

TIRANA LEGAL AID SOCIETY ANNUAL REPORT 2009

This Annual Report describes the activity of Tirana Legal Aid Society during 2009 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 2009. This report has been prepared in accordance with the provisions of the Financial Administration and Yearly Audit Report.

Dear TLAS beneficiaries, donors and partners,

I am pleased to present in this edition a very important document, the TLAS Annual Report 2009.

As in previous years, TLAS activities are based on the strategic priorities designed, provided to fulfil the legal needs of people of low incomes in Tirana and other cities

During 2009, the provision of the services by TLAS continued to be focused in the legal information and advising as well as in the court and administrative bodies representations; TLAS continued to dedicate special attention to the community legal awareness activities, through “street law” activities, mobile services, workshops and trainings as well as through the cooperation with our partners in the justice system, state administration and NPO’s; Third, TLAS incessantly continued to undertake law improvement initiatives and lobbying and advocacy campaigns.

Apart from the direct services, the year 2009 is perceived as the year of the training of the civil status offices employee thorough the country, for the issues derived from the implementation and the informatiation of the amendments of the Law “On Civil Status”. Furthermore, during 2009, TLAS experts showed a special attention to the Study Report in the Legislation on “Social Assistance and Services” and the conclusions and recommendation for the improvement of this legislation.

Through the the Annual Report 2009, we hope to give to the interested readers a 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 gratitude for the clients that trust at TLAS work and also, our respectable donors and partners.

Sincerely,

*Raimonda BOZO
TLAS Executive Director*

PART I - INFORMATION ON TIRANA LEGAL AID SOCIETY (TLAS) IN 2009

The year 2009 marks the eleventh year of the activity of TLAS and is the first 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 necessities and 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 2009, 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 2009, 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.

For the first time of its operation, TLAS implemented 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, it is financially possible for TLAS to represent in court all those cases of violation of human rights of pre-detainees and have not the necessary financial or legal means to demand their rights before the state structures.

The project operated and implemented by TLAS during 2009 are as follows:

Title of the Project:	Donor	Duration
Enhancing Legal Aid Services for Minorities	Civil Rights Defenders (former Swedish Helsinki Committee for human rights)	2008 - 2009
Enhancing Legal Aid Services for Minorities	Civil Rights Defenders (former Swedish Helsinki Committee for human rights)	2008 - 2009
Empowering the vulnerable minorities in Albania	UNDP/UNV	2008 – 2009
Tirana Legal Aid Society Project	CAFOD UK	2008 - 2009
Provision of the free legal services	SOROS	2008 –2009

for the victims of the tragedy of Gërdec		
Empowering the vulnerable to access the legal services	UNICEF	2008 - 2009
Measuring the level of satisfaction for the court users	USAID/ROLP,	2009 - 2010
Increasing Access to justice for the vulnerable communities	Vodafone Albania Foundation	2009 – 2010
Improving Pre-Trial Detention in Albania	SOROS BUDAPEST	2009 - 2010

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 2009, TLAS concluded 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 assista, analysis which will precede the amendments and improvements of the legal framework. 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

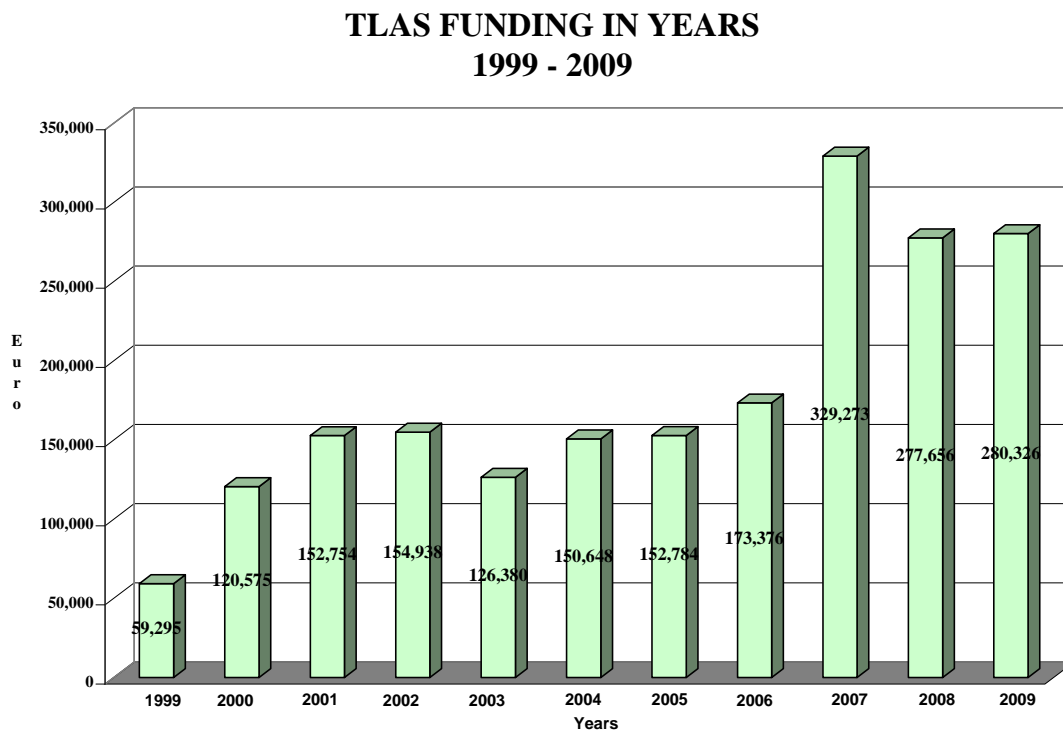
III. DONORS

The TLAS activity during 2009 is made possible thanks to the financing of:

- CAFOD UK, Catholic Fund for Overseas Development
- 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

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:



IV. TLAS ORGANIZATION DEVELOPMENT

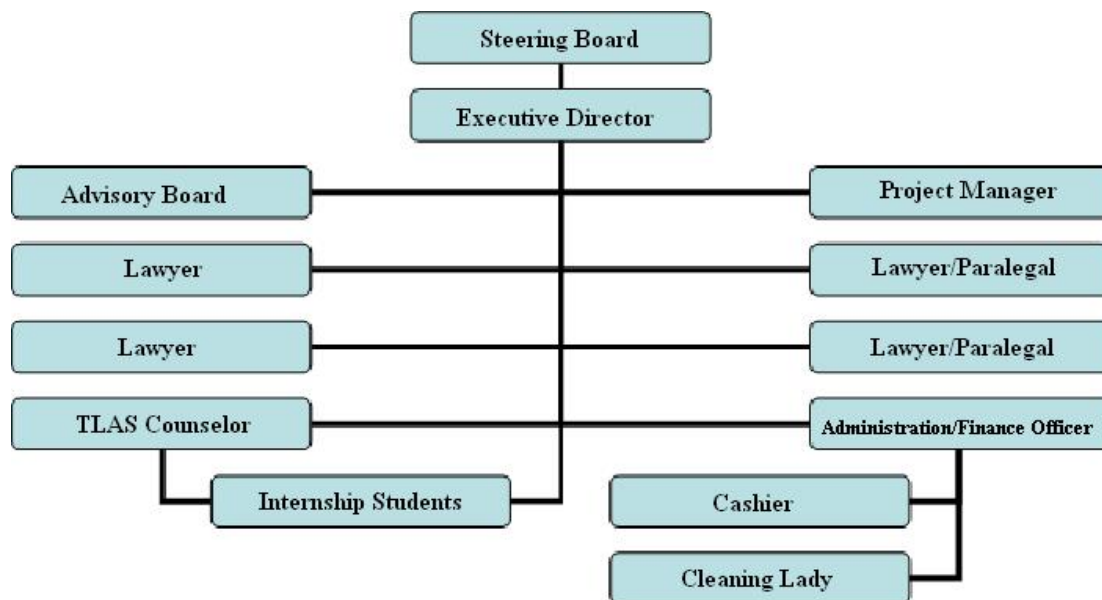
Tirana Legal Aid Society, (TLAS) started its activity in 1999 and has been one of the programs of Cafod Albania till December 18, 2006, date when TLAS was registered as an Albanian independent local not-for-profit organization, in the form of the Center.

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. Priority 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 will develop a new Strategic Plan 2011 – 2013, where it will be 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 8 full time employees and 2 part time employees. 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 Organizational Structure of TLAS is as follows:



V. TLAS DURING 2009

Based on its Operational Plan 2009 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 2009, the cumulative number of TLAS clients (served with legal, paralegal services and legal advice from hotline attorney) from its start of activity reached at 11738 (7053 paralegal cases and 4685 legal ones)

During 2009, a total of **1672** cases have been filed (1242 paralegal and 430 legal cases), including the 61 cases transferred from 2008.¹

In addition during 2009 benefited from the legal advising service through the lawline approximately **502** 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 2009 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 723. 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 2009 were served by clinics service 433 cases.

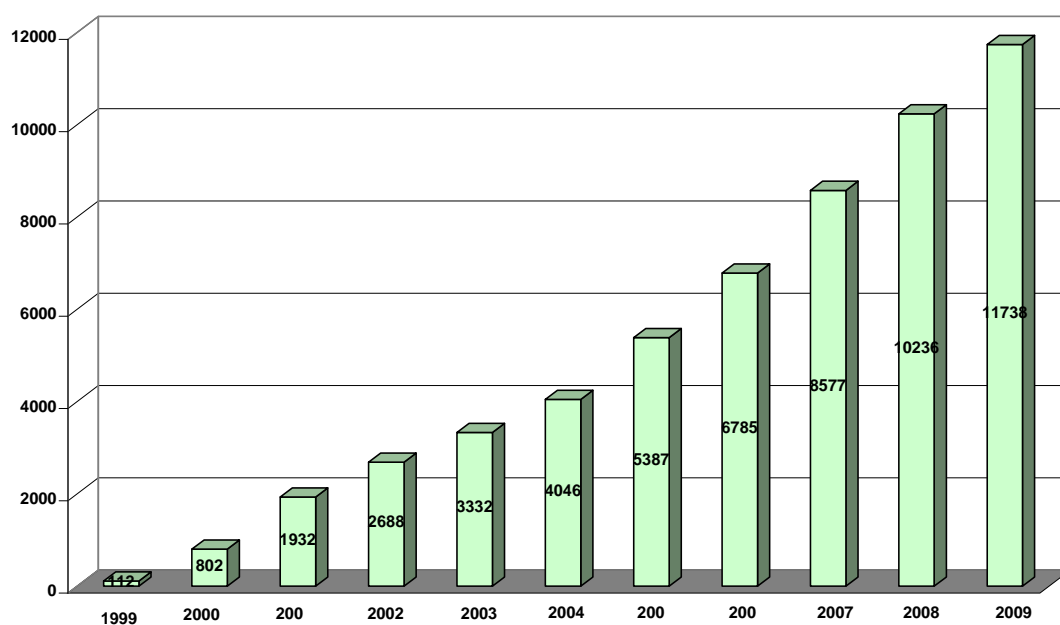
Also, during 2009, priority was the increase of the service quality and the development of information activities for the publication of TLAS at the clients potential groups.

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

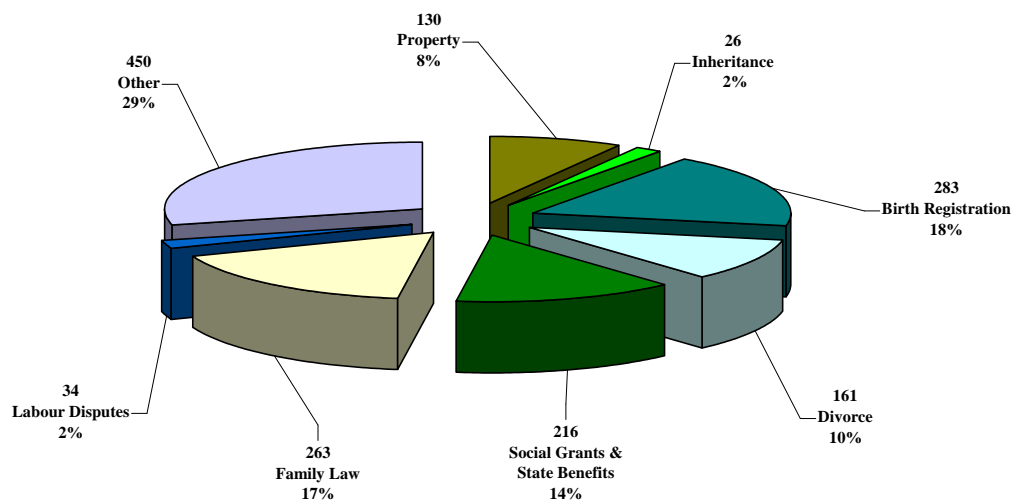
Statistics

The statistics show the data for the cases TLAS has provided legal and paralegal free service. The target groups have benefited from TLAS services as follows:

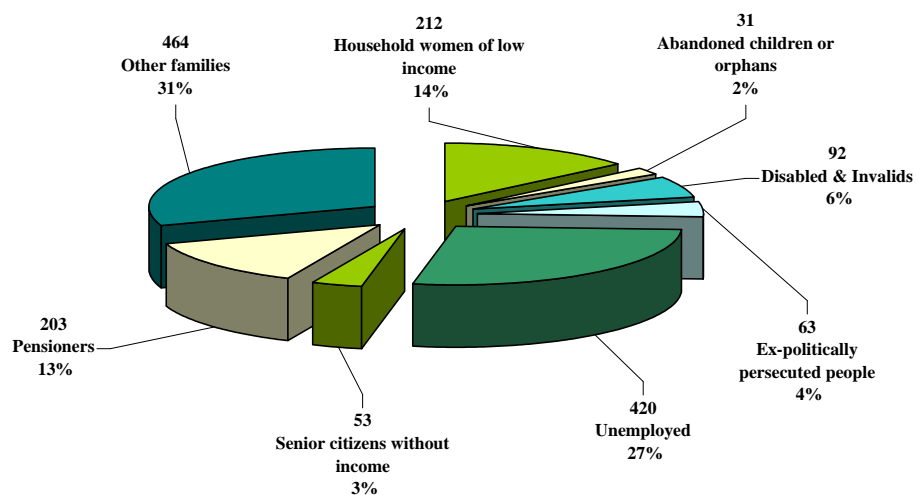
**TOTAL NUMBER OF CASES DURING THE YEARS
January 1999 - December 31, 2009**



TLAS NUMBER OF CASES BY TYPE January 2009 - December 2009



TLAS NUMBER OF CASES BY TARGET GROUP January 2009 - December 2009



Beneficiaries

During January – December 2009, TLAS listed as *direct beneficiaries* the following types of beneficiaries:

- 1672 direct beneficiaries, including 61 clients for the cases transferred from 2008.
- 503 beneficiaries from the lawline

- 5600 direct beneficiaries from the street law activities in the community
- 600 direct beneficiaries from the training workshop with the members of the community association, employees of the civil status offices
- TLAS counts at least 15.000 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 2009, 82% of cases tried by the judiciary have been successful and 95% of the cases addressed in administrative way have been successful.

Regarding the type of the cases, during 2009, more than 18 % belongs to registration of births; 14 % to the welfare state benefit system, 28 % family and Civil Status cases, around 31 % labor law cases, pension, insurance, administrative, etc; 9% property cases etc.

Regarding the target groups, 27.7 % are families in need; 25.3 % are unemployed; 14% household women of low income; 13% pensioner; 20 % 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 2009:

- The approval of the Strategic Plan 2007-2010, of the Fundraising Financial Strategy 2007-2010, of the Operational Plan 2008, of the Internal Regulation of TLAS, and of other policies for the organizational development have positively affected the service quality and the work in general.
- 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 Genral Department of Psisons, Ministry of Interior, Ministry of Work, Social Affairs and Equal Chances and the Tirana.

V.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.

Information and raising of awreness of more than 5600 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 2009, street law teams of TLAS have successfully realized 48 street law activities as visits and planned meetings in the Districts of Tirana, Fushë-Kruja, Durrësi, Fieri, Shkodra, Elbasan, Sarandw, Gjirokastër, Tepelenë, Berat, Dibër, Pukë, Malësi e Madhe, Tropojw, 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.



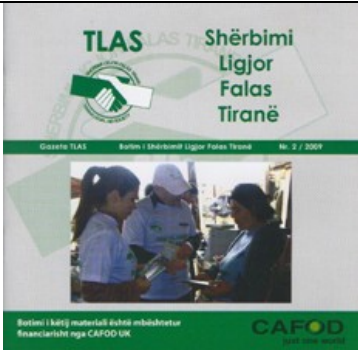
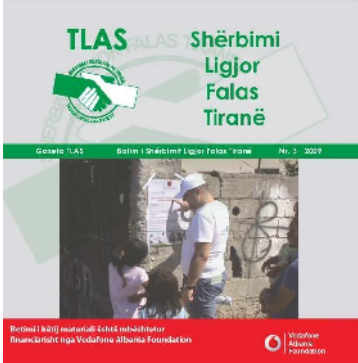
Meetings in the Community”: these are more formal and involve organising meetings to which local officials as well as potential beneficiaries are invited. In addition to providing information on legal issues, the meeting helps TLAS to assess the particular problems of the community and their needs and to get feedback on earlier Street law activities. Often the priorities of the TLAS services are based in the problems identified by the street law meetings. For example starting dealing with the

“eligibility” status of the TLAS’ clients registration issue (as residency, or divorces, deaths and births, etc) or starting lobbying efforts for changes in acts of law for inclusion in the welfare schema benefit, or improve the methodology of the TLAS service itself (as using better and efficiently the hotline service or mobile one) , all of these undertaking steps are the result of the presence and meetings in the communities. During Street law activities, the TLAS vehicle is equipped as a “mobile clinic”, with all the necessary papers and equipment (lap top, printer etc) to enable them to begin preparing the necessary documentation on the spot for dealing with the legal problems that individuals present to them.

iii. TLAS periodic newsletter and other publications:

LAS printed and published 3 numbers of its newsletter (**no. 1/2009, 2/2009 and 3/2009**), financed by Civil Rights Defenders, CRD, CAFOD UK and Vodafone Albania Foundation. 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.

	<p>Number 1, 2009 contain articles on the activity of TLAS during 2008; declaration of NPO's network on the Protection of the Rights of National Minorities; invalidity of administrative act; marriage and conditions to enter into a marriage; fair trial according to European Convention for Human Rights; real stories.</p>
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	<p>Number 2, 2009 contain articles on the monitoring report on the application of the Law "On Civil Status"; housing for the homeless; real stories.</p>
	<p>Number 3, 2009 contain articles on Vodafone Albania Foundation funds in the assistance of the people in need; TLAS in the process of the drafting of the economical assistance and social services legislation; real stories; rights of the pre-detainees and their protection in courts; divorce because of the interruption of the co-living in the family; TLAS street law activities for the raising of the awareness of the community.</p>

In 2009 were published 12000 leaflets and posters, where a considerable part are those regarding the amendments of the Law "On Civil Status; access to justice; legal services in Gërdec; Law "On Legal Aid", etc. Their distribution was made possible during the Street Law activities; workshops with the target groups, round tables, in all the offices of the civil status in Albania, local structures, health care centres,.

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 2009 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 2009 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.

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

a. Monitoring of the court system

During 2009, TLAS carried on with its activities of the monitoring of the courts in 12 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 was extended in the **District Courts of Durrës, Elbasan, Pogradec, Saranda, Shkodra, Vlora, Kruja and Korça, Court of Appeal of Tirana and Court of Appeal of Vlora and Court of High Profile Crimes in Tirana.**

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.

b. Improvement of the pre-detention system

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. Training and Information Workshops

Shërbimi Ligjor Falas Tiranë (TLAS) ka zhvilluar seminare dhe trainime të ndryshme në kuadrin e ndërgjegjësimit të organeve shtetërore për nevojat e grupeve të synuara të TLAS.

During 2009, TLAS developed and organized 12 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, as follows:



Fieri, two training workshops, in 28 and 29 January 2009;



Durrës, two training workshops, in 5 and 6 February 2009;



Tirana, three training workshops in 11, 12 and 13 February 2009;



Shkoder, one training workshop in 18 December 2009;



Lezhe, one training workshop in 23 December 2009;



Berat, one training workshop in 26 December 2009;





Pukë and Malësia e Madhe, one training workshop in 27 December 2009;



Vlorë, one training workshop in 30 December 2009;

Furthermore, TLAS has organized and developed the following workshops:

	<p>Tirana, October 2009. Workshop organized in the framework of the project “Improvement of the Pre-detention system in Albania” financed by OSFA/SOROS with the support of the Albanian Ombudsman. The topic of the workshop was “Monitoring of the violation of the fundamental human rights for the individuals held in pre-detention and submission of the cases in court”.</p>
	<p>Tirana, November 2009. Round table organized with the main stakeholders for the presentation of the recommendations and findings of the study and analysis of the legal framework on the social assistance and services and obtaining of feedback from the stakeholders.</p>

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 2010 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

Main project of TLAS during 2010 are:

Project	Donor	Duration
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Increase of access to justice for vulnerable communities	European Commission	2010 – 2011
Improving Pre-Trial Detention in Albania	SOROS BUDAPEST	2009 - 2010
Measuring the level of satisfaction for the court users	USAID/ROLP,	2009 - 2010
Increasing Access to justice for the vulnerable communities	Vodafone Albania Foundation	2009 – 2010
Empowering the vulnerable to access the legal services	UNICEF	2009 - 2010
Enhancing Legal Aid Services for Minorities	Civil Rights Defenders (former Swedish Helsinki Committee for human rights)	2010

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 planification process for the fund development;

VII. REAL STORIES

Real Story 1



One of very busy days at Tirana Legal Aid Society appeared a man around 30 years old, who could not speak, but emanated only sounds. He was physically mutilated, with immovable hands and walked with difficulty, gliding the legs. It was not easy to communicate with him and it took some time to talk to him, making question of yes and no answers, so he could answer by nodding or moving hands. A sweet smile was stamped in his face,

and his eyes reflected satisfaction and appreciation, anytime we understood what he meant to say.

By the passport, we understood that he was E.E. HE had several official documents, written in Greek language and he insisted to read and reveal their content.

1. Admission and applicants interview:

E.E was registered and admitted as a client of TLAS.

We requested the family relatives' contacts.

We promised to him that his issue would be resolved by TLAS.

All the initial expenses and other expenses would be covered by TLAS.

The documents in Greek language were translated and notarized. We learned from the documents that E.E. had suffered a very grave car accident in Greece. The document was a request from a medical clinic of the prison in Greece, addressed to the Police and Prosecution Institution of the area and for knowledge to the Ministry of Justice for the urgent transportation of the inmate E.E for specialized treatment. In the document it was specified the diagnosis and the type of medication (cure).

From the interview, it resulted that E.E had illegally, passed the border for working reasons. After the accident and the treatment that saved his live, living him mutilated, he was transferred to Albania by the Greek authorities. He lived alone in Tirana, slept in the streets and kept with him a bag with a few personal belongings. His family (mother, father, sister, brothers and the daughter) lived in Greece.

1/a. Services provided to E.E. by TLAS:

- Passport data to mediate with the General Department of the Civil Status at the Ministry of Interior.
- An inquiry in the National Register of Civil Status resulted in finding that E.E was habitant of the Municipality Unit No.x of Tirana.
- We started the procedure for the collection of the necessary documentation to address the case to the Medical Commission for the Determination of the Work Ability (KMCAP), in order for him to gain the invalidity status for the economical assistance.
- A clarification letter was addressed to the employees of the civil status office of Unit no.x, where it was demanded the supply of E.E. with the necessary certificates to continue the initiated procedures.
- It was prepared a letter for the county physician, escorted by the medical documents translated of E.E.

- Both above instances were very cooperative and eager to assist E.E.
- E.E. appeared at KMCAP, following the TLAS instructions and he was classified to benefit the disability status with a monthly economical assistance of 8.700 ALL.

E.E. was a very cooperative person, intelligent and understood all the criteria he had to satisfy; he was correct and insistent to follow all the TLAS instructions. Therefore, the successful completion of the first case was a very important achievement, because he had a financial resource to provide for his living.

1/b. The other case was E.E's housing.

He slept in the streets in occasional places. How could he be helped.?

