satisfaction	4.35%	4.35%	4.35%	4.35%	4.35%	4.35%	4.35%	4.35%	4.35%	4.35%	0.00%
Nr of respondents TR High Crimes for each question	5	5	5	5	5	5	4	5	5	5	0
Tirana High Crimes Court Satisfaction	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	30.77%	38.46%	38.46%	38.46%	0.00%
Nr of respondents Mat for each question	1	1	1	1	1	1	1	1	1	1	0
Mat Court Satisfaction	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	0.00%
Nr of respondents in KR for each question	0	0	0	0	0	0	0	0	0	0	0
Kruja Court Satisfaction	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Nr of respondents in KO for each question	2	2	2	2	2	2	2	2	2	2	0
Korca Court Satisfaction	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	0.00%
Nr of respondents in VL APP for each question	1	1	1	1	1	1	1	0	1	1	0
Viola Appeal Court Satisfaction	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	0.00%	14.29%	14.29%	0.00%
Total nr of respondents for each question in 13 courts	17	18	18	15	19	16	16	17	19	18	0
Total level of satisfaction in 13 courts	8.29%	8.78%	8.78%	7.32%	9.27%	7.80%	7.80%	8.29%	9.27%	8.78%	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" for each 13 pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially.	Q-10 Overall, I think the court performed effectively	Q-11 I had to pay a bribe in order to take a service from the court
Nr of respondents in DR for each question	33	30	24	27	24	15	20	13	23	19	3
Durres Court Satisfaction	24.09%	21.90%	17.52%	19.71%	17.52%	10.95%	14.60%	9.49%	16.79%	13.87%	2.19%
Nr of respondents in EL for each question	5	4	4	5	2	2	2	1	2	1	1
Elbasan Court Satisfaction	5.95%	4.76%	4.76%	5.95%	2.38%	2.38%	2.38%	1.19%	2.38%	1.19%	1.19%
Nr of respondents in GJ APP for each question	3	4	4	3	3	2	2	3	2	2	0
Gjrokastra Appeal Court Satisfaction	6.00%	8.00%	8.00%	6.00%	6.00%	4.00%	4.00%	6.00%	4.00%	4.00%	0.00%
Nr of respondents in VL for each question	13	8	11	14	11	3	10	7	9	12	1
Viçoria Court Satisfaction	16.88%	10.39%	14.29%	18.18%	14.29%	3.90%	12.99%	9.09%	11.69%	15.58%	1.30%
Nr of respondents in PG for each question	1	1	1	1	1	0	0	0	0	0	0
Pogradec Court Satisfaction	3.70%	3.70%	3.70%	3.70%	3.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Nr of respondents in SR for each question	6	6	6	5	3	2	3	5	3	4	1
Saranda Court Satisfaction	20.69%	20.69%	20.69%	17.24%	10.34%	6.90%	10.34%	17.24%	10.34%	13.79%	3.45%
Nr of respondents in SH for each question	5	3	3	4	3	1	4	3	2	3	2
Shkoder Court Satisfaction	4.07%	2.44%	2.44%	3.25%	2.44%	0.81%	3.25%	2.44%	1.63%	2.44%	1.63%
Nr of respondents TR APP for each question	125	120	128	131	101	63	106	73	90	90	13
Tirana Appeal Court Satisfaction	62.81%	60.30%	64.32%	65.83%	50.75%	31.66%	53.27%	36.68%	45.23%	45.23%	6.53%
Nr of respondents TR High Crimes for each question	19	16	18	17	12	6	9	5	11	9	0
Tirana High Crimes Court Satisfaction	42.22%	35.56%	40.00%	37.78%	26.67%	13.33%	20.00%	11.11%	24.44%	20.00%	0.00%
Nr of respondents Mat for each question	4	4	3	4	3	3	2	2	1	4	0
Mat Court Satisfaction	20.00%	20.00%	15.00%	20.00%	15.00%	15.00%	10.00%	10.00%	5.00%	20.00%	0.00%
Nr of respondents in KR for each question	7	6	7	6	6	6	6	4	5	6	0
Kruja Court Satisfaction	17.07%	14.63%	17.07%	14.63%	14.63%	14.63%	14.63%	9.76%	12.20%	14.63%	0.00%
Nr of respondents in KO for each question	9	9	9	8	8	6	8	6	4	9	0
Korça Court Satisfaction	8.18%	8.18%	8.18%	7.27%	7.27%	5.45%	7.27%	5.45%	3.64%	8.18%	0.00%
Nr of respondents in VL APP for each question	4	2	4	3	3	1	1	1	2	1	0
Viçoria Appeal Court Satisfaction	12.90%	6.45%	12.90%	9.68%	9.68%	3.23%	3.23%	3.23%	6.45%	3.23%	0.00%
Total nr of respondents for each question in 13 courts	234	213	222	228	180	110	173	123	154	160	21
Total level of satisfaction in 13 courts	24.05%	21.89%	22.82%	23.43%	18.50%	11.31%	17.78%	12.64%	15.83%	16.44%	2.16%