The only legal way was the identification through the official registration in the homeless list. The registration in the list was necessary; otherwise he could not be recognized as homeless by the proper housing structures, even though the registration in the list does not mean that he could benefit, immediately a home.

It was taken the following steps:

- TLAS started the procedures to identify him as a household, i.e the separation from his family, as a household person.
- Completion of the form prepared by the Tirana Municipality;
- Certification of the form by the notary public and the submission to the Municipality Unit No.x Housing Office, where he was registered in the database and officially recognized by the Municipality as homeless.
- Meanwhile, considering the fact that such steps could not fully resolved the difficult situation for the housing of E.E., he was recommended at the Albanian Disability Association (ADRIF), that could provide to E.E. a staying place for a few months.

1/c. The other case of E.E was his unregistered daughter with the civil status office

Today, his daughter lives in Greece with E.E's parents. The girl was born out of the wedlock, when E.E. was in good health conditions. The mother of the girl left the home, abandoning the girl under the care of the father. E.E had a birth certificate of the child issued by a civil status office in Greece.

Advices

- The document was not sufficient to register the child.
- The certificate had to be certified by the Ministry of Interior and Ministry of Foreign Affairs in Greece, in order to continue with its legalization by the Albanian Consulate in Thessalonica, where the child was born.
- The child could be registered, only by her mother or by the mother's family relatives.

Steps taken:

- TLAS contacted the sister of E.E, who lived in Thessalonica, asking to her to take the necessary actions for the legalization of the child's certificate.
- After this step, TLAS will contact the mother of the child or the mother's relatives to finalize the registration with the civil status office.

The case, is still being addressed by Tirana Legal Aid Society, and we are pleased that the life of E.E has started to change and normalize.

Real Story 2



During the year 2009, specific targets were identified for the eligibility criteria, addressing of the cases or for the priorities that such cases occupy in case of court representations. As an attorney at law for more than 7 years at TLAS, I have visualized that such priorities have not been static but dynamic. What has remained unchanged is the eligibility based on the poverty level of the individual or the family that must be represented. And, truly, since the poverty is escalated in the negative direction of the axis and the TLAS capacity is limited, care is taken to select the more extreme cases of poor individuals and families. In this real story, I want to tell a case that represents a whole group of children that are not obliged to be represented in court for the registration of the fact birth, while require representation for the appointment of their “mentor”. It is a necessity the representation of these categories of cases and why TLAS has consider it one of its top priorities during 2009?

For instance, during 2007, 2008 the birth registration in the Fundamental Registry of the Civil Status Offices, through court procedures occupied the main workload of the TLAS attorneys. In 2009, when in line with the amendments of the civil status law, such phenomena was reduced, TLAS started to pay more attention to the new legal issues, which existed even before as cases to be brought before the courts.

Amongst our partners, we can rank , especially, the residential centers for children and senior citizens. In the TLAS offices requested legal services the Representatives of the “SOS” Village for a complex group of cases for the children residing in this residential center. The cases are different from each other, depending on the origin of the child and reasons of their sheltering in this institution. I am telling the story of only one of them.

Why the children are sheltered in the “SOS” Village?

In the SOS Village were sheltered 3 children of the Z. family. They were orphans and did not have any kind of support. The minors were originating from Puka, and they moved for better living conditions. As a result of the bloodfeud, because of an armed conflict with their neighbors, three of six members of their family were dead, the father, the mother and one sister. The other three minors of the Z. family were present in the crime scene and watched the tragedy. The children are of 8, 11 and 14 years of age. The uncle and the aunt of the minors are the closes relatives to take care of them and have the parental responsibility. However, they’re economical and social conditions did not satisfy the minimum criteria, necessary for the raise and education of the children. This situation, forced the relatives to demand assistance from TLAS, in order the shelter the three children in the “SOS” Village.

Here, it starts the “holistic” approach or addressing of this type of cases, which means that TLAS, commences, step by step, the solution by legal means for the protection of the rights of children, considering, always, the best and highest interest of the children.

The first steps taken by the TLAS Paralegal Counselor:

- It was recommended that the children be resided in the “SOS” Village, after the verification that children satisfy the criteria to be sheltered in this institution, such as the age, lack of guardianship, bad economical conditions, etc.
- Several data and documents were retrieved from the Civil Status Office, such as family composition certificate, marriage certificate, death certificates, birth certificates for each of the children, various evidence that they did not benefit any economical assistance or social care, etc.
- The health of the children was examined through a series of medical examinations. It was obtained the medical record of each of the children from the family physician to evaluate the records of their medical and health history.
- The “SOS” Village decided to admit the application and continued to further evaluate the social and economical conditions of the children and their family relatives.

Today, the children live at “SOS” Village and are fitting with the environment and the educators. However, the “SOS” village does not enjoy a full legal tutorship status, which impedes it to fully protect and represent the rights of the three minors in relation to the state institutions or third parties. In such conditions, the representatives of this institution appeared at TLAS offices to continue the cooperation through the legal assistance.

Other steps taken by the TLAS attorney:

The TLAS attorney thoroughly, studied the case and the provisions of the Family Code, which provides that: *“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”*.

From this point of view and in virtue of the Article 263 and 271 of the Family Code, that provide:

Article 263: “A minor may be placed under guardianship and in the special care of the state when his/her parents are unable to exercise their parental rights, because of the death of both parents or because they are unknown, have been proclaimed as not found, have had their parental rights terminated or have lost their capacity to act, as well as for any other reason accepted by the court.

The competent court to establish guardianship of the minor is the court located in the district where the child resides”.

Article 271: “Guardianship of a minor that has no relatives willing or able to exercise custody duty may be awarded, by the court, to a public or private institution licensed for the care of children”, the attorney started to complete the necessary documentation, required by the procedure, to request the child custody through a court decision and she collected:

- The Decision of the Central Commission of the Social State Service;
- “Orphan” certificates memberships for each of the children.
- Notary affidavit from the children relatives;
- Drafted the lawsuit and filed it with the court.

The children are living in better conditions and their best interests are legally represented by “SOS” Village.

Real Story 3



The couple P, is from Roma community. TLAS helped them during 2003 and 2004, to register two of their children in the civil status office, while the mother was pregnant. The mother promised to register the new coming child without the necessity of the court procedures. She was aware and kept the promise.

The life is cruel! In December 2008 the mother of three children dies because of grave illness, leaving the three children orphans with the husband. Her husband was unemployed, homeless and not ready to take care for the well-being and safeguarding of the children.

TLAS recommended and intervened that for the best interest of the children, it would have been better to shelter them in the SOS Village. The father accepted to send to the institution only the two boys, S and E., reasoning that for the girl M., the aunt will take care.

In September 7, 2009, the working group of TLAS organized meetings and mobile services in the Roma community areas and met the little girl in the backyard of a house, washing the dishes. The girl M. has a very good memory and is a very clever child; she recognizes the TLAS staff members, because she had accompanied several times her mother to the office, in the meetings with the lawyers or paralegals; she is very enthusiastic when she sees the TLAS staff members, leaves the work and gets closer very admiring.

M. is 9 years old and when we asked her how she's doing, she answers: "I work, wash dishes, garments, collect water and baby-sit the baby of N. and finger point a woman with many children in the backyard of a barrack."

We were informed that the girl does not live with her aunt, or her father, but in a neighbor family, which kept her for pity, because their little girl was a friend of M.

This was a very noble gesture of this family, that, even, they could not feed her children and live in extreme poverty conditions, took care of M., who was happy with them. M. was being useful too, for them, working and taking care for their baby.

We were informed, also, that M. did not attend school, even she was 9 years old, and as a result she could read or write.

When we asked her, if she wanted to attend school, her eyes shined brightly. When we asked her, what she wanted to be, when she grows up, she, sincerely, answered: "I want to be a teacher".

We asked her, why she wanted to be a teacher and she answered: "to teach the Roma children and not beat them up; I don't want them to be beaten up and begging on the streets".

Since this meeting, TLAS started to collect the documentation for the following of the procedures to settle, little M. in SOS Village and to join her with her brothers, so, one day, she could realize her dreams.

Real Story 4



A range category of cases addressed by TLAS during 2009 appertain to the correction and adjustment of the personal data of the vulnerable individuals. It is known that the personal data

of the individual are of primary importance to enjoy the fundamental rights, in order not to be “prey” of exploitation, abuse or shift.

The case of the client M.B, a member of the Roma community, is one of the most complex cases represented successfully by TLAS.

What M.B wanted from TLAS?

MB gave birth to two children during her illegal emigration in Greece, in very hard economical conditions and outside the state institutions, without having any contact with the physicians, because of the fear from the Greek authorities and risk of expulsion from that state.

TLAS evaluates that the only way to register the birth of the children of M.B is the court proceedings, based on the rules provided in the Cod of Civil Procedure and the Law “On Civil Status”. The judicial proceedings were estimated very complex and difficult and a series of indirect evidence ought to be submitted to prove the fact of the birth of M.B’ children, such as::

- Certificates from the family physician in the health center of the district where the client live. Certificate from the community liaison, to prove that the client was a resident of the district he covers and she has children to take care of.
- Witnesses to testimony that they were present in the moment of birth of children by M.B.
- Lawsuit filed with the court by the TLAS attorney.
- The Court admits the lawsuit and certifies the fact of the birth of the children.

However, the court decision was not complete and correct. The court failed to express correctly, because of the lack of the fundamental data of the children. In the court decision were expressed the name, date of birth, gender and motherhood of the children and the place of birth was missing.

Place of birth is considered as an important data, under the law on civil status and consequently the civil status office refused to register the children in the registries with the missing data.

TLAS decided to address to the court with a second application, for the correction of the error of the previous decision of the Tirana District Court. Under the Article 312 of the Code of the Civil Procedure, the court must correct the obvious inaccuracy of the rendered decision, because this decision contained inaccuracies and was difficult to be enforced by the applicant.

TLAS bases the second application in the Law no. 8950, dated 10.10.2002 “On Civil Status”, where it is stated that the components of the civil status are: name, surname, date of birth, place of birth, gender, motherhood and fatherhood relations, death, etc. Lack of one of such components makes the decision unenforceable by the civil status office, and the children could not be registered in the registry.

After many court hearings, finally the court admitted the second application for the correction of the decision for the certification of the fact of birth, correcting the place of birth of the children. However, it was necessary to recollect all the evidence filed and used in the first trial, which cost time, money and work of the TLAS staff. The two children were registered in the civil status registrars with the complete elements required by law, so now, they can benefit from the social, economic, health and education programs of the government.

Real Story 5



The client Q.B came to TLAS offices with her daughter L.H. both were adults and from Roma community. They had a legal problem, while they were financially unable to afford a lawyer, because they were unemployed and had no financial resources.

20 years ago, Q.B gave birth to a child of female gender, named L.H. the child was born out of the health institutions, because the mother and the father of the child moved from one place to another.

Q.B failed to register the baby-girl with the civil status office, because she had no documents to prove the birth of the child. For more than 20 years, L.H was unregistered in the civil status fundamental registrar and did attend school, therefore she was illiterate. On the other hand, L.H lives with another man and she has three children, which are unregistered because the mother is unregistered.

TLAS attorney started immediately the court proceedings for the registration of L.H, the unregistered mother of the three minor children. Afterwards, TLAS dealt with the registration of the three children, respectively of 6, 4 and 3 years old. The year 2009 was a very good year for the legal identification of the L.H's family, which had several benefits from the successful registration in the civil status office, such as:

L.H. as a household, registered the three children in the civil status office registrars of Municipality Unit no. 7 and meets the requirements to be classified as a beneficiary of the Economic Assistance.

L.H. as a household started the housing procedures to be included in the Municipality of Tirana lists and, actually, is considered as a legitimate candidate for the social houses, in the future.

L.H. as a household was registered in the Employment office, which was a obligatory requisite to benefit and continue the economic assistance.

L.H. applied to sign up both her minor children in the state kindergarten; this right was denied to her for a very long time, because of the lack of legal identification.

L.H. signed up her biggest child in a pre-school course organized by Terre Des Home in her community.

L.H. became aware for the actions that will entitle her and her children for significant benefits, such as the right for social care, the right of housing, education and employment and she understood that begging was a mean to provide for the daily food, but not a mean to grow her children.

L.H. learned that the integration of her family in the society starts from the legal identification of the family to seek job, home, education, services, etc.

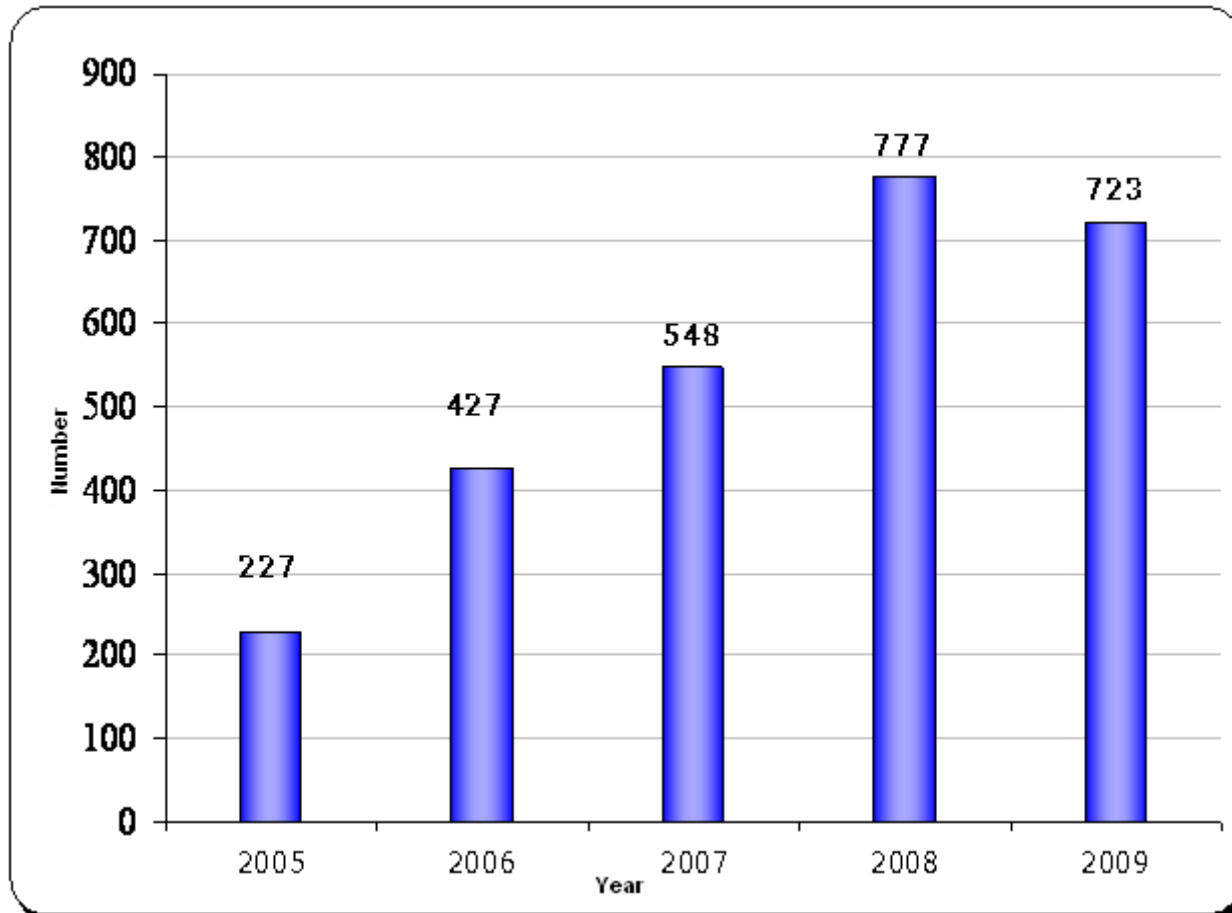
L.H. has recommended many her friends, that have the same legal problems, and now are TLAS clients.

Although, L.H is part of a very difficult category of vulnerable individuals to deal with, TLAS cannot refuse or close the door to vulnerable clients such as L.H. They are a priority of the work of TLAS.

VIII. APPENDIXES

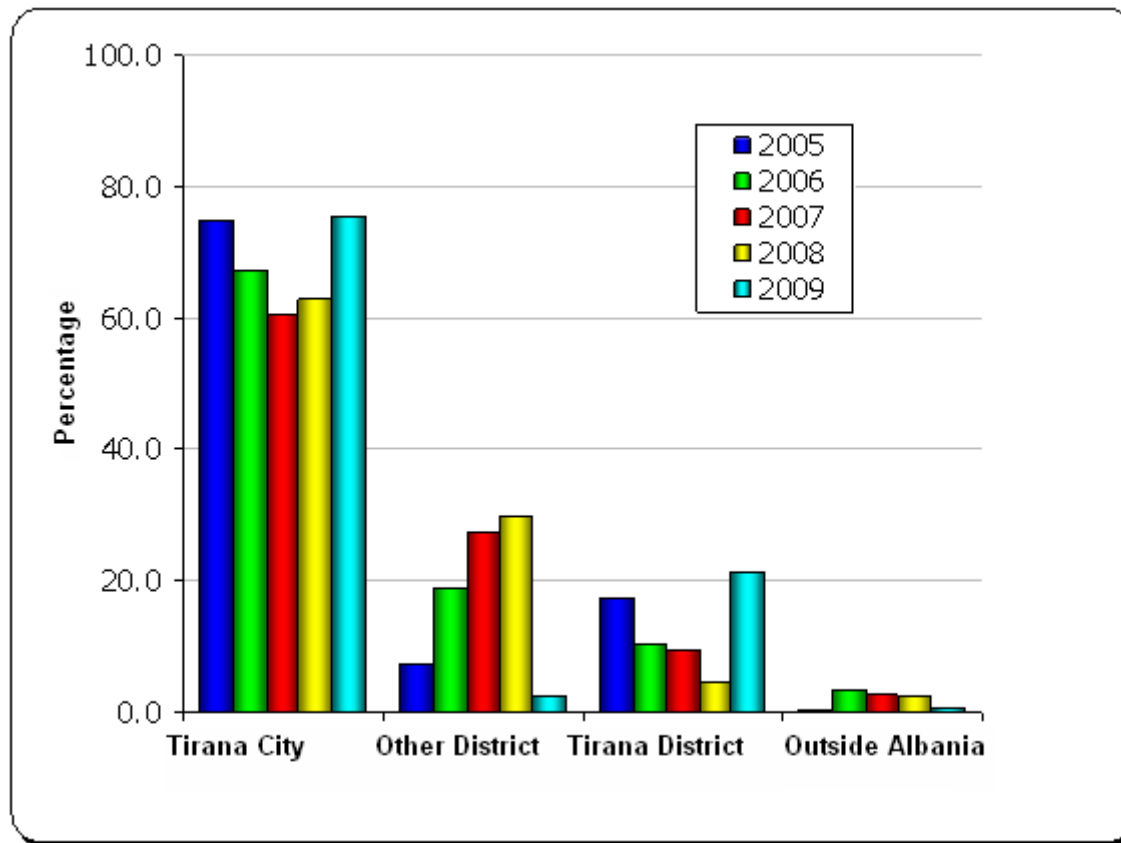
- 1. Photographic Album “10 Years of TLAS”, TLAS 1999 – 2009;**
- 2. Comparative Statistics of TLAS clients 2005 – 2009;**
- 3. Comparative Statistics of TLAS minority clients 2005 – 2009;**
- 4. Court Monitorin Report 2009.**

Number of clients of Roma minority 2005-2009



By comparing the same periods it must be noted that the Roma minority clients number in 2009 has decreased by 9% compared to 2008.

Distribution of the Roma minority clients based on their residency 2005-2009

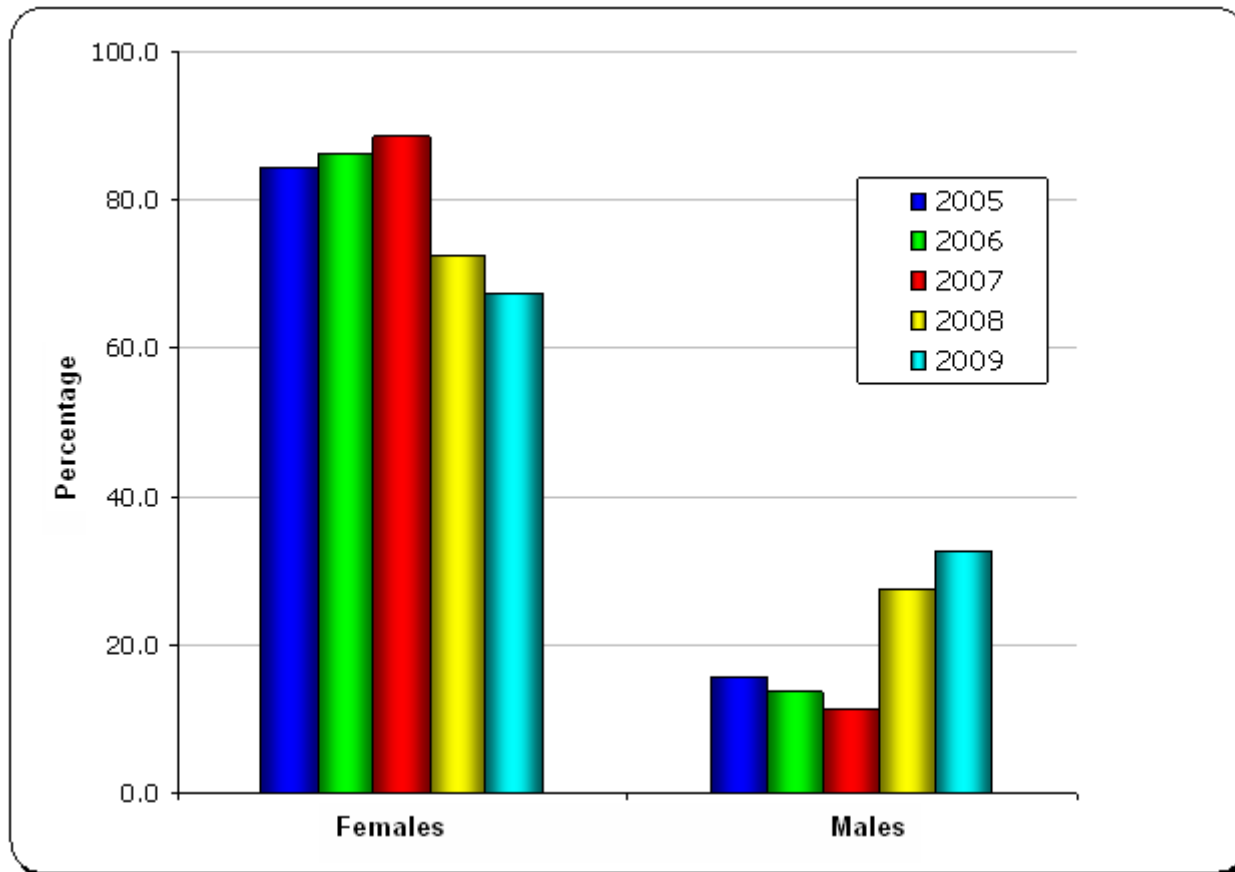


The Roma families living in the city of Tirana are, mainly, concentrated in the Municipality Units No. 5, 6, 1, 2

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

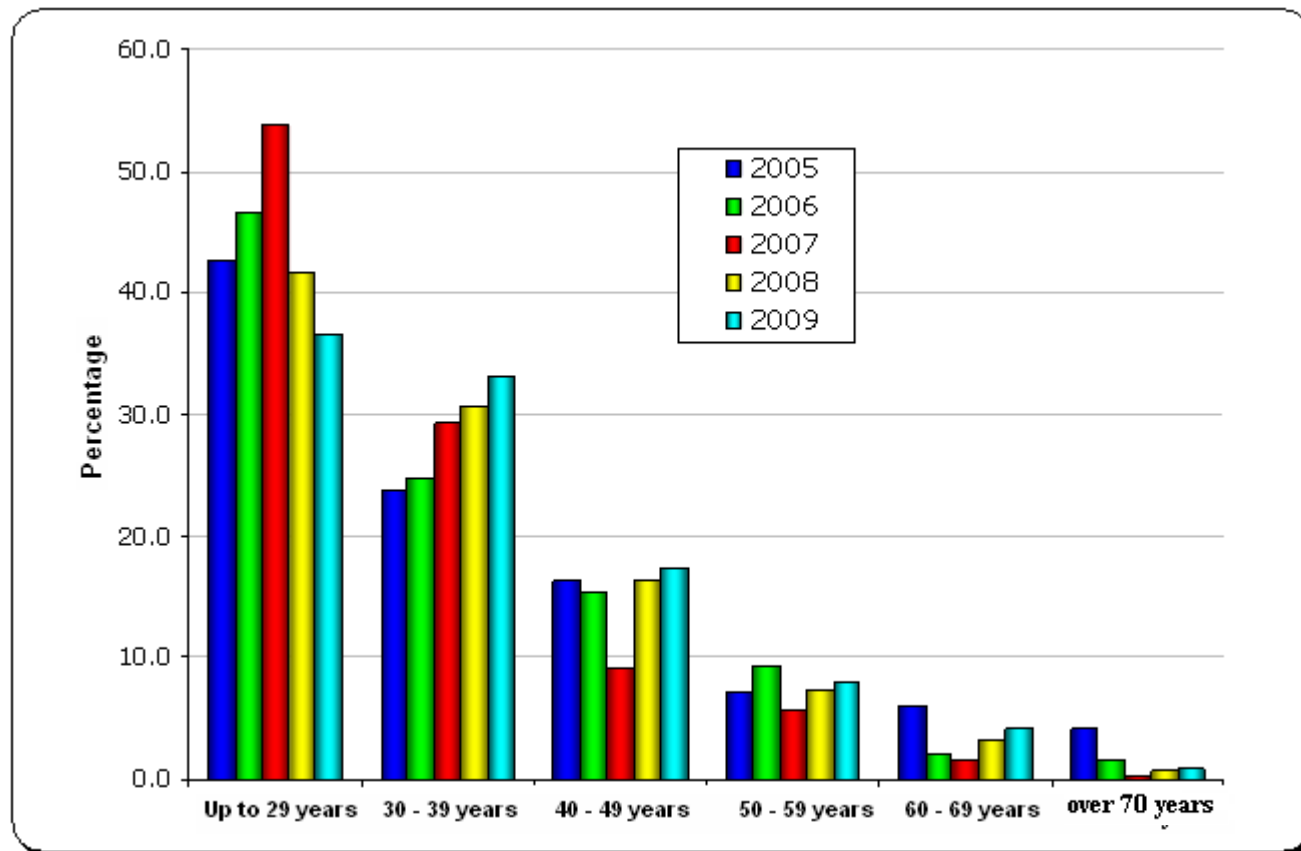
Roma Families, clients of TLAS living in other Districts are from Fushë Kruja, Lushnja, etc.

Distribution of the Roma minority clients by gender 2005-2009



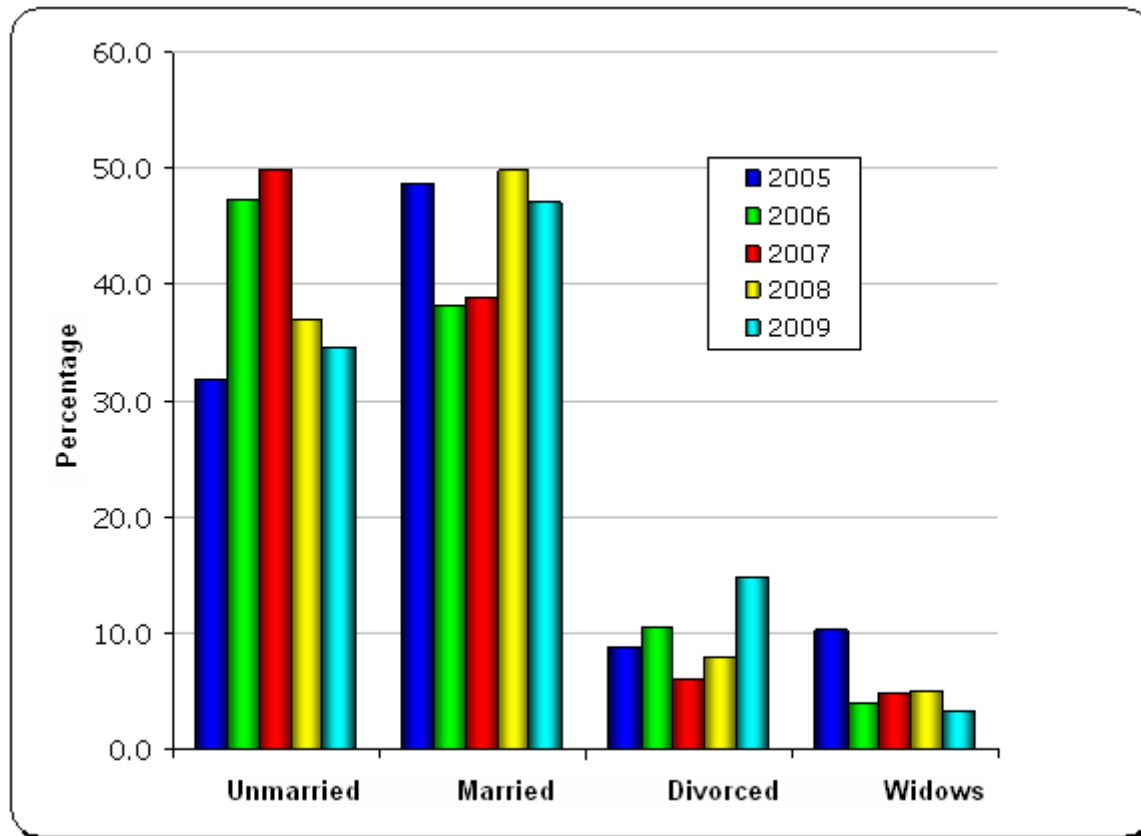
As a common phenomena of both years it may be noted that in 2009, compared to 2008 the number of the male clients from Roma community has increased.

Distribution of Roma minority clients by age 2005-2009



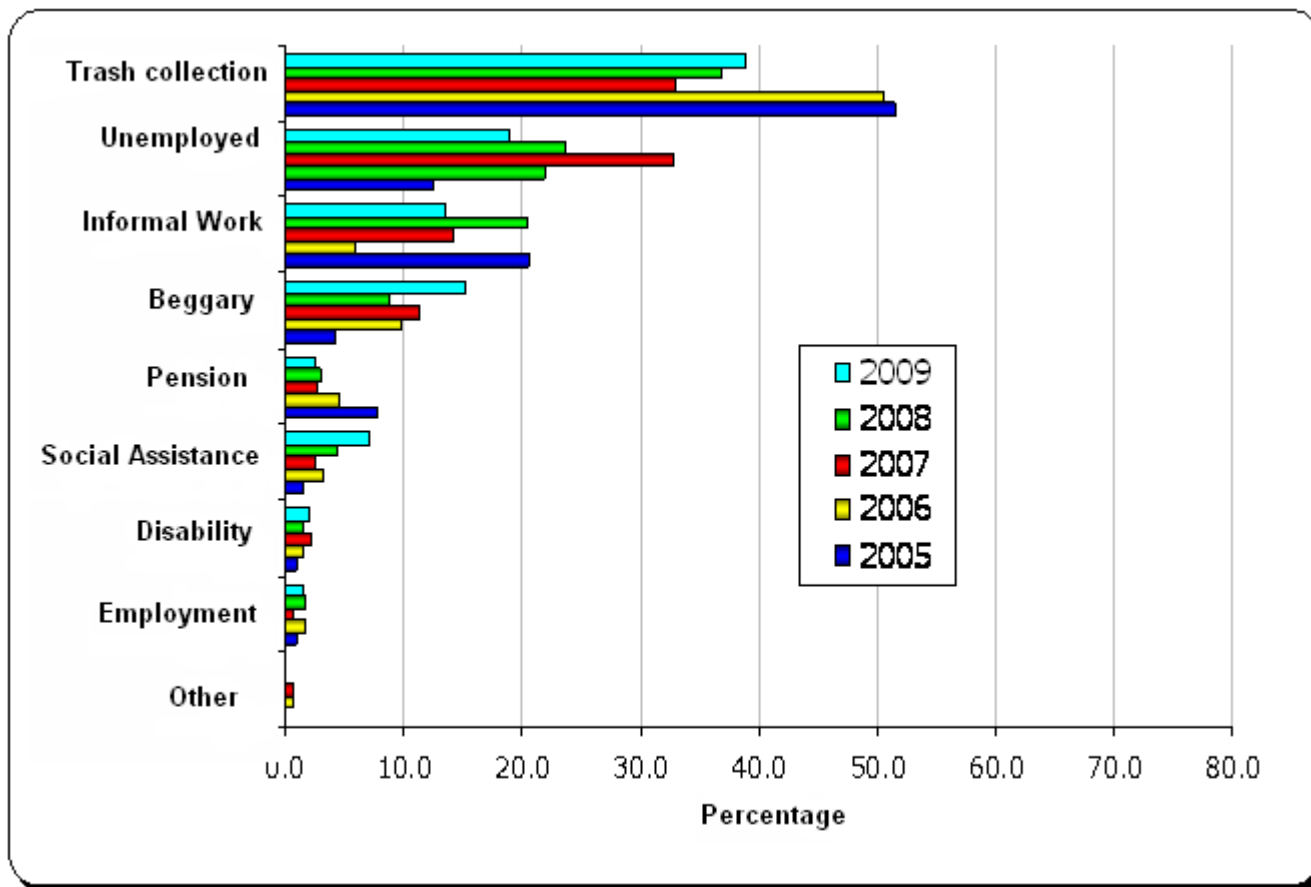
**In 2009 prevail the clients
of age up to 29 years old.**

Distribution of Roma minority clients by civil status 2005-2009



In 2009, most of the minority clients are married, compared to 2008 when most of them were unmarried.

Roma minority clients source of income 2005-2009

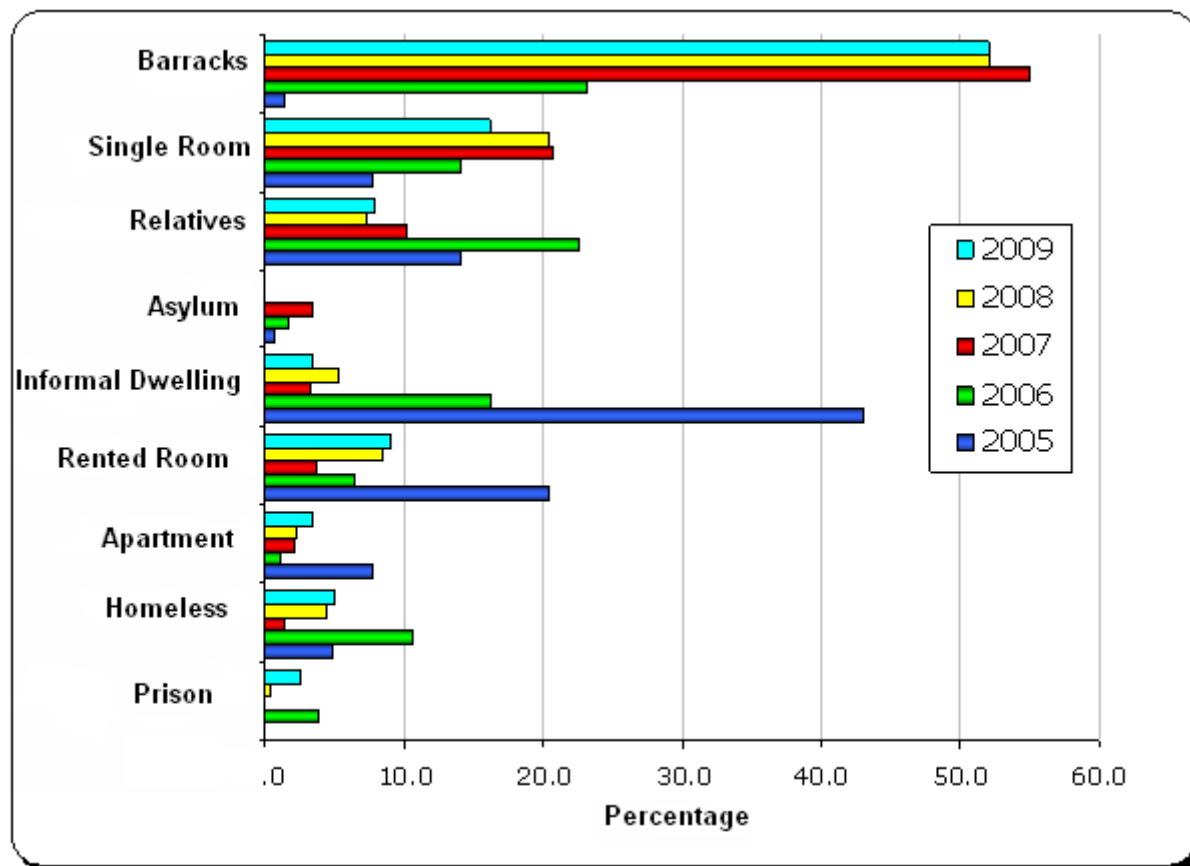


Most of the Roma clients are unemployed and are involved in collection of cans or in informal works.

In 2009 the number of the Roma community members working in informal works increased significantly.

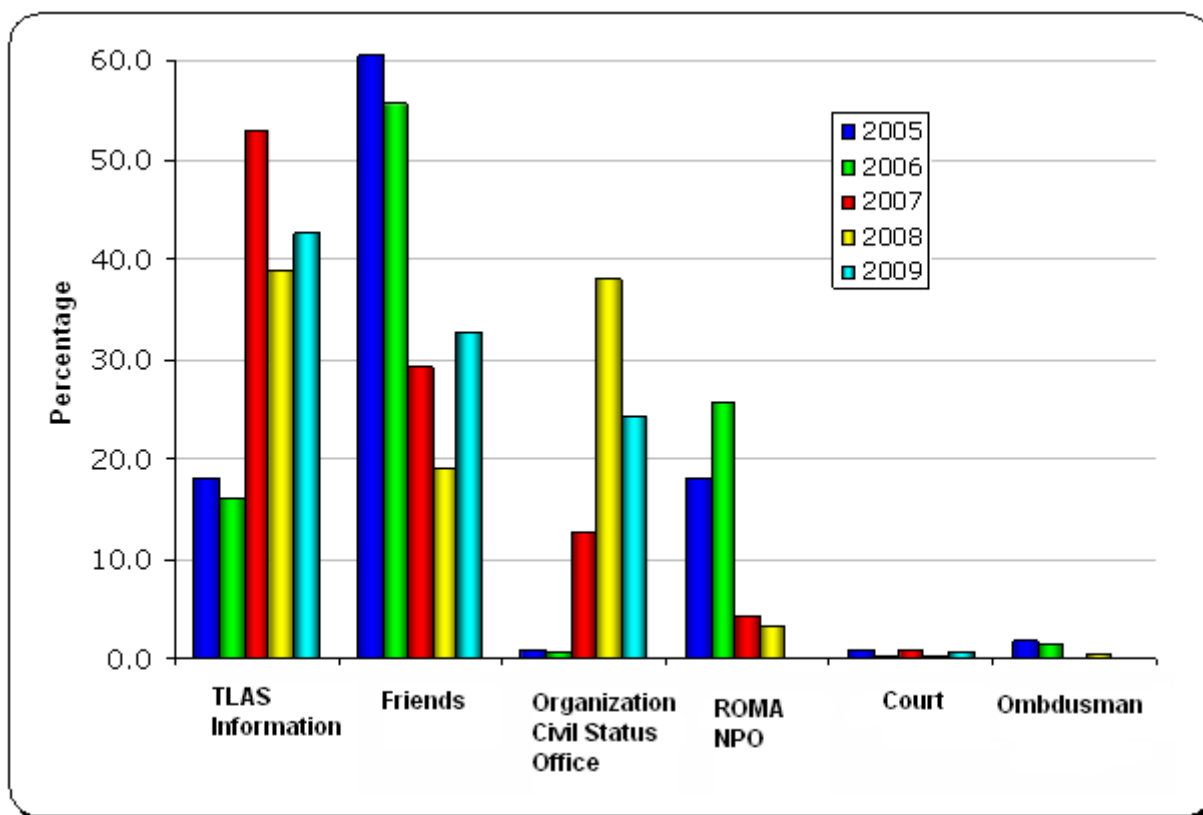
It is inconsiderable the number of the clients that benefit social insurance or are regularly employed.

Roma minority clients habitations 2005-2009



In 2009, most of the minority clients dwell in Barracks or single rooms.

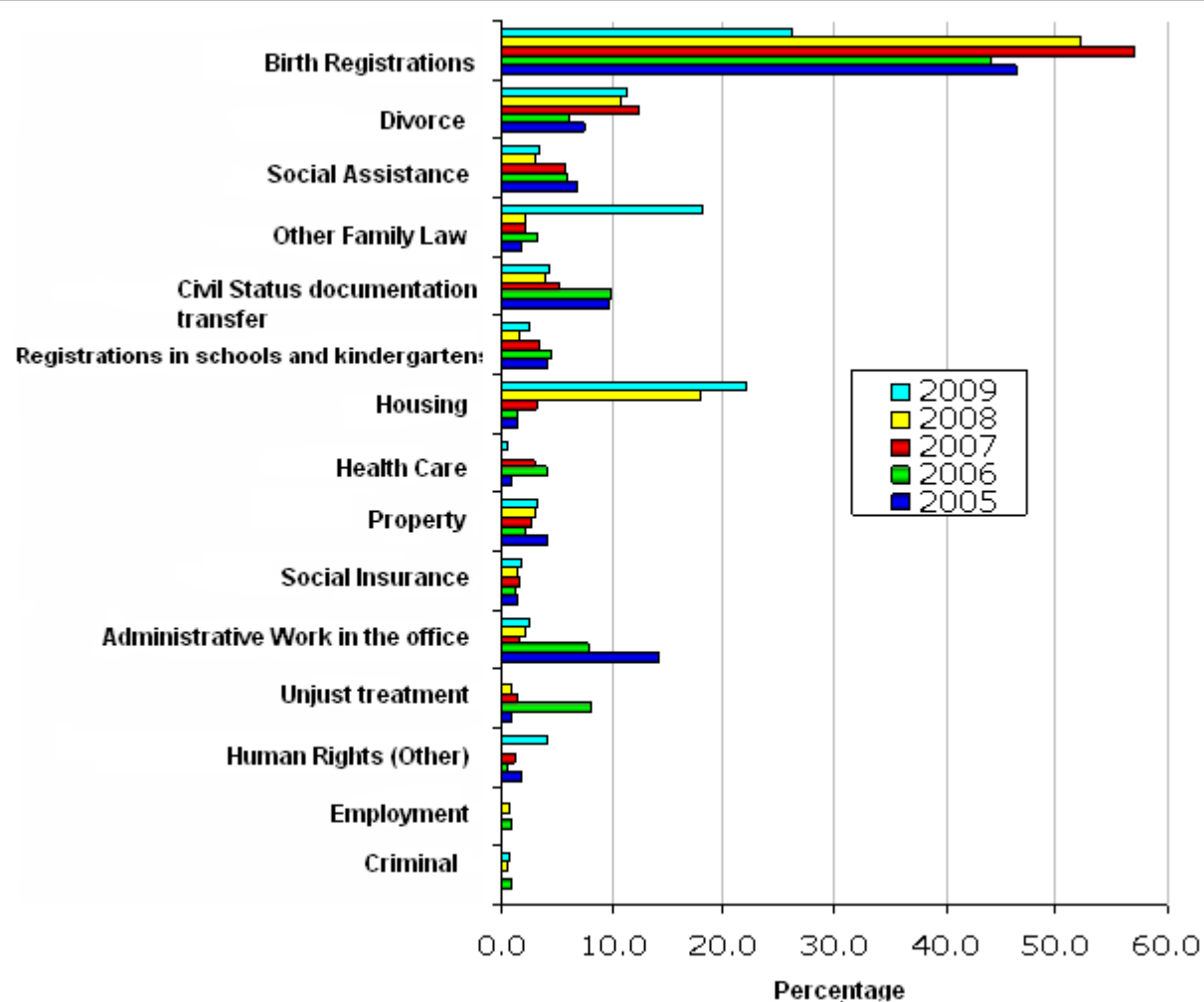
Who informed the Roma minority clients on the existence of TLAS, 2005-2009



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

Other sources of information are TLAS leaflets and ROMA NPOs.

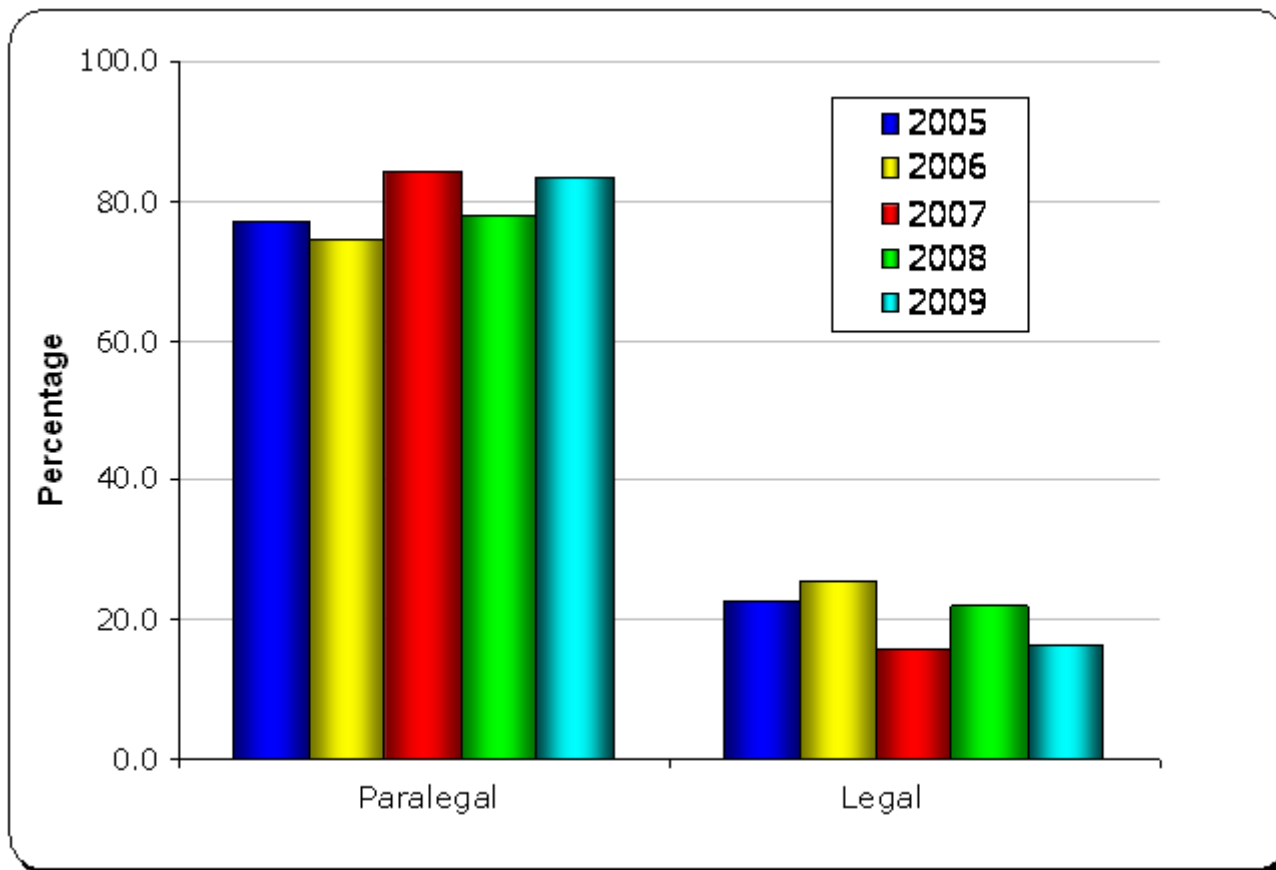
Roma Minority Problems 2005-2009



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

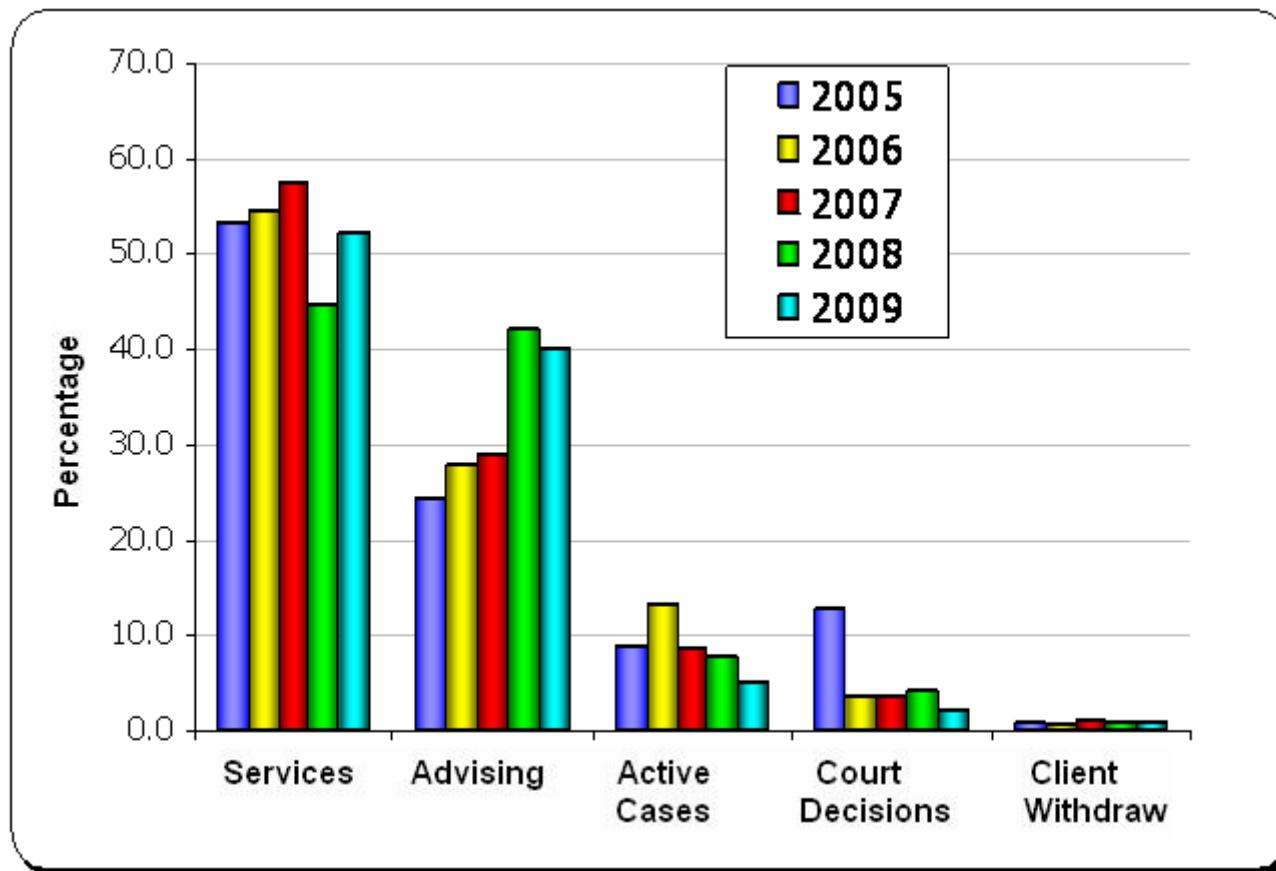
The issues related to the social assistance come in the second place

Active cases for Roma minority clients 2005-2009



From the active cases of 2008 and 2009, approximately 70% of the cases are of paralegal service and 30% are cases followed in courts.

Closed case progress for Roma minority clients 2005-2009

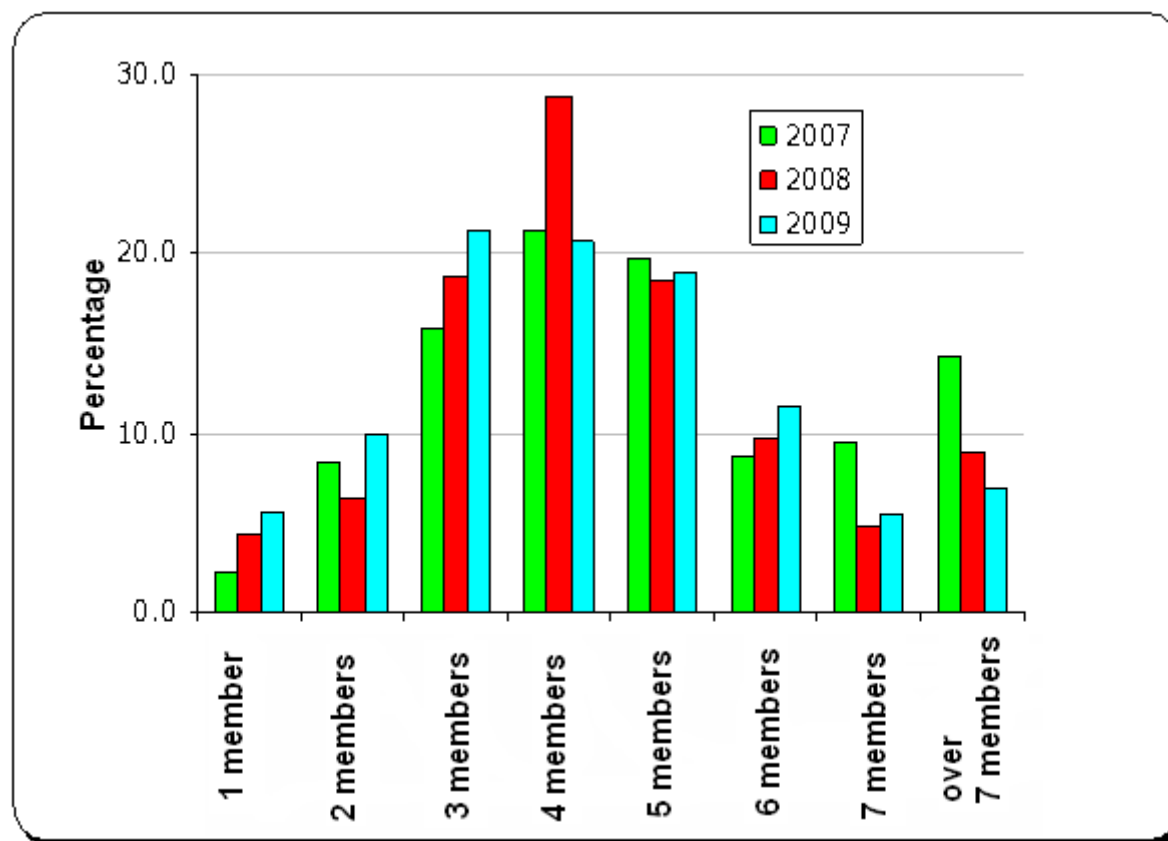


Prevail the cases that are concluded with concrete services as well as with advising

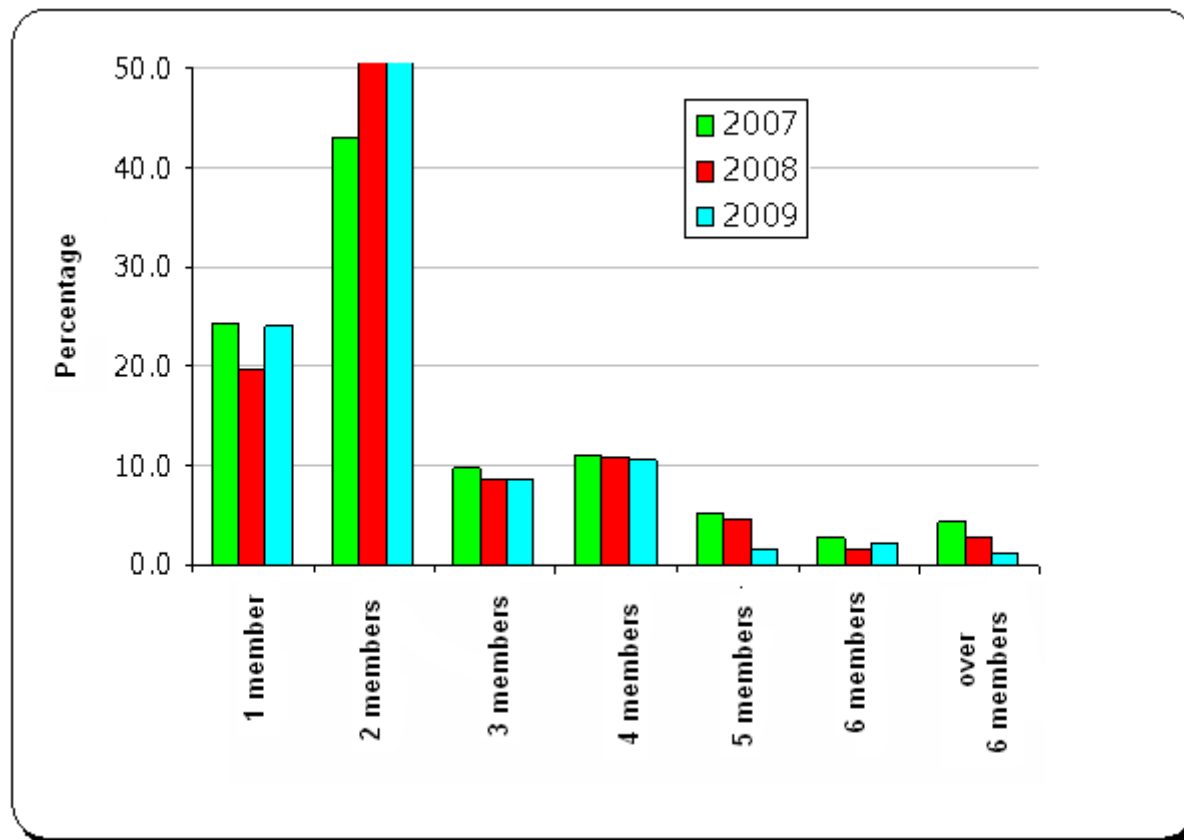
The number of active cases from 2008 are 8%,

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

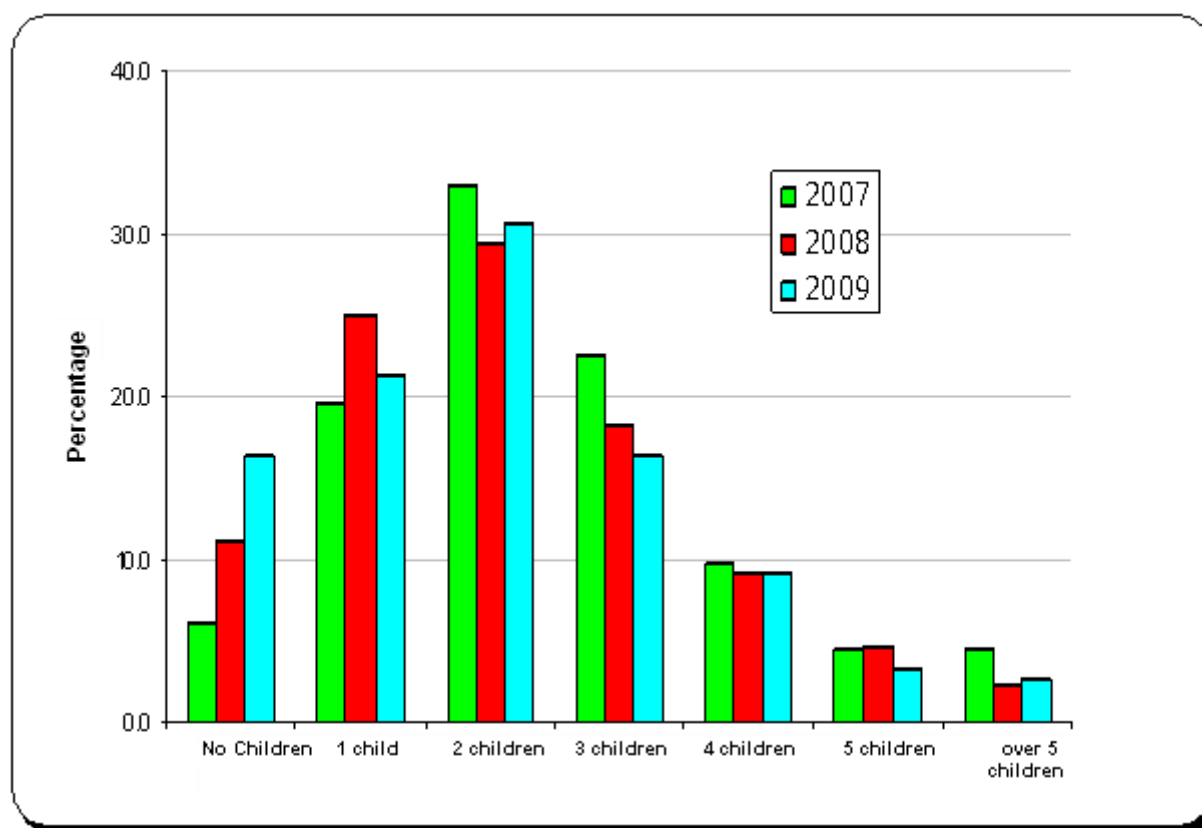
Distribution of Roma minority families by family members number 2007-2009



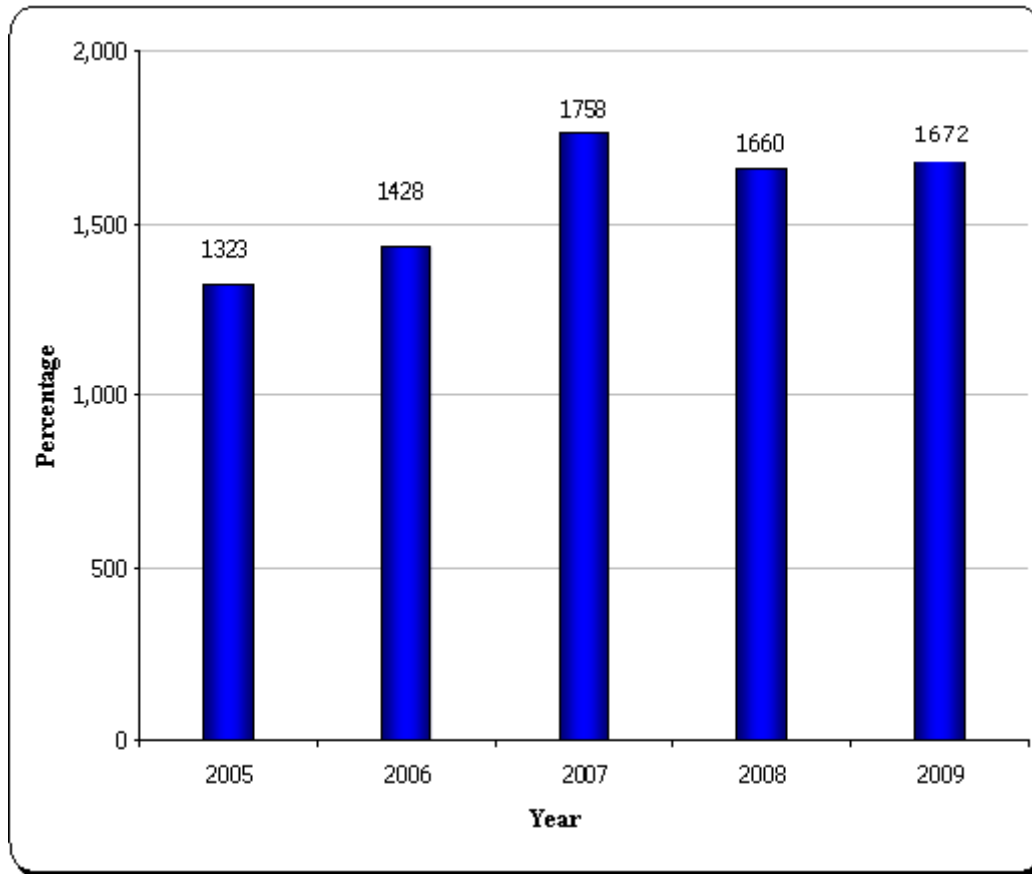
Distribution of Roma minority families by the number of adult members, 2007-2009



Distribution of Roma minority families by number of children 2007-2009



Number of clients in years 2005-2009

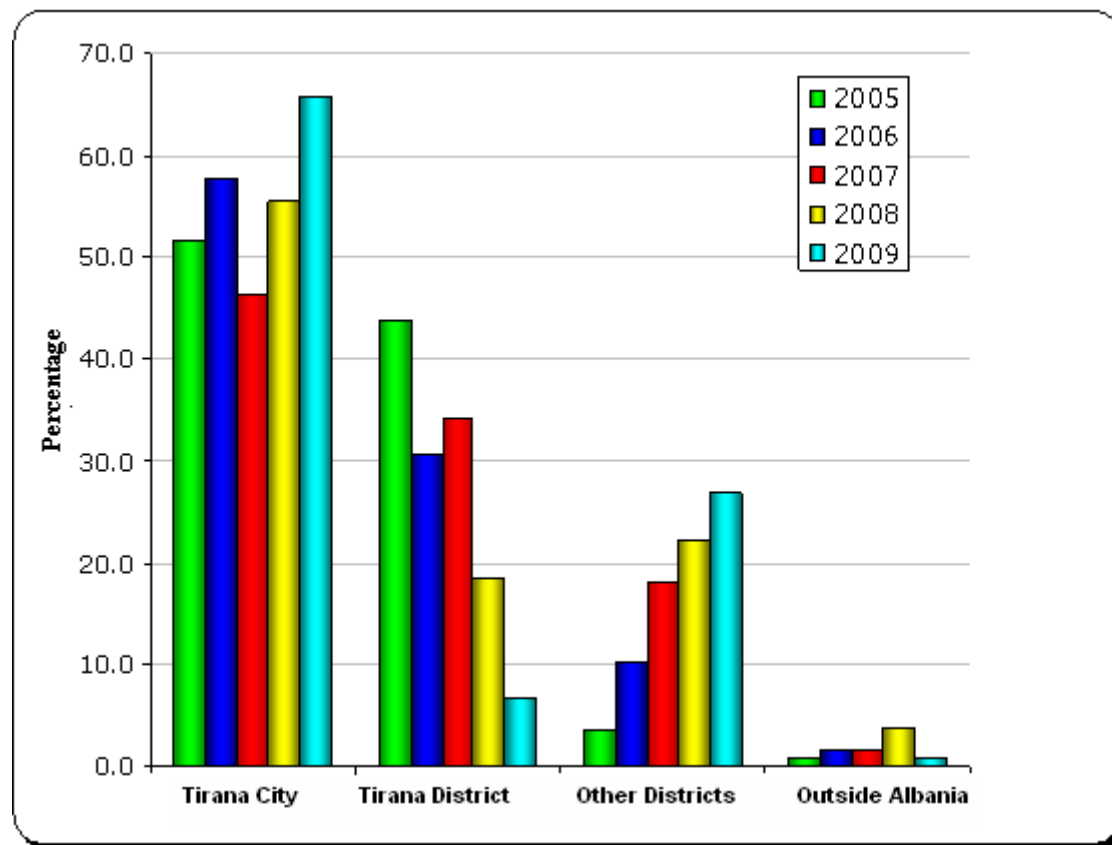


In 2009, the number of the clients has a slight increase.

Type of Service 2005-2009

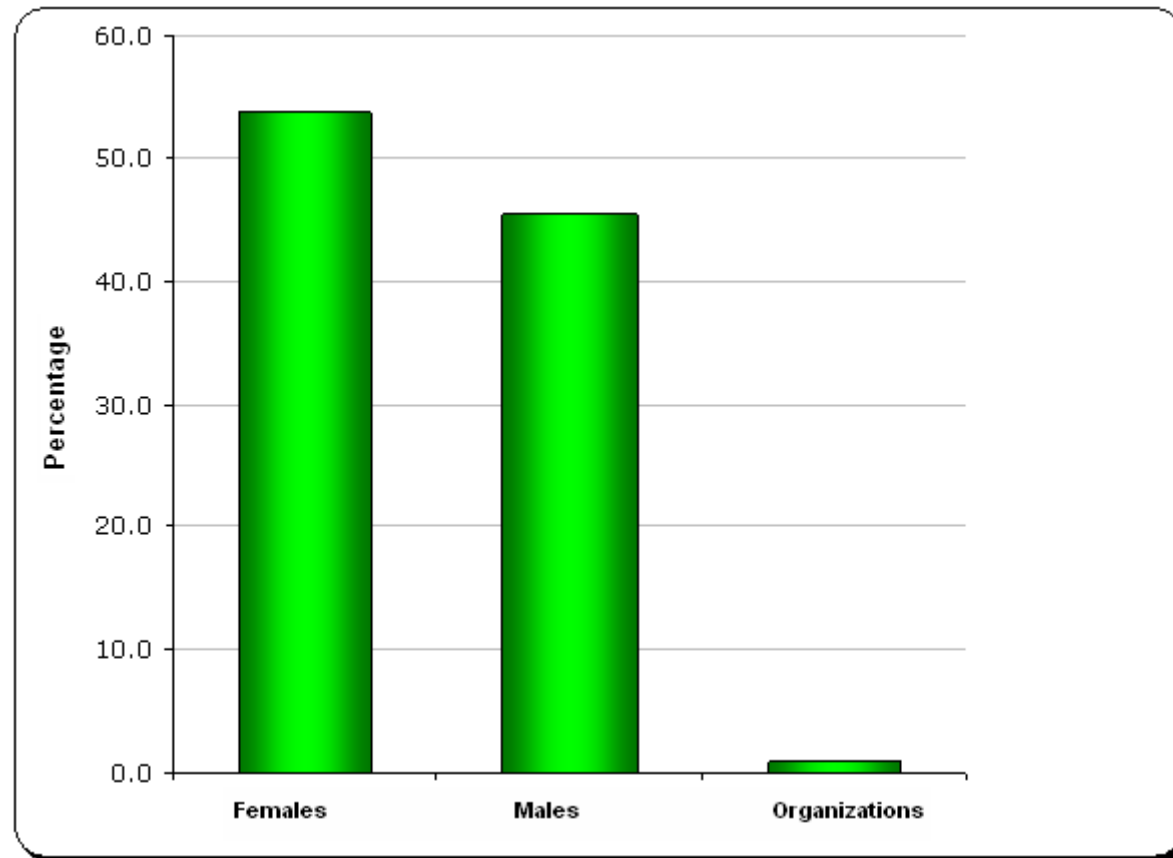
Year	2005				2006				2007				2008				2009			
Total Cases	1323				1428				1758				1660				1505			
Type of Service	Paralegal		Legal		Paralegal		Legal		Paralegal		Legal		Paralegal		Legal		Paralegal		Legal	
	747		576		749		679		1053		705		956		704		1089		416	
	Advising	Service	Court Decision	Clinics/ Hotline	Advising	Service	Court Decision	Clinics/ Hotline	Advising		Court Decision	Clinics/ Hotline	Advising	Service	Court Decision	Clinics/ Hotline	Advising	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

Distribution of clients by residence 2005-2009

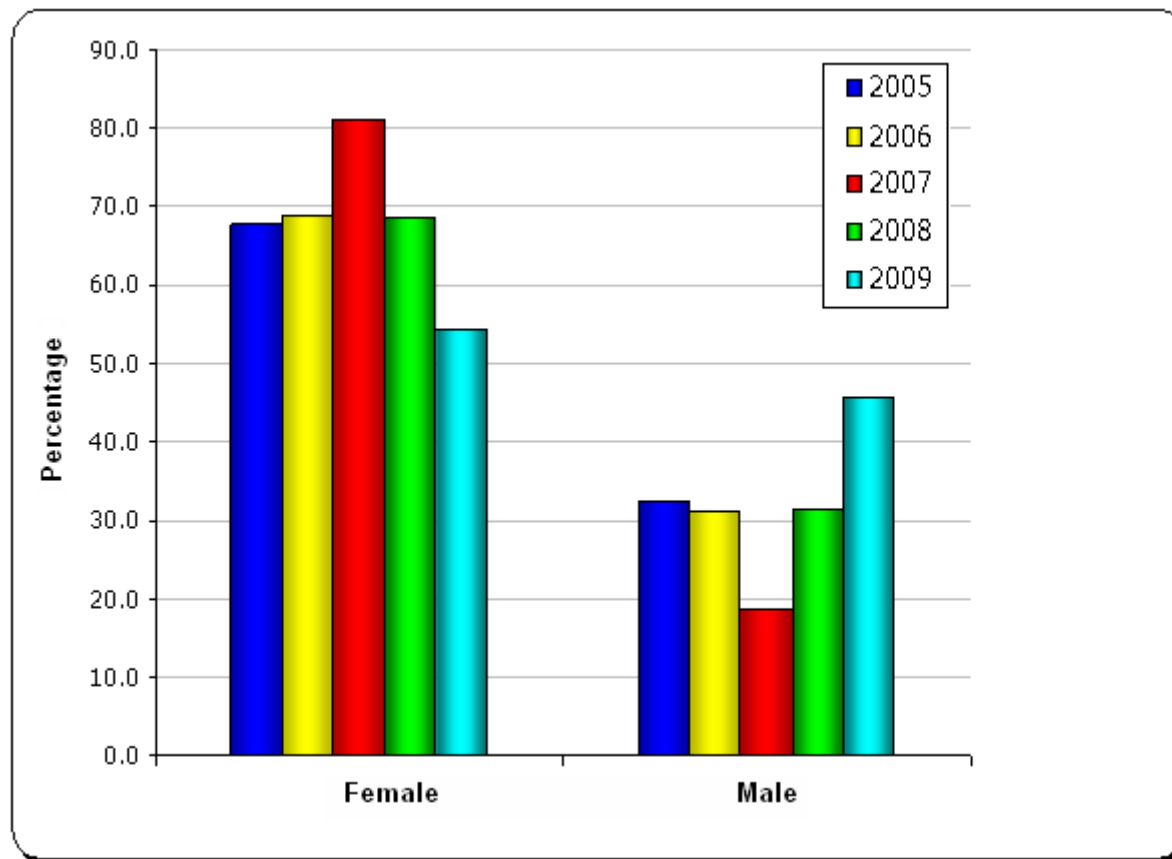


In 2009, 65,6% of the the cases are from clients that reside in the Tirana city and 34,4% from other regions of Albania.

Distribution of clients by gender 2009

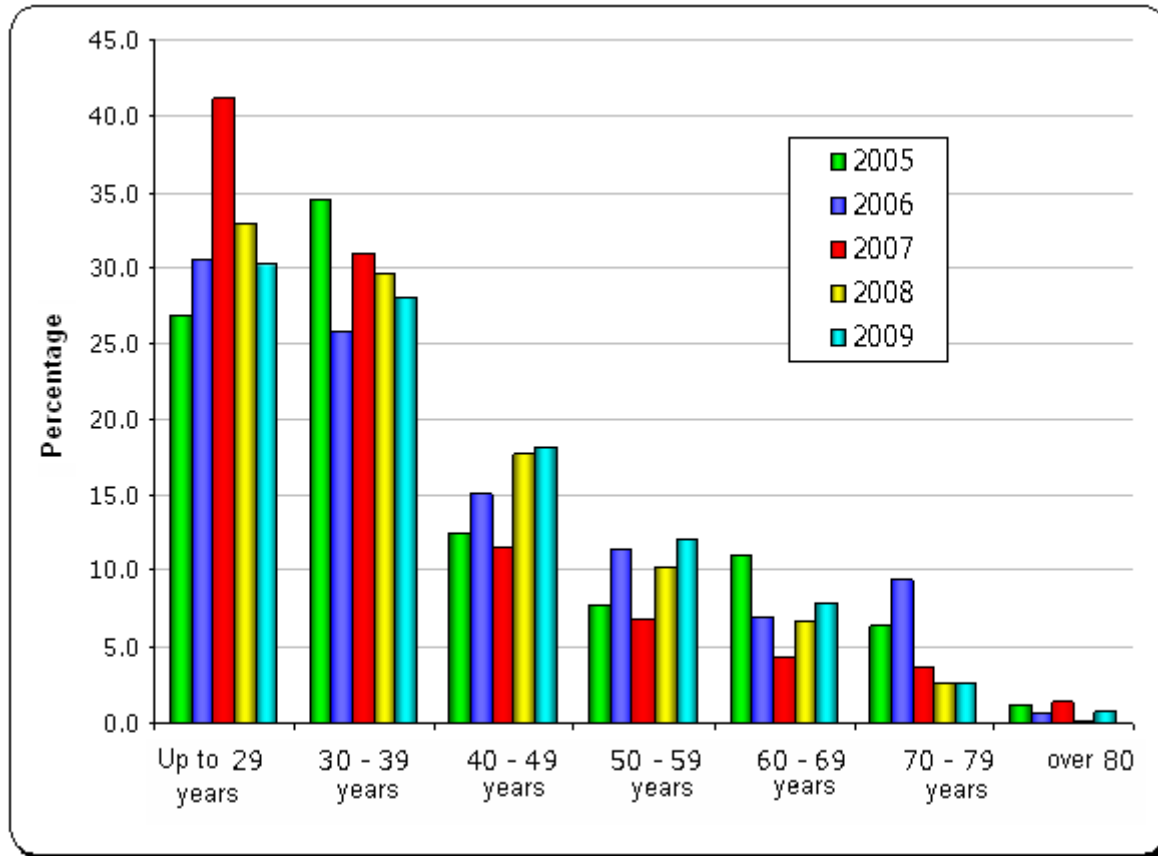


Distribution of clients by gender 2005-2009



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

Distribution of Clients by age 2005-2009

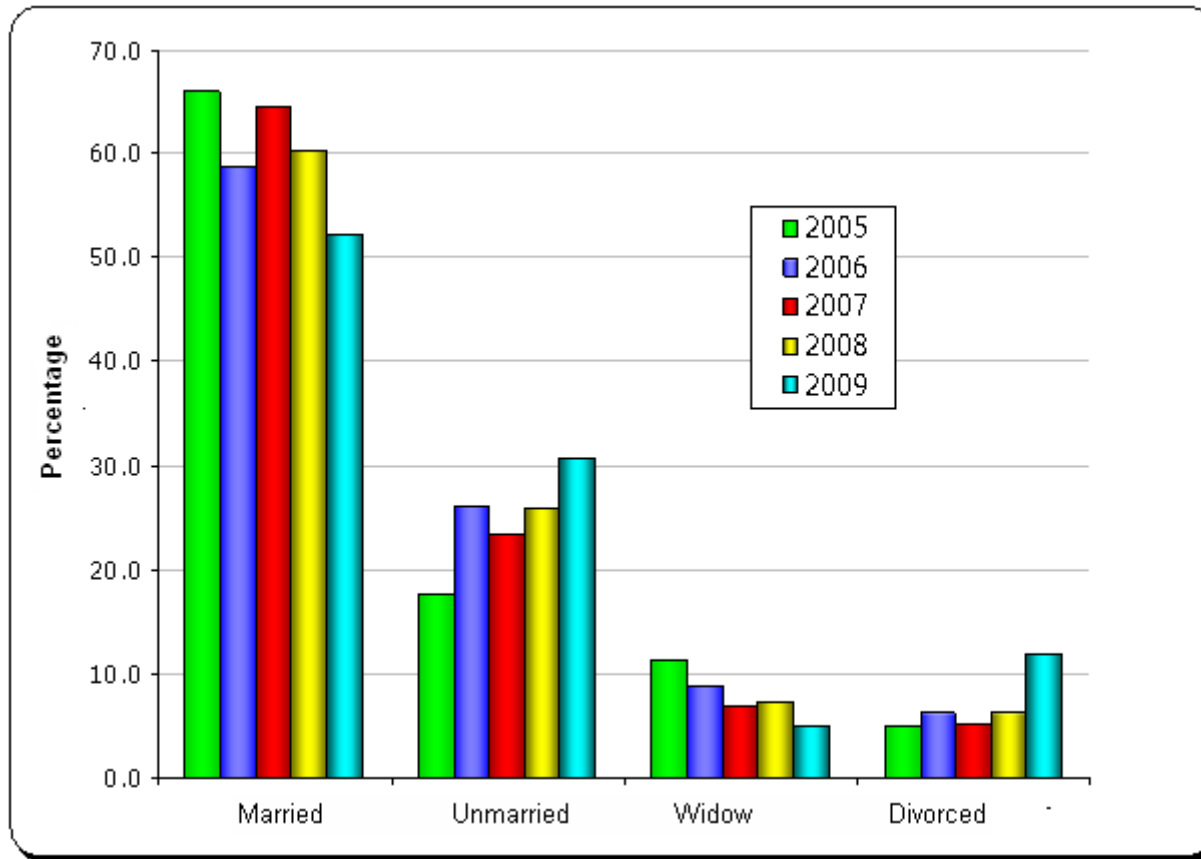


Prevail the clients of 30-40 years old which are from families with children of small age;

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

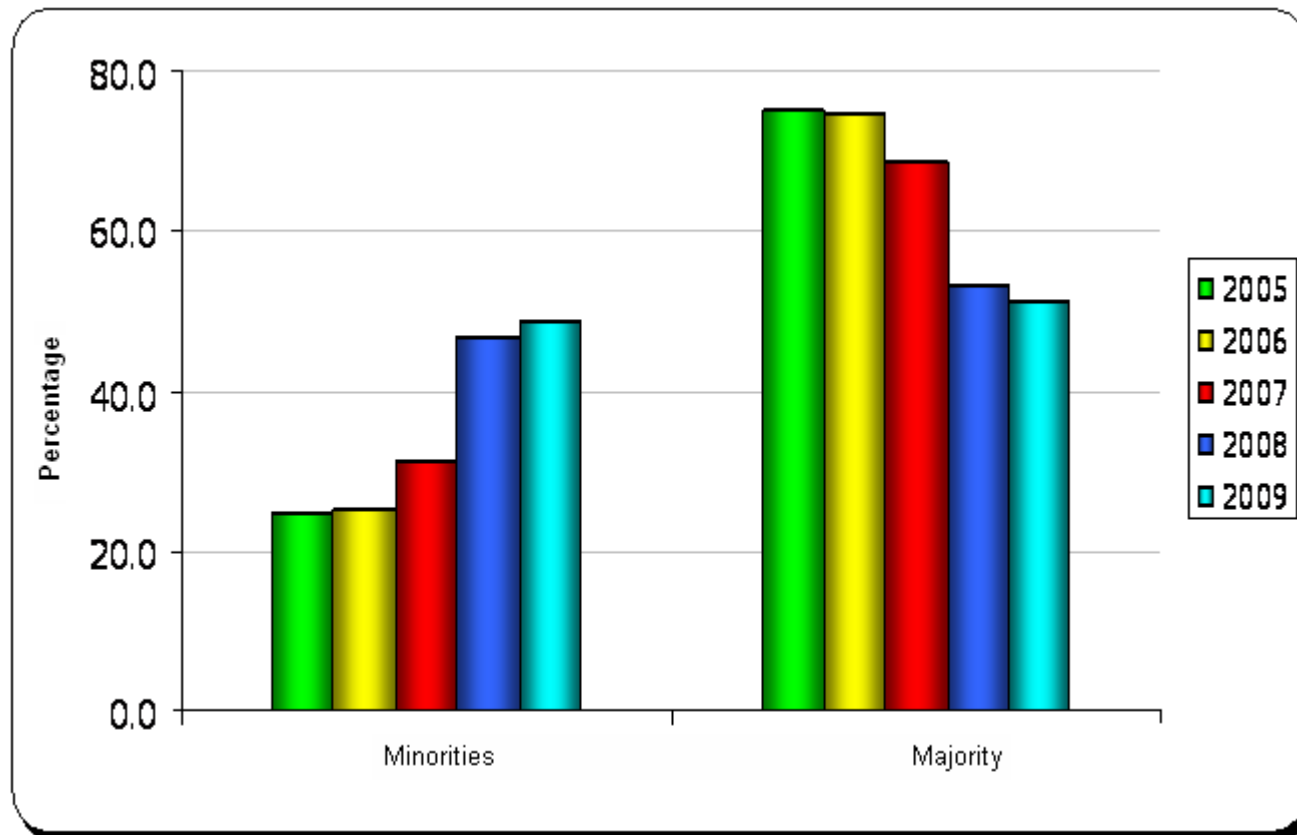
In 2008 the number of the clients of age 40-49years old is increased.

Distribution of clients by civil status 2005-2009



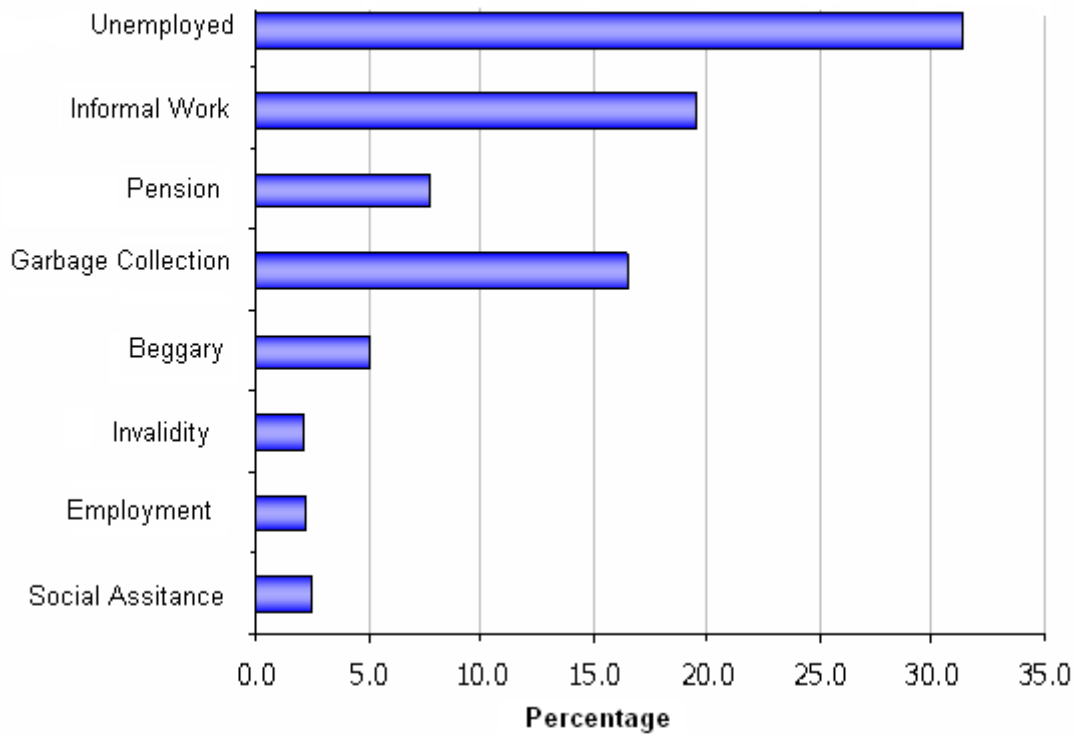
It may be noted that in 2009 has increased the number of the divorced families and has increased the number of the divorced clients.

Distribution of clients by social structure 2005-2009



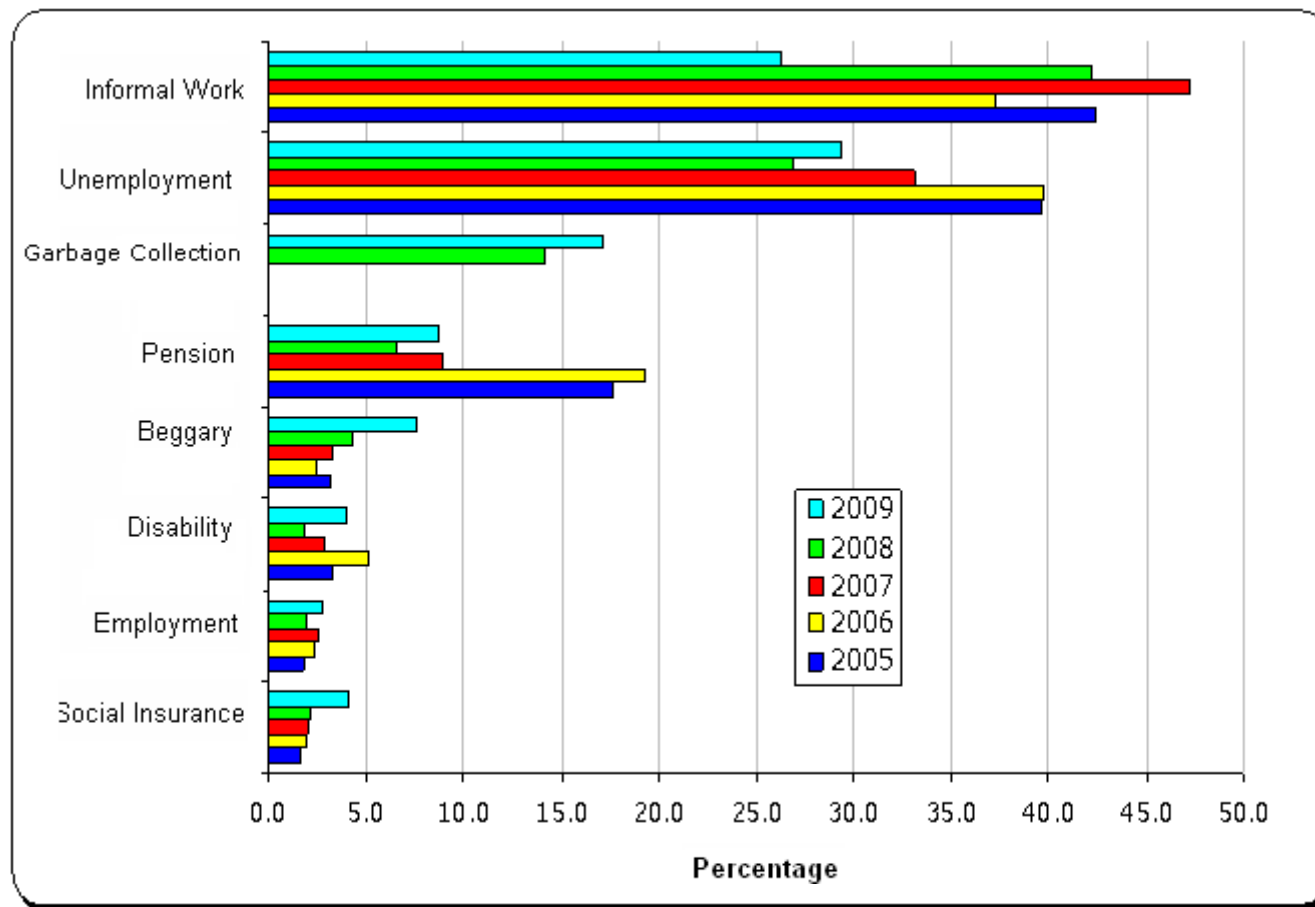
In 2009 the number of the clients from the minorities is slightly higher than the number of clients from majorities.

Clients' source of income 2009



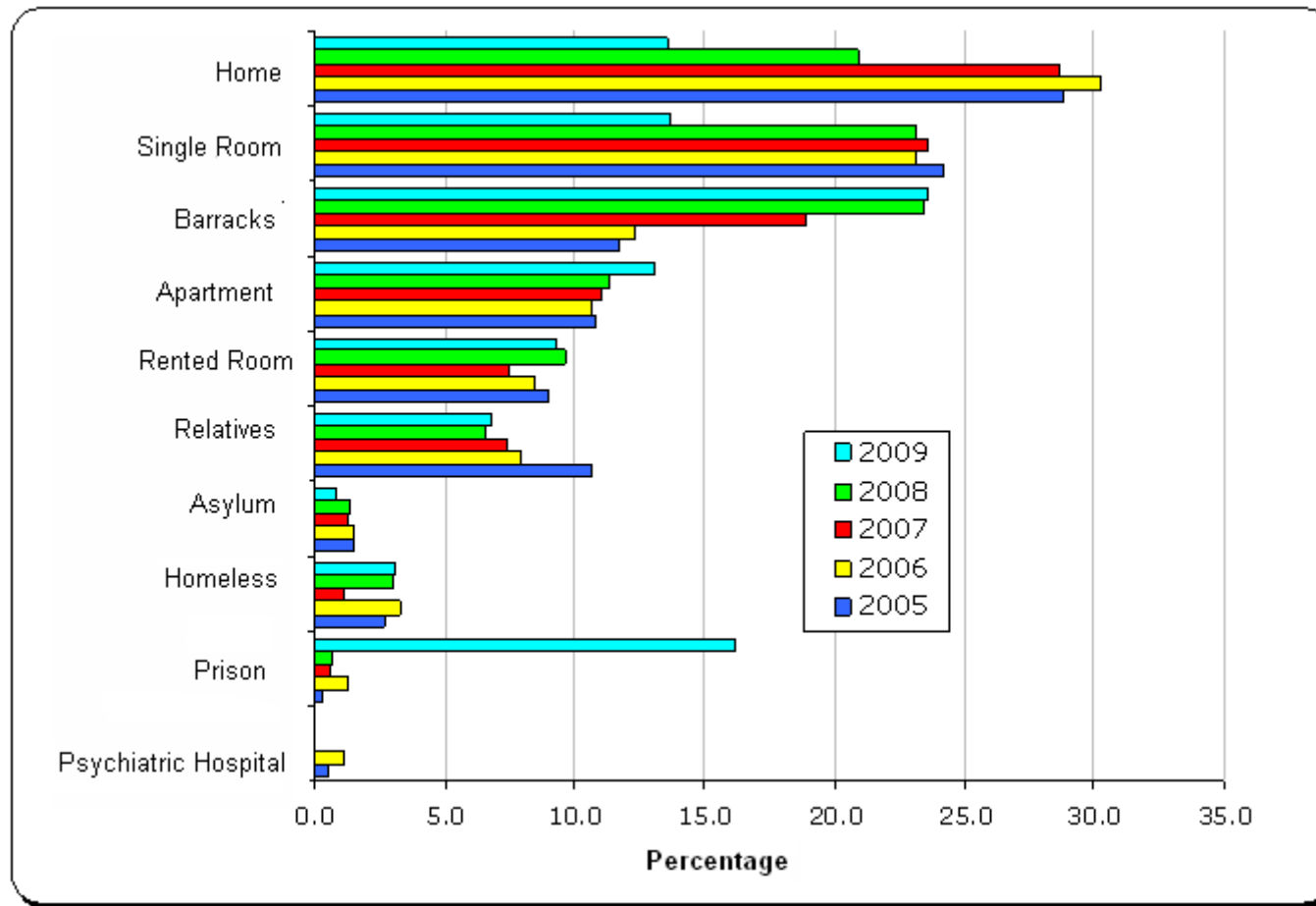
It may be noted that in 2009 has increased the number of the unemployed clients, clients working in informal works and that provide for their living from the collection of the garbage.

Clients' Source of Income 2005-2009



It may be noted that in 2009 has increased the number of the clients working in informal works and the number of the clients that provide for their living collecting garbage and disabled individuals.

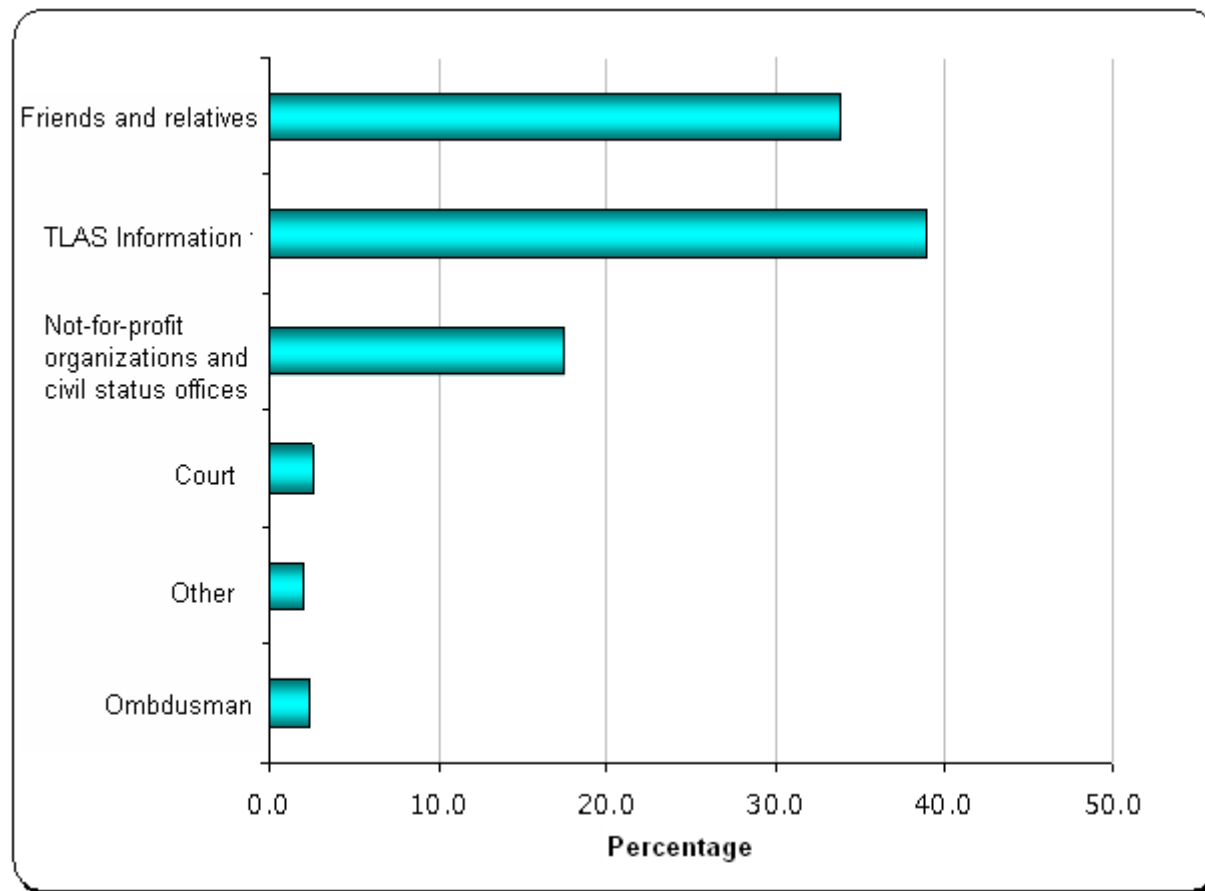
Client's Living Conditions 2005-2009



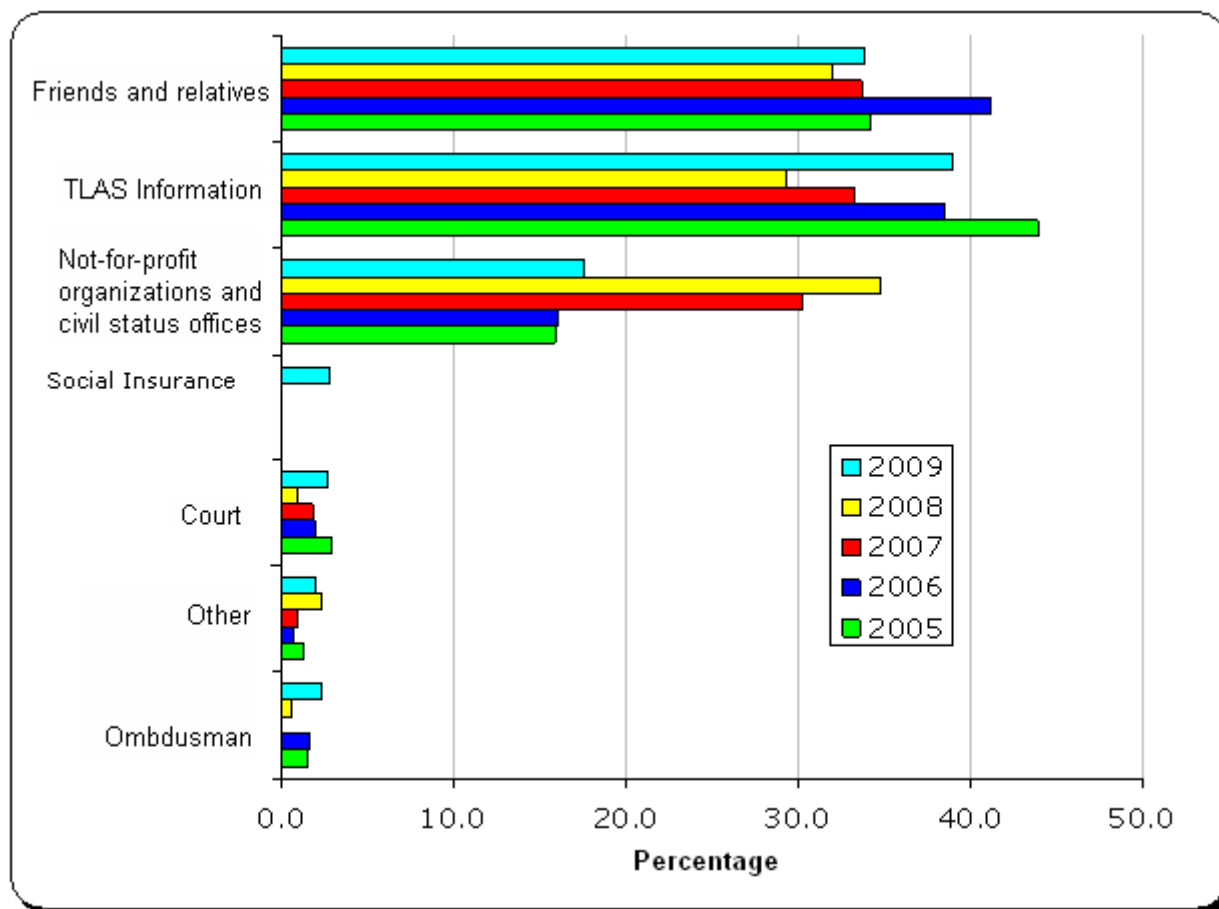
Prevail the clients living in informal habitations, in informal areas (supported, mainly, by birth registrations of children and transfer of civil status data).

It is increased the number of the clients living in difficult conditions, relatives and homeless.

Prej kujt është mësuar ekzistenca e TLAS 2009



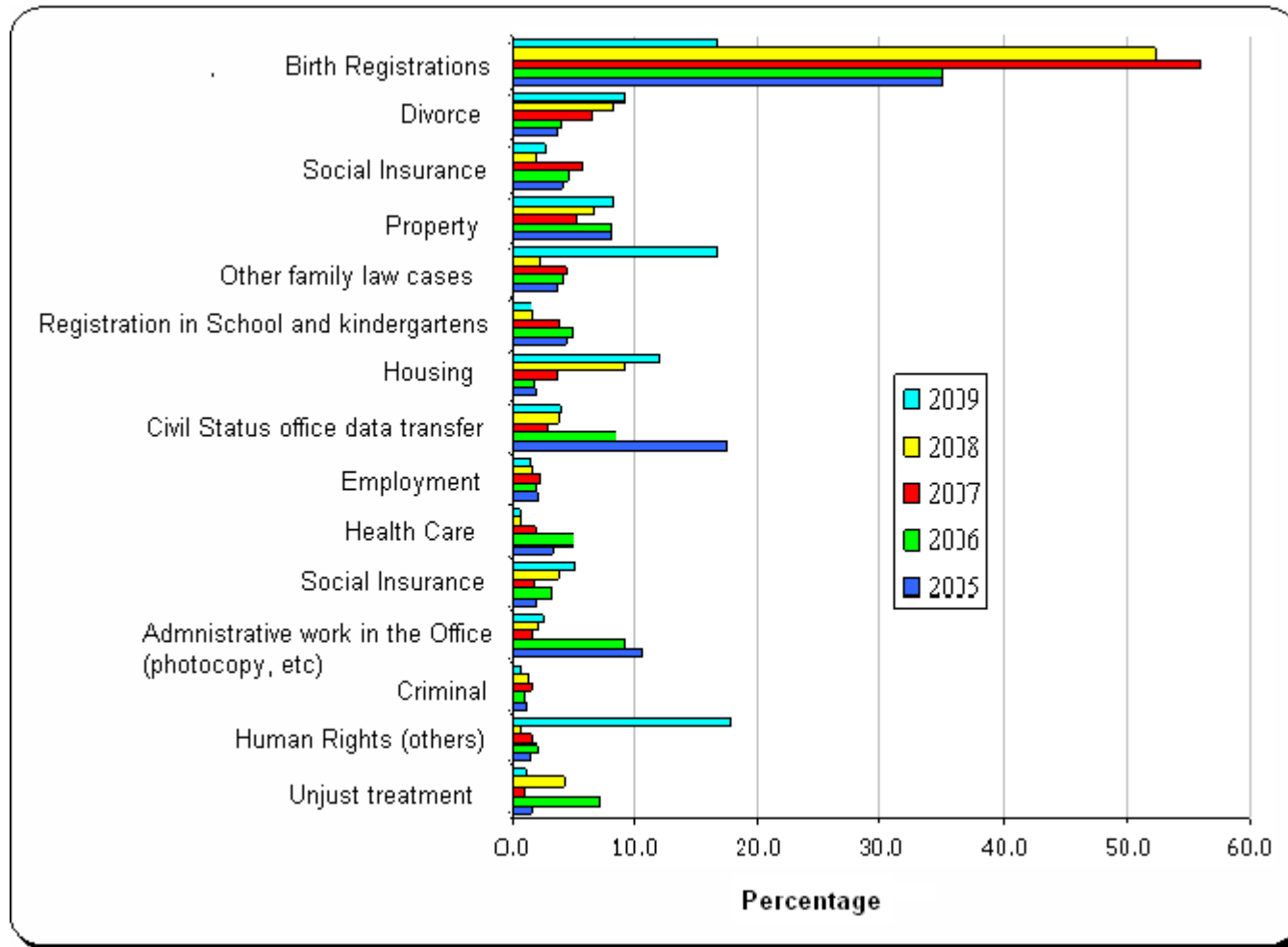
Who informed on the existence of TLAS 2005-2009



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

In 2009, prevails the sources of information from TLAS informative publications, friend and relatives and NGOs.

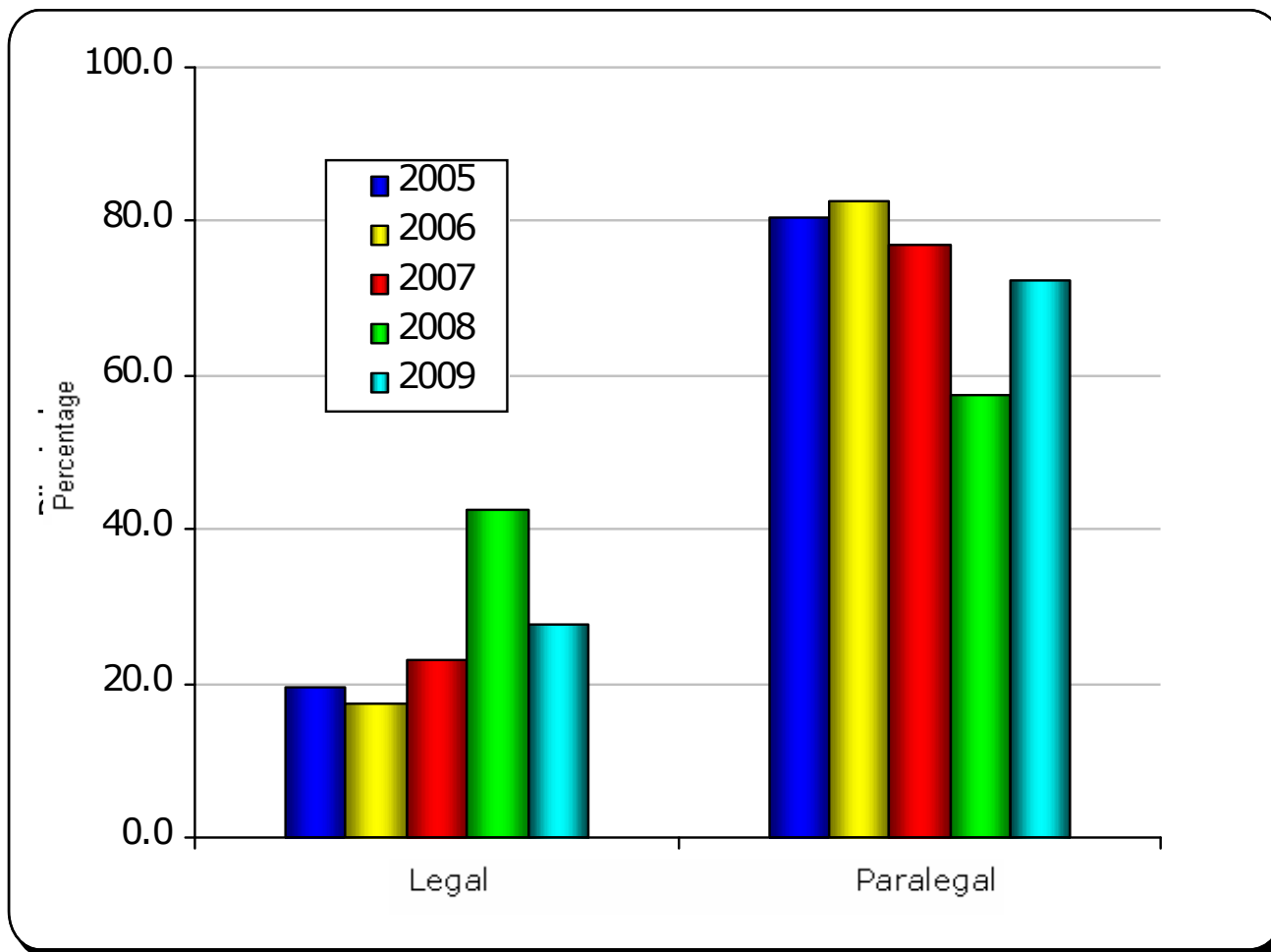
Problems followed by TLAS 2005-2009



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

In 2009 prevail the cases of divorce, and family law cases.

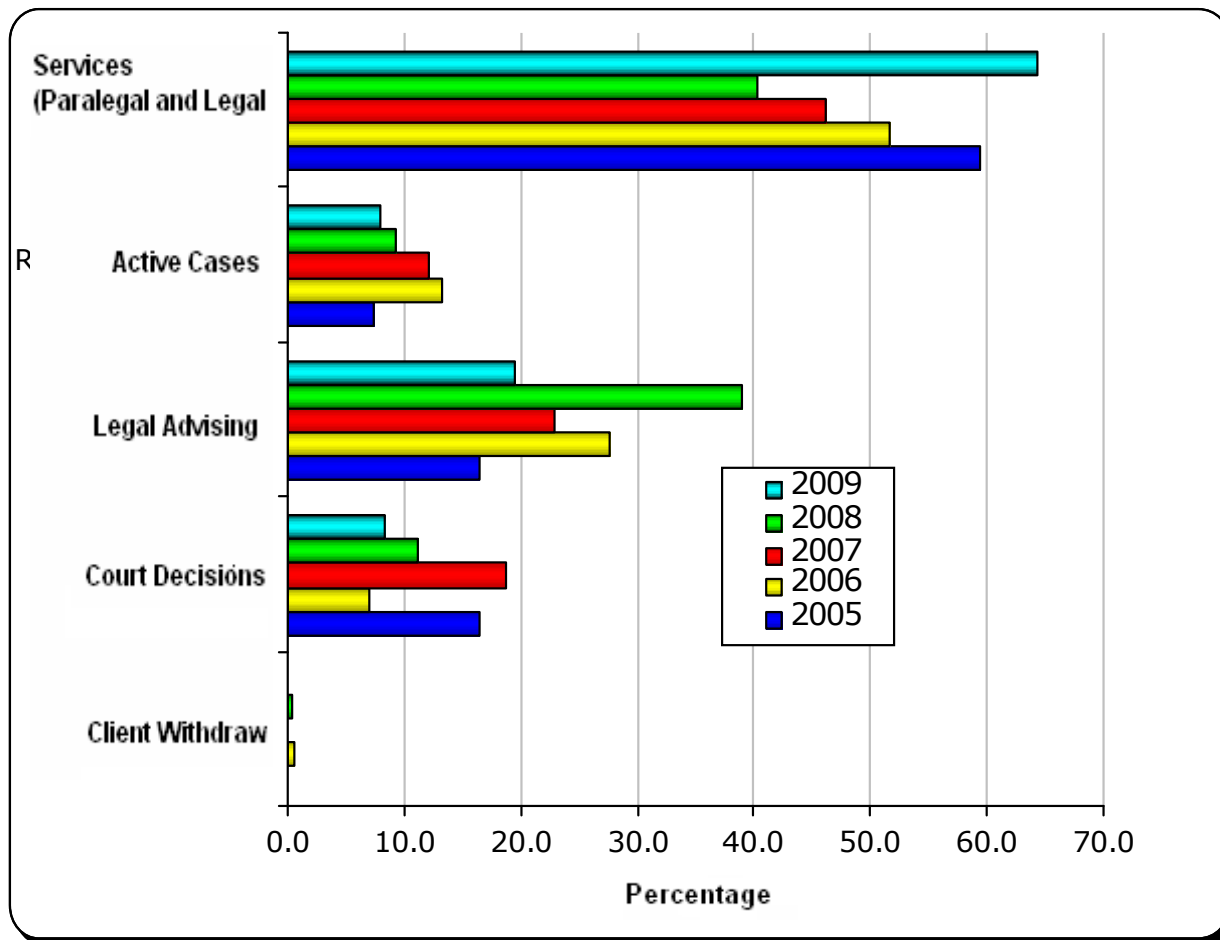
Active Cases 2005-2009



From the active cases in 2009, 70% are paralegal services and 30% cases to be followed in courts.

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

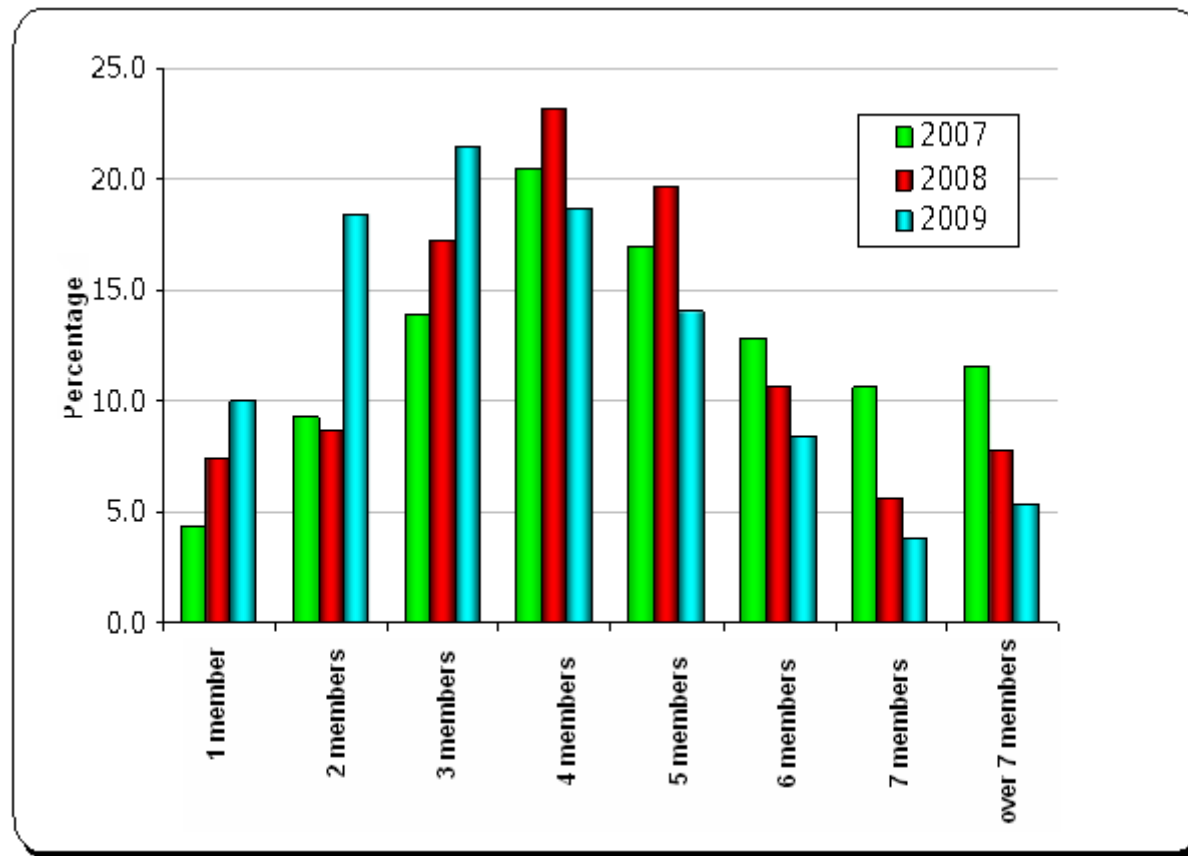
Case Progress 2005-2009



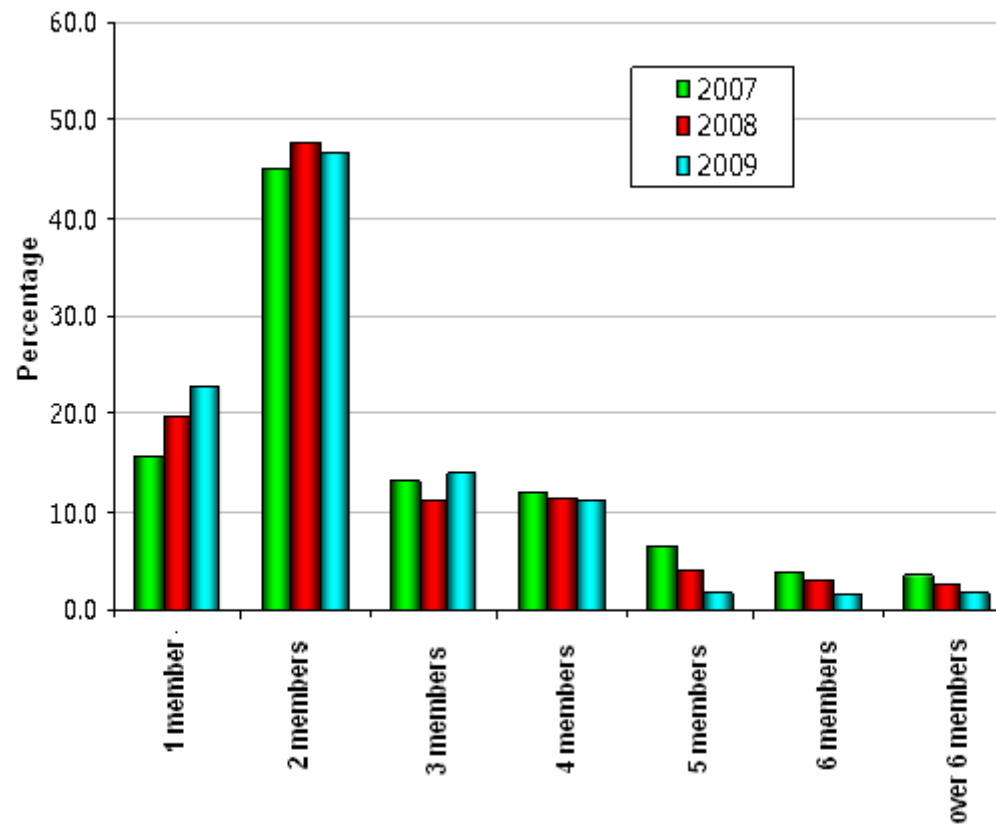
Prevail the cases that are completed with concrete service, as well as with legal advising.

The number of active cases from 2008 is approximately 5%.

Distribution of families by family members 2007-2009

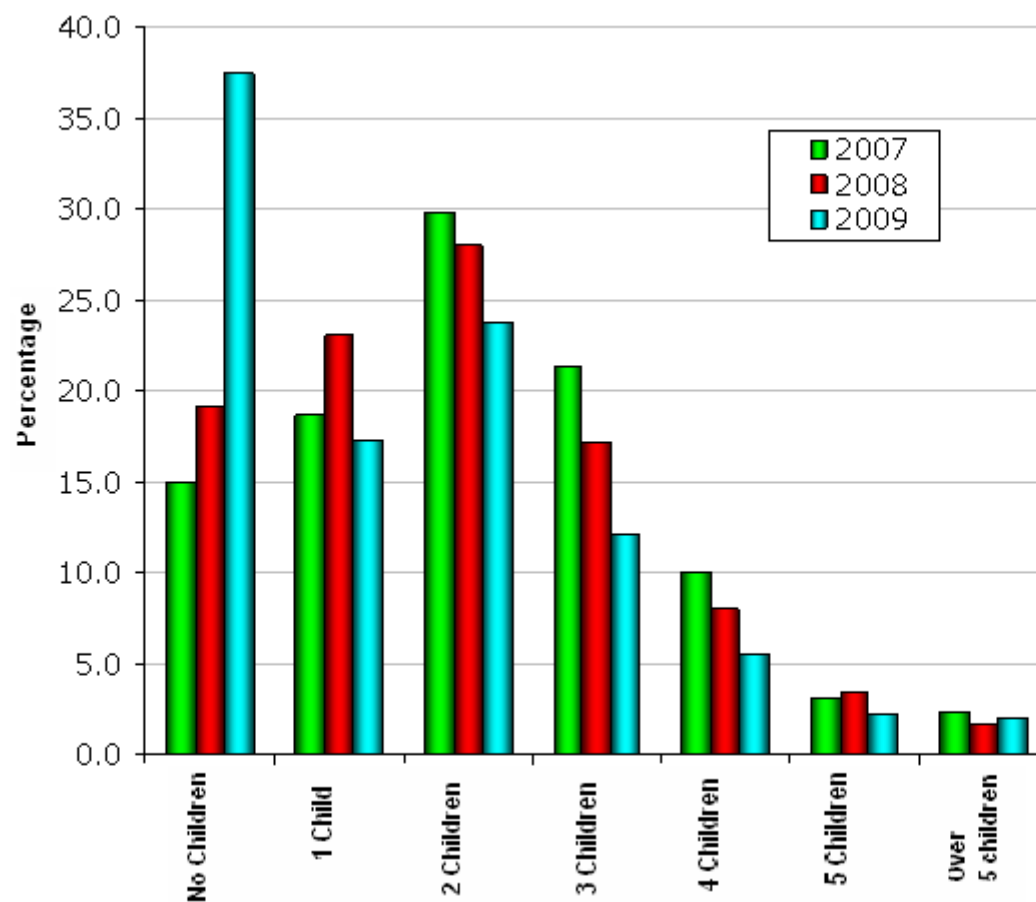


Families by the adult family members 2007-2009



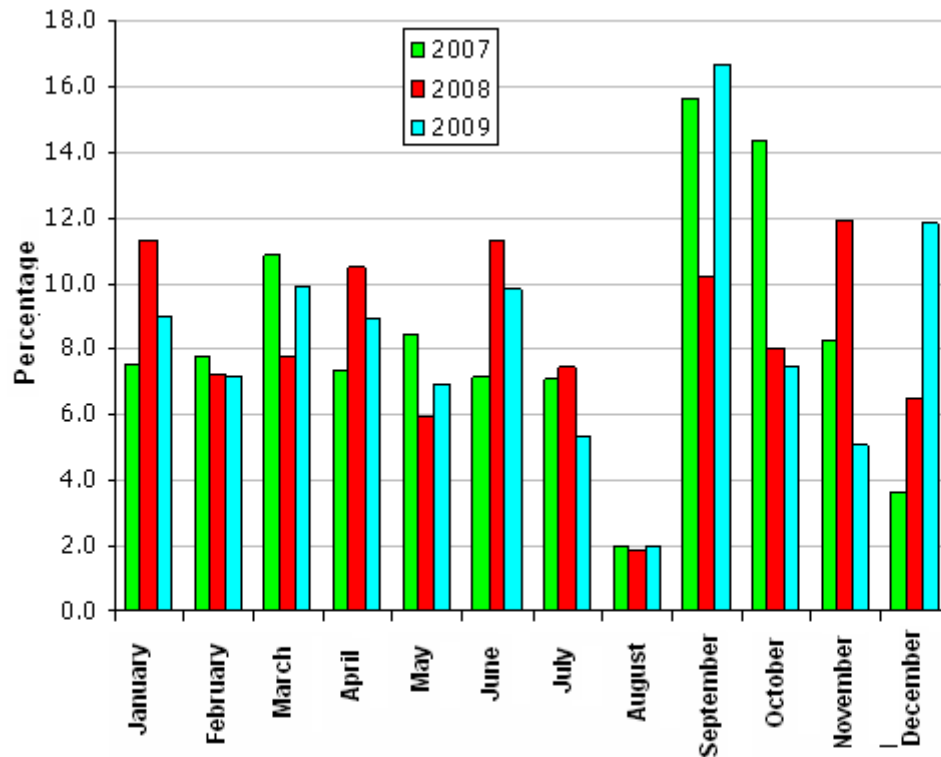
Prevail the families with two adult members.

Families by children number 2007-2009



In 2009 prevail the families with no children.

Registration progress of the clients per month 2007-2009



In 2009, more registrations are noted in September and December.

FINAL REPORT

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

Grant Start and end days: 06 April – 31 May 2009

Reporting Period: 31 May- 15 June, 2009

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 April-May, 2009**. The overall goal of the project **was** measuring satisfaction of a significant and representative number of court users in each of the thirteen (12) 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**. 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 an very efficient number of law students. The communication and the collaboration with each of 12 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 and 2009. TLAS' groups found the right support to the Court's staff in undertaking and starting for the second 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 next two years, respectively in 2009 and 2010, is to measure the public court' users satisfaction in three consecutive years and compare it with the findings of the previews one. 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 nine Pilot Courts: **Durres, Elbasan, Pogradec, Saranda, Shkodra, Vlora District Courts, in Tirana High Crimes Court and in Tirana, Gjirokastra Appellate Courts**, 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, 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 by TLAS 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" and the ten first questions are the same as used during 2008, according the

comments and opinions of ROLP expert and TLAS experts. 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 06 April up 18 April 2009 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 percept 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 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 use 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 April 2009 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*

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

Target Courts	No planned	21	23	24	29	27	27	4	6	7	11	12
		April	April	April	April	April	April	May	May	May	May	May
Elbasan	102											
Pogradec & Korca	30+126											
Vlore appellate court & Vlorë district court	40+108											
Gjirokaster Appellate Court & Saranda District court	60+34											
Kruja	42											
Shkoder	123											
Durres	150											
Tirana Appellate & High Crimes	208+51											
Total planned	1047											

In fact the interviewers fulfilled a **total number of the regular respondents of 1147 divided as below:**

1. In Durres are interviewed 153 respondents
2. In Vlorë District Court , 105 respondents
3. In Vlorë Appellate Court , 40 respondents
4. In Kruja District Court , 45 respondents
5. In Tirana High Crimes Court , 57 respondents
6. In Tirana Appellate Court , 228 respondents
7. In Gjirokastra District Court , 60 respondents
8. In Saranda District Court , 39 respondents
9. In Pogradec District Court , 34 respondents
10. In Korca District Court , 134 respondents
11. In Elbasan District Court , 106 respondents
12. In Shkodra District Court , 146 respondents

Total: 1147 interviewed respondents divided **as below:**

Summary Table

	All users	Cittizens	Lawyers	Cittizens Lawyers	+	Judges	Prosecutors	Court Employees
Durres Court	153	96	36		132	10	0	11
Elbasan Court	106	75	6		81	10	0	15
Gjirokastra Court	60	43	4		47	5	0	8
Vlora First Instance Court	105	62	14		76	12	0	17
Pogradec Court	34	26	1		27	5	0	2
Saranda Court	39	24	6		30	7	0	2
Shkodra Court	146	119	3		122	11	4	9
Tirana Appeal Court	228	47	148		195	6	12	15
Tirana High Crimes Court	57	32	9		41	6	1	9
Totali 9 courts	928	524	227		751	72	17	88
Kruja Court	45	31	6		37	2	0	6
Korca Court	134	99	9		108	14	4	8
Vlora Apel Court	40	27	5		32	4	0	4
Totali 3 courts	219	157	20		177	20	4	18
Totali 12 courts	1147	681	247		928	92	21	106

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

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

5.1 Baseline Measure in 9 Pilot Courts

First Q-11 survey conducted in the Albanian pilot courts shows a baseline of 66,06 % overall public user satisfaction. The Year before the baseline was 53 %

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

Table 1

This table shows the level of satisfaction of all courts users in all the 9 pilot courts

Table 1. Court users' satisfaction in 9 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
774	64	743	76	713	58	757	51	580	104
83.41%	6.90%	80.06%	8.19%	76.83%	6.25%	81.57%	5.50%	62.50%	11.21%

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
498	148	586	87	531	117	556	131	613	127	59	700
53.66%	15.95%	63.15%	9.38%	57.22%	12.61%	59.91%	14.12%	66.06%	13.69%	6.36%	75.43%

Table 2 This table shows in a more detailed way, the level of satisfaction of all court users in each of the 9 pilot courts.

Level of satisfaction of all the court users for each 9 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.	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	135	140	139	143	124	118	124	113	117	122	2
%	88.24%	91.50%	90.85%	93.46%	81.05%	77.12%	81.05%	73.86%	76.47%	79.74%	1.31%
Elbasan Court	82	74	75	80	63	53	56	49	68	71	6
%	77.36%	69.81%	70.75%	75.47%	59.43%	50.00%	52.83%	46.23%	64.15%	66.98%	5.66%
Gjirokastra Court	54	50	56	57	45	39	41	42	48	48	4
%	90.00%	83.33%	93.33%	95.00%	75.00%	65.00%	68.33%	70.00%	80.00%	80.00%	6.67%
Vlora First Instance Court	84	77	81	90	44	41	59	47	45	47	18
%	80.00%	73.33%	77.14%	85.71%	41.90%	39.05%	56.19%	44.76%	42.86%	44.76%	17.14%
Pogradec Court	28	25	25	26	17	13	14	16	18	21	1
%	82.35%	73.53%	73.53%	76.47%	50.00%	38.24%	41.18%	47.06%	52.94%	61.76%	2.94%
Saranda Court	36	32	35	35	26	20	24	26	29	28	1
%	92.31%	82.05%	89.74%	89.74%	66.67%	51.28%	61.54%	66.67%	74.36%	71.79%	2.56%
Shkodra Court	117	110	101	98	78	74	79	69	80	93	5
%	80.14%	75.34%	69.18%	67.12%	53.42%	50.68%	54.11%	47.26%	54.79%	63.70%	3.42%
Tirana Appeal Court	208	198	164	193	160	117	160	141	135	154	13
%	91.23%	86.84%	71.93%	84.65%	70.18%	51.32%	70.18%	61.84%	59.21%	67.54%	5.70%
Tirana High Crimes Court	30	37	37	35	23	23	29	28	16	29	9
%	52.63%	64.91%	64.91%	61.40%	40.35%	40.35%	50.88%	49.12%	28.07%	50.88%	15.79%
Total	774	743	713	757	580	498	586	531	556	613	59
%	83.41%	80.06%	76.83%	81.57%	62.50%	53.66%	63.15%	57.22%	59.91%	66.06%	6.36%

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

Level of satisfaction of all the court users for 3 courts (not part of the 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.	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
Kruja Court	35	36	38	37	29	21	31	22	32	33	0
%	77.78%	80.00%	84.44%	82.22%	64.44%	46.67%	68.89%	48.89%	71.11%	73.33%	0.00%
Korca Court	117	110	114	110	94	81	84	75	94	104	7
%	87.31%	82.09%	85.07%	82.09%	70.15%	60.45%	62.69%	55.97%	70.15%	77.61%	5.22%
Vlora Appeal Court	19	21	24	18	23	12	16	9	22	14	2
%	47.50%	52.50%	60.00%	45.00%	57.50%	30.00%	40.00%	22.50%	55.00%	35.00%	5.00%
Total	171	167	176	165	146	114	131	106	148	151	9
%	78.08%	76.26%	80.37%	75.34%	66.67%	52.05%	59.82%	48.40%	67.58%	68.95%	4.11%

Table no. 4: Level of satisfaction of “citizens” category of court users in 12 Courts

Level of satisfaction of “citizens” category of court users in 12 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.	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	87	90	88	91	70	73	77	69	76	78	1
%	65.91%	68.18%	66.67%	68.94%	53.03%	55.30%	58.33%	52.27%	57.58%	59.09%	0.76%
Elbasan Court	68	62	57	62	46	42	37	35	52	51	4
%	83.95%	76.54%	70.37%	76.54%	56.79%	51.85%	45.68%	43.21%	64.20%	62.96%	4.94%
Gjirokastra Court	37	33	40	40	29	23	27	29	32	31	4
%	78.72%	70.21%	85.11%	85.11%	61.70%	48.94%	57.45%	61.70%	68.09%	65.96%	8.51%
Vlora First Instance Court	53	46	47	42	21	21	29	28	24	19	15
%	69.74%	60.53%	61.84%	55.26%	27.63%	27.63%	38.16%	36.84%	31.58%	25.00%	19.74%
Pogradec Court	24	20	21	22	14	11	10	13	15	16	1

%	88.89%	74.07%	77.78%	81.48%	51.85%	40.74%	37.04%	48.15%	55.56%	59.26%	3.70%
Saranda Court	24	22	23	23	13	11	10	14	18	18	1
%	80.00%	73.33%	76.67%	76.67%	43.33%	36.67%	33.33%	46.67%	60.00%	60.00%	3.33%
Shkodra Court	97	89	84	80	66	61	61	51	62	75	5
%	79.51%	72.95%	68.85%	65.57%	54.10%	50.00%	50.00%	41.80%	50.82%	61.48%	4.10%
Tirana Appeal Court	41	41	29	33	30	25	28	23	25	25	6
%	21.03%	21.03%	14.87%	16.92%	15.38%	12.82%	14.36%	11.79%	12.82%	12.82%	3.08%
Tirana High Crimes Court	14	22	19	19	11	9	14	16	5	14	8
%	34.15%	53.66%	46.34%	46.34%	26.83%	21.95%	34.15%	39.02%	12.20%	34.15%	19.51%
Kruja Court	26	27	28	27	22	15	24	16	25	26	0
%	70.27%	72.97%	75.68%	72.97%	59.46%	40.54%	64.86%	43.24%	67.57%	70.27%	0.00%
Korca Court	91	86	86	85	72	59	59	53	74	76	7
%	84.26%	79.63%	79.63%	78.70%	66.67%	54.63%	54.63%	49.07%	68.52%	70.37%	6.48%
Vlora Appeal Court	14	15	19	13	19	7	10	4	17	8	1
%	43.75%	46.88%	59.38%	40.63%	59.38%	21.88%	31.25%	12.50%	53.13%	25.00%	3.13%
Total	576	553	541	537	413	357	386	351	425	437	53
%	62.07%	59.59%	58.30%	57.87%	44.50%	38.47%	41.59%	37.82%	45.80%	47.09%	5.71%

Table no. 5: Level of satisfaction of “judges” category of court users in 12 Courts

Level of satisfaction of “judges” category of court users in 12 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.	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	6	7	8	8	7	7	9	8	8	6	0
%	28.57%	33.33%	38.10%	38.10%	33.33%	33.33%	42.86%	38.10%	38.10%	28.57%	0.00%
Elbasan Court	3	2	7	6	6	6	7	7	7	7	1
%	12.00%	8.00%	28.00%	24.00%	24.00%	24.00%	28.00%	28.00%	28.00%	28.00%	4.00%
Gjirokastra Court	5	5	5	5	5	5	5	5	5	5	0
%	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	0.00%
Vlora First Instance Court	5	7	6	4	3	6	7	5	6	8	0
%	17.24%	24.14%	20.69%	13.79%	10.34%	20.69%	24.14%	17.24%	20.69%	27.59%	0.00%

									%		
Pogradec Court	2	3	2	2	2	1	2	2	2	3	0
%	28.57%	42.86%	28.57%	28.57%	28.57%	14.29%	28.57%	28.57%	28.57%	42.86%	0.00%
Saranda Court	4	3	5	4	5	4	6	5	4	5	0
%	44.44%	33.33%	55.56%	44.44%	55.56%	44.44%	66.67%	55.56%	44.44%	55.56%	0.00%
Shkodra Court	2	2	1	1	0	0	2	1	1	1	0
%	8.33%	8.33%	4.17%	4.17%	0.00%	0.00%	8.33%	4.17%	4.17%	4.17%	0.00%
Tirana Appeal Court	5	3	3	3	4	2	5	5	4	6	0
%	15.15%	9.09%	9.09%	9.09%	12.12%	6.06%	15.15%	15.15%	12.12%	18.18%	0.00%
Tirana High Crimes Court	2	2	3	2	1	2	3	1	1	3	0
%	12.50%	12.50%	18.75%	12.50%	6.25%	12.50%	18.75%	6.25%	6.25%	18.75%	0.00%
Kruja Court	1	1	1	1	1	1	1	1	1	1	0
%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	0.00%
Korca Court	8	8	11	8	7	7	10	9	8	11	0
%	30.77%	30.77%	42.31%	30.77%	26.92%	26.92%	38.46%	34.62%	30.77%	42.31%	0.00%
Vlora Appeal Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total	43	43	52	44	41	41	57	49	47	56	1
%	19.63%	19.63%	23.74%	20.09%	18.72%	18.72%	26.03%	22.37%	21.46%	25.57%	0.46%

Table no. 6: Level of satisfaction of “court employees” category of court users in 12 Courts

Level of satisfaction of “court employees” category of court users in 12 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.	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	9	9	9	9	4	4	4	3	4	4	0
%	42.86%	42.86%	42.86%	42.86%	19.05%	19.05%	19.05%	14.29%	19.05%	19.05%	0.00%
Elbasan Court	6	7	8	8	7	3	7	6	6	11	0
%	24.00%	28.00%	32.00%	32.00%	28.00%	12.00%	28.00%	24.00%	24.00%	44.00%	0.00%
Gjirokastra Court	8	8	7	8	7	7	6	7	7	8	0
%	61.54%	61.54%	53.85%	61.54%	53.85%	53.85%	46.15%	53.85%	53.85%	61.54%	0.00%
Vlora First Instance Court	13	11	15	13	11	9	12	8	9	14	2
%	44.83%	37.93%	51.72%	44.83%	37.93%	31.03%	41.38%	27.59%	31.03%	48.28%	6.90%
Pogradec Court	1	1	1	1	0	0	1	0	0	1	0
%	14.29%	14.29%	14.29%	14.29%	0.00%	0.00%	14.29%	0.00%	0.00%	14.29%	0.00%
Saranda Court	2	2	2	2	2	1	2	2	2	2	0
%	22.22%	22.22%	22.22%	22.22%	22.22%	11.11%	22.22%	22.22%	22.22%	22.22%	0.00%
Shkodra Court	2	3	3	2	1	2	2	2	2	3	0
%	8.33%	12.50%	12.50%	8.33%	4.17%	8.33%	8.33%	8.33%	8.33%	12.50%	0.00%
Tirana Appeal Court	10	8	9	10	4	4	8	9	6	11	0
%	30.30%	24.24%	27.27%	30.30%	12.12%	12.12%	24.24%	27.27%	18.18%	33.33%	0.00%
Tirana High Crimes Court	5	5	5	5	4	4	5	4	3	5	0
%	31.25%	31.25%	31.25%	31.25%	25.00%	25.00%	31.25%	25.00%	18.75%	31.25%	0.00%
Kruja Court	2	2	3	0	1	0	0	0	0	1	1
%	25.00%	25.00%	37.50%	0.00%	12.50%	0.00%	0.00%	0.00%	0.00%	12.50%	12.50%
Korca Court	5	5	6	5	6	5	5	3	3	6	0
%	19.23%	19.23%	23.08%	19.23%	23.08%	19.23%	19.23%	11.54%	11.54%	23.08%	0.00%
Vlora Appeal Court	1	1	1	1	0	1	1	0	0	1	0
%	12.50%	12.50%	12.50%	12.50%	0.00%	12.50%	12.50%	0.00%	0.00%	12.50%	0.00%
Total	64	62	69	64	47	40	53	44	42	67	3
%	29.22%	28.31%	31.51%	29.22%	21.46%	18.26%	24.20%	20.09%	19.18%	30.59%	1.37%

Table no. 7: Level of satisfaction of “Prosecutors” category of court users in 12 Courts

Level of satisfaction of “Prosecutors” category of court users in 12 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.	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	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Elbasan Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Gjirokastra Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Vlora First Instance Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Pogradec Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Saranda Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Shkodra Court	3	3	2	4	3	4	4	4	4	3	0
%	12.50%	12.50%	8.33%	16.67%	12.50%	16.67%	16.67%	16.67%	16.67%	12.50%	0.00%
Tirana Appeal Court	8	9	5	7	9	7	8	6	7	8	0
%	24.24%	27.27%	15.15%	21.21%	27.27%	21.21%	24.24%	18.18%	21.21%	24.24%	0.00%
Tirana High Crimes Court	1	1	1	1	1	1	1	1	1	1	0
%	6.25%	6.25%	6.25%	6.25%	6.25%	6.25%	6.25%	6.25%	6.25%	6.25%	0.00%
Kruja Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Korca Court	4	3	4	3	3	2	3	3	3	4	0
%	15.38%	11.54%	15.38%	11.54%	11.54%	7.69%	11.54%	11.54%	11.54%	15.38%	0.00%
Vlora Appeal Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total	16	16	12	15	16	14	16	14	15	16	0
%	7.31%	7.31%	5.48%	6.85%	7.31%	6.39%	7.31%	6.39%	6.85%	7.31%	0.00%

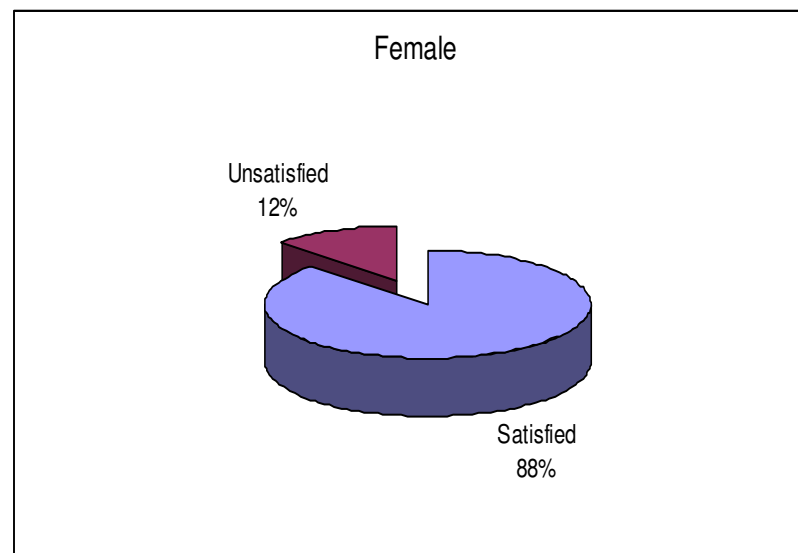
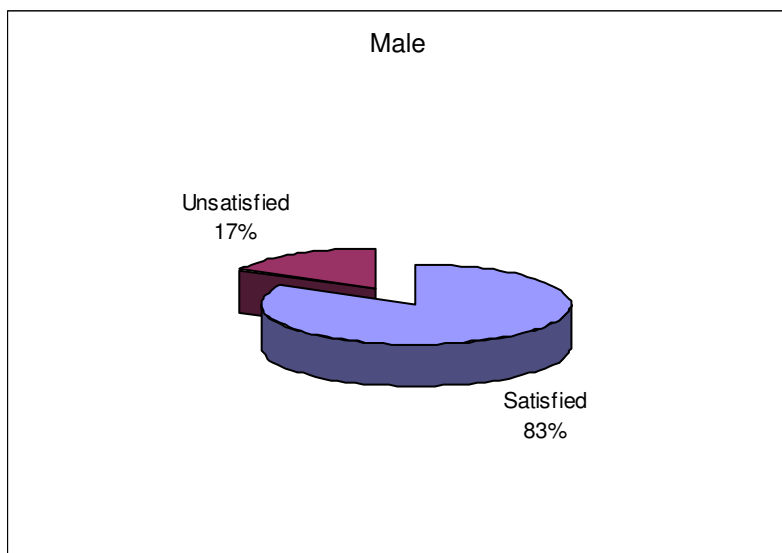
Table no. 8: Level of satisfaction of “Attorney at Law” category of court users in 12 Courts

Level of satisfaction of “Attorney at Law” category of court users in 12 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.	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	33	34	34	35	33	34	34	33	29	34	1
%	25.00%	25.76%	25.76%	26.52%	25.00%	25.76%	25.76%	25.00%	21.97%	25.76%	0.76%
Elbasan Court	5	3	3	4	4	2	5	1	3	2	1
%	6.17%	3.70%	3.70%	4.94%	4.94%	2.47%	6.17%	1.23%	3.70%	2.47%	1.23%
Gjirokastra Court	4	4	4	4	4	4	3	1	4	4	0
%	8.51%	8.51%	8.51%	8.51%	8.51%	8.51%	6.38%	2.13%	8.51%	8.51%	0.00%
Vlora First Instance Court	13	13	13	11	9	5	11	6	6	6	1
%	17.11%	17.11%	17.11%	14.47%	11.84%	6.58%	14.47%	7.89%	7.89%	7.89%	1.32%
Pogradec Court	1	1	1	1	1	1	1	1	1	1	0
%	3.70%	3.70%	3.70%	3.70%	3.70%	3.70%	3.70%	3.70%	3.70%	3.70%	0.00%
Saranda Court	6	5	5	6	6	4	6	5	5	3	0
%	20.00%	16.67%	16.67%	20.00%	20.00%	13.33%	20.00%	16.67%	16.67%	10.00%	0.00%
Shkodra Court	13	13	11	11	8	7	10	11	11	11	0
%	10.66%	10.66%	9.02%	9.02%	6.56%	5.74%	8.20%	9.02%	9.02%	9.02%	0.00%
Tirana Appeal Court	144	137	118	140	113	79	111	98	93	104	7
%	73.85%	70.26%	60.51%	71.79%	57.95%	40.51%	56.92%	50.26%	47.69%	53.33%	3.59%
Tirana High Crimes Court	8	7	9	8	6	7	6	6	6	6	1
%	19.51%	17.07%	21.95%	19.51%	14.63%	17.07%	14.63%	14.63%	14.63%	14.63%	2.44%
Kruja Court	6	6	6	6	6	4	6	5	6	5	0
%	16.22%	16.22%	16.22%	16.22%	16.22%	10.81%	16.22%	13.51%	16.22%	13.51%	0.00%
Korca Court	9	8	7	9	6	8	7	7	6	7	0
%	8.33%	7.41%	6.48%	8.33%	5.56%	7.41%	6.48%	6.48%	5.56%	6.48%	0.00%
Vlora Appeal Court	4	5	4	4	4	4	5	5	5	5	1
%	12.50%	15.63%	12.50%	12.50%	12.50%	12.50%	15.63%	15.63%	15.63%	15.63%	3.13%
Total	246	236	215	239	200	159	205	179	175	188	12
%	26.51%	25.43%	23.17%	25.75%	21.55%	17.13%	22.09%	19.29%	18.86%	20.26%	1.29%

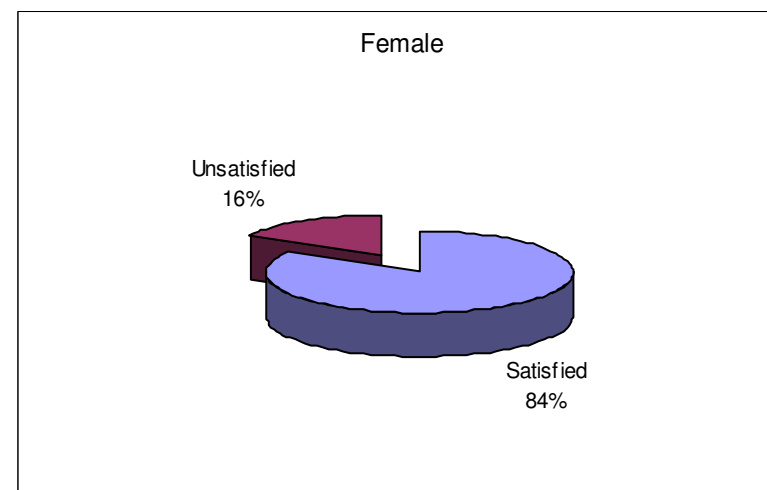
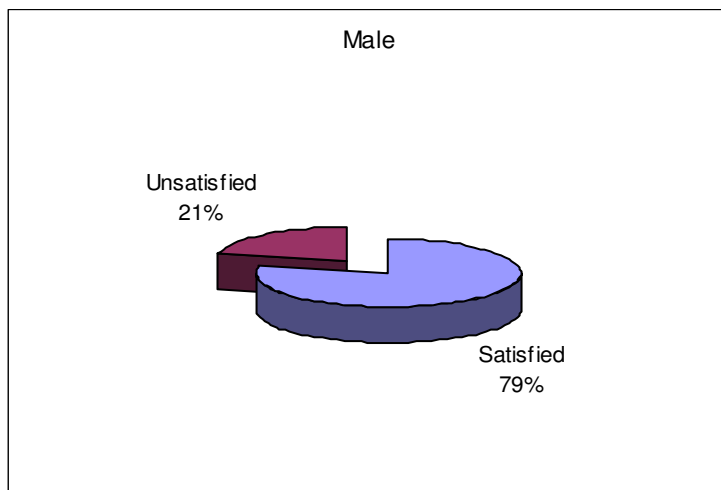
5.2 Cross tabs in 9 PILOT COURTS:

During the hearing the judge listened to me, and was courteous and respectful

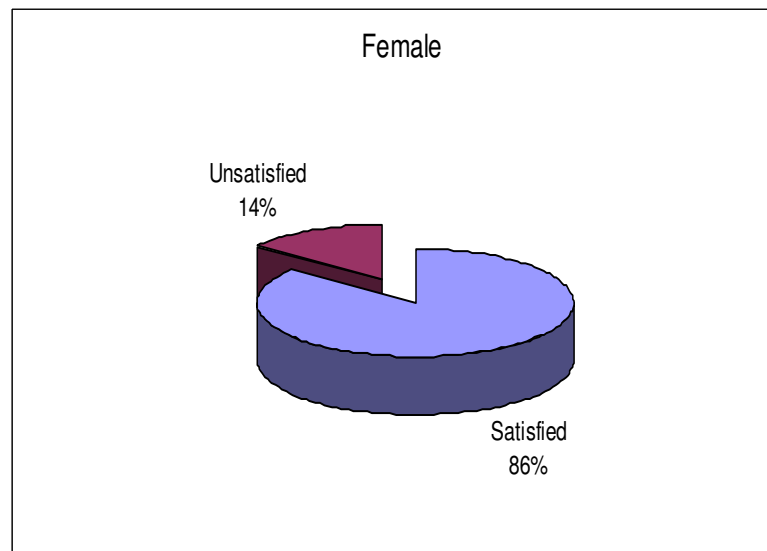
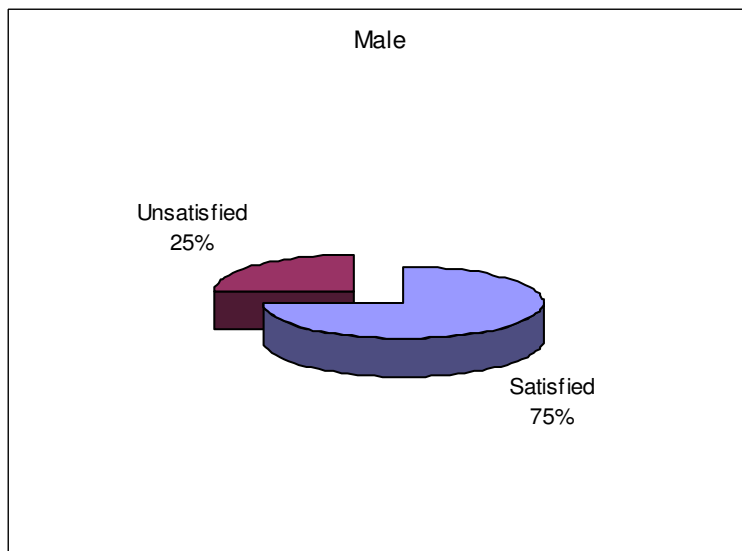
Gender	Satisfied	Unsatisfied
Male	320	67
Female	260	37
<i>Total</i>	<i>580</i>	<i>104</i>



Gender	I was treated fairly and impartially	
Male	320	87
Female	236	46
<i>Total</i>	<i>556</i>	<i>133</i>

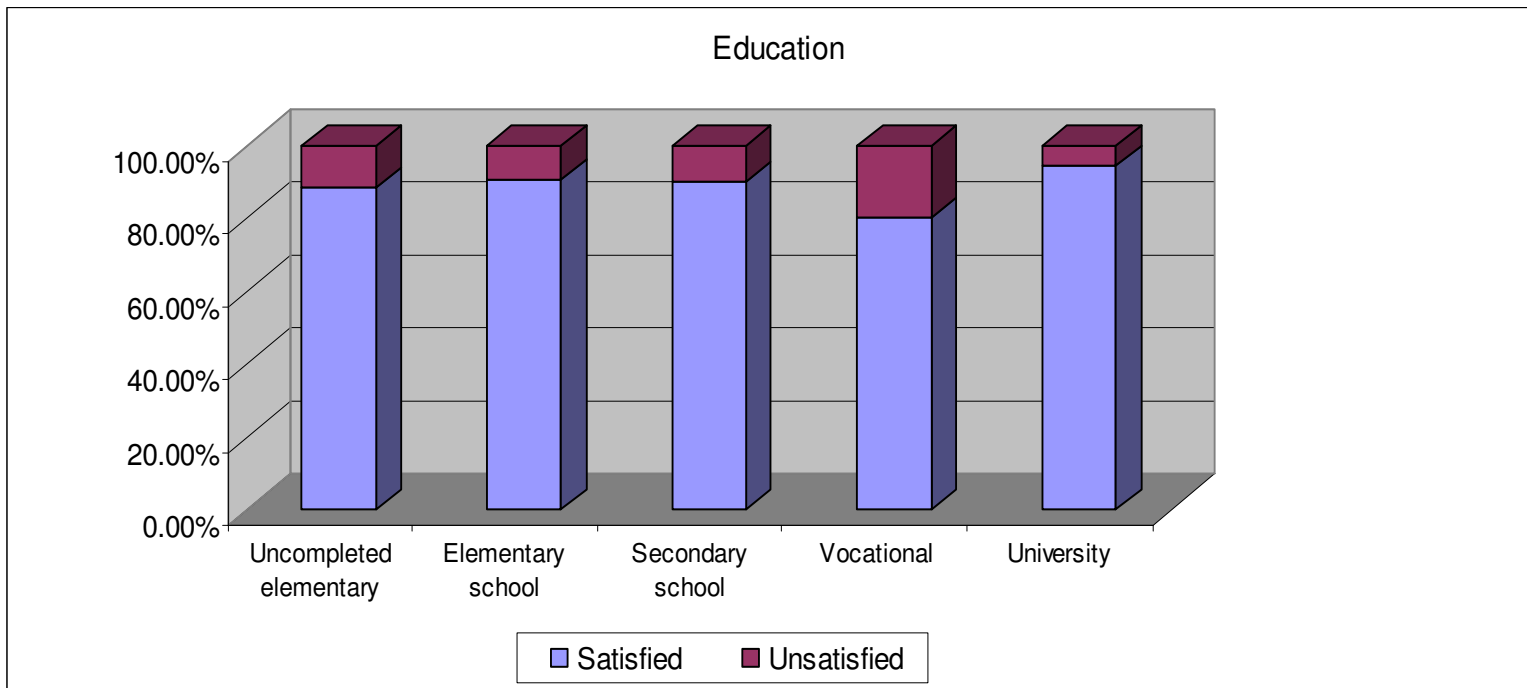


Gender	Overall, I think the court performed effectively	
Male	316	106
Female	272	46
<i>Total</i>	<i>588</i>	<i>152</i>



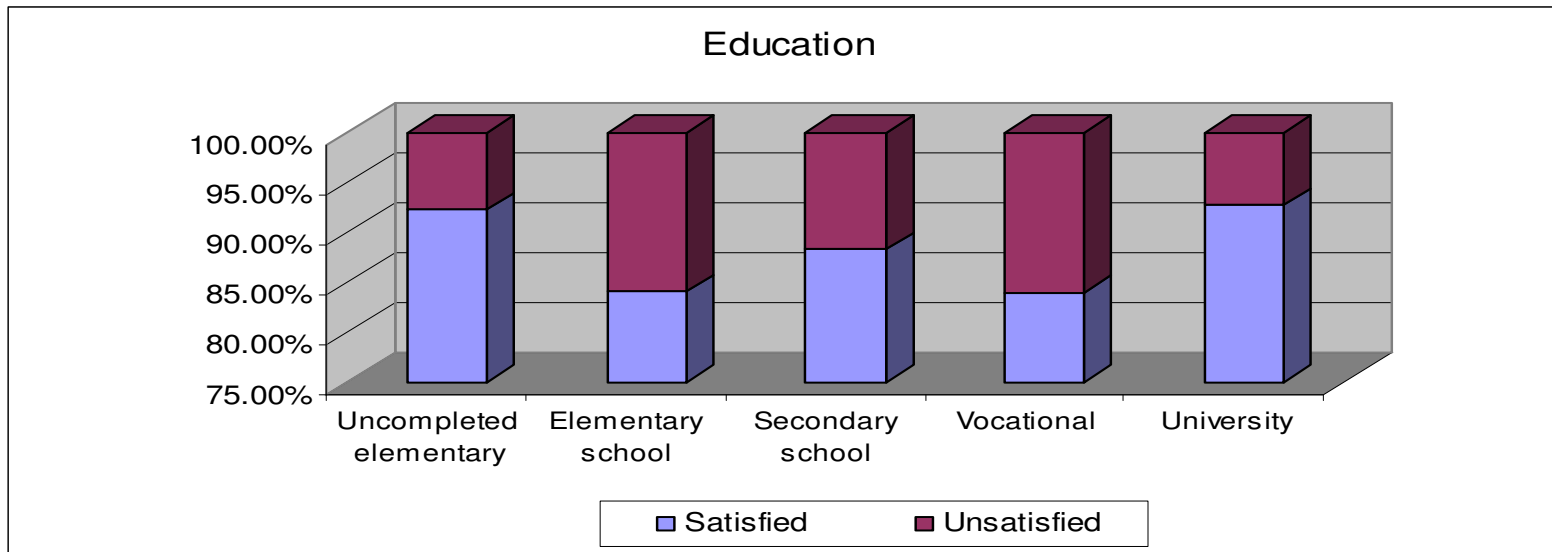
Education	Finding where I need to go in the courthouse was easy and convenient	
	Satisfied	Unsatisfied
Uncompleted elementary	23	3
Elementary	67	7
Secondary	177	20
Vocational	20	5
University	487	29
<i>Total</i>	<i>774</i>	<i>64</i>

Education	Satisfied	Unsatisfied
Uncompleted elementary	88.46%	11.54%
Elementary	90.54%	9.46%
Secondary	89.85%	10.15%
Vocational	80.00%	20.00%
University	94.38%	5.62%
<i>Total</i>	<i>92.36%</i>	<i>7.64%</i>



Education	It was easy getting the information I needed when I came to the courthouse	
	Satisfied	Unsatisfied
Uncompleted elementary	24	2
Elementary	58	11
Secondary	167	22
Vocational	21	4
University	472	37
<i>Total</i>	<i>742</i>	<i>76</i>

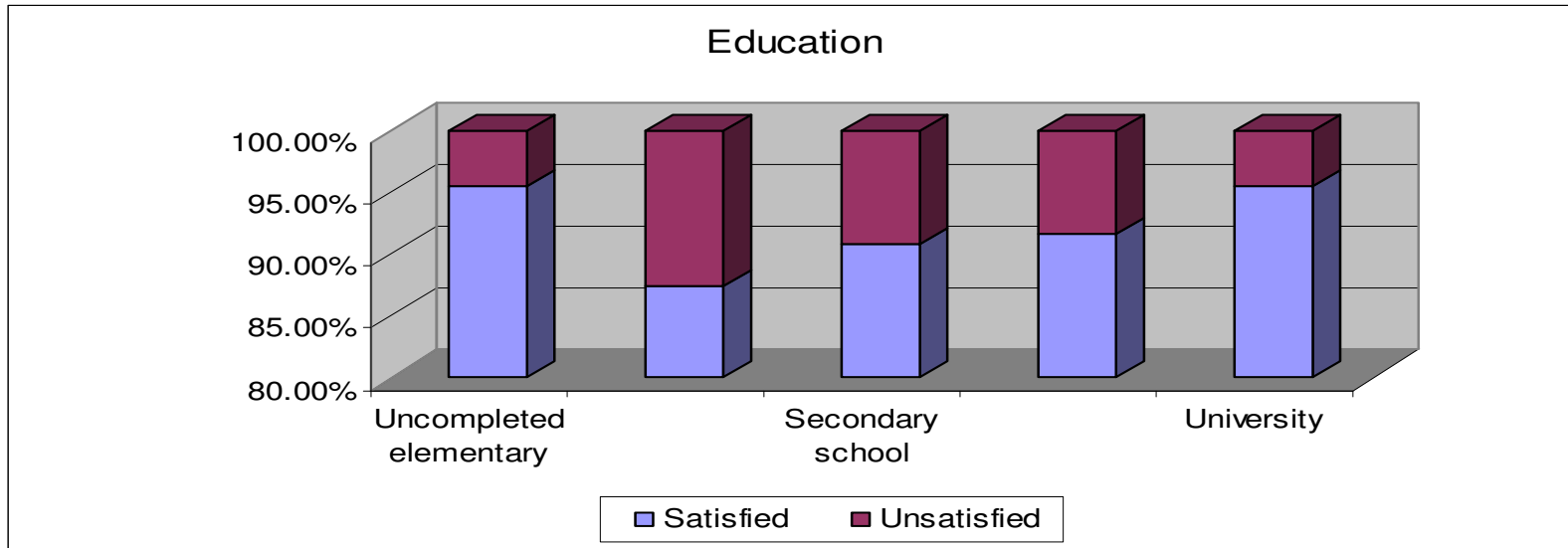
Education	Satisfied	Unsatisfied
Uncompleted elementary	92.31%	7.69%
Elementary	84.06%	15.94%
Secondary	88.36%	11.64%
Vocational	84.00%	16.00%
University	92.73%	7.27%
<i>Total</i>	<i>90.71%</i>	<i>9.29%</i>



Education	I understand the instructions of the court and what I need to do next	
	Satisfied	Unsatisfied
Uncompleted elementary	21	1
Elementary	63	9
Secondary	167	17
Vocational	22	2
University	464	22
<i>Total</i>	<i>737</i>	<i>51</i>

Education	Satisfied	Unsatisfied
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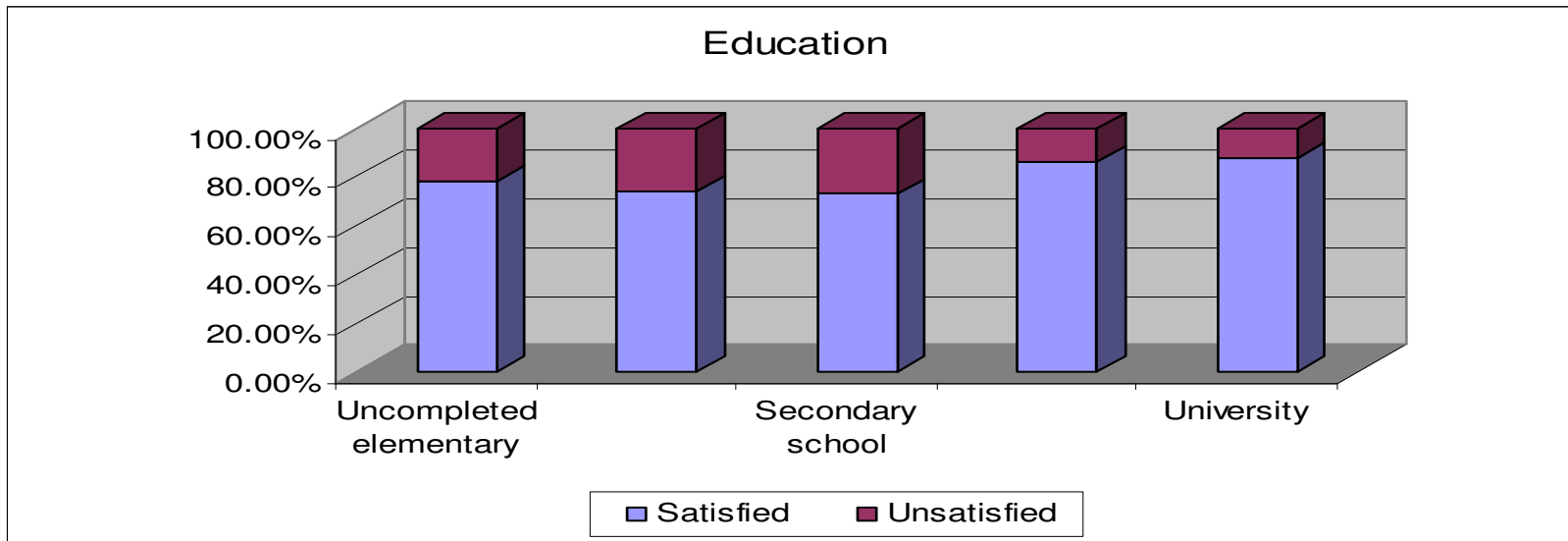
Uncompleted elementary	95.45%	4.55%
Elementary	87.50%	12.50%
Secondary	90.76%	9.24%
Vocational	91.67%	8.33%
University	95.47%	4.53%
<i>Total</i>	<i>93.53%</i>	<i>6.47%</i>



Education	Overall, I think the court performed effectively	
	Satisfied	Unsatisfied
Uncompleted elementary	18	5
Elementary	48	17
Secondary	126	47
Vocational	19	3
University	402	55
<i>Total</i>	<i>613</i>	<i>127</i>

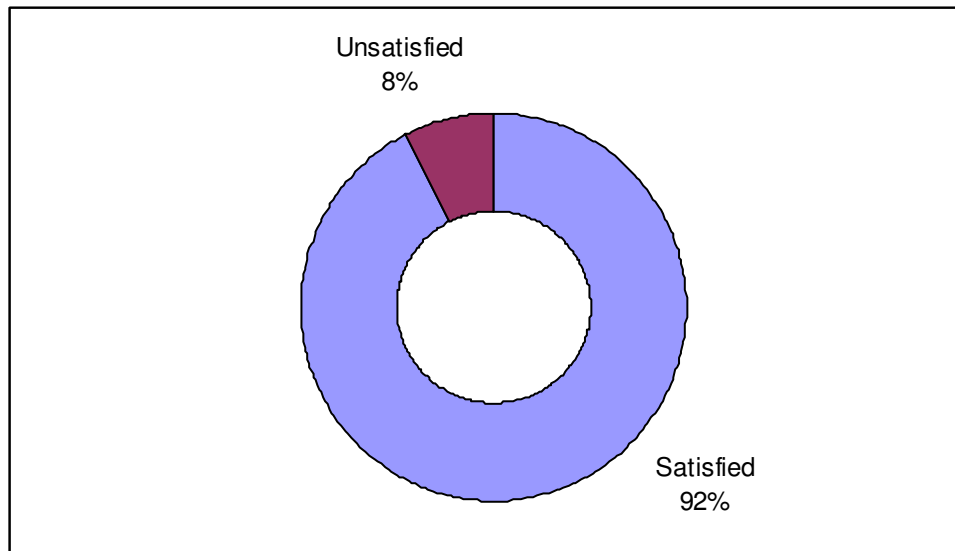
Education	Satisfied	Unsatisfied
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Uncompleted elementary	78.26%	21.74%
Elementary	73.85%	26.15%
Secondary	72.83%	27.17%
Vocational	86.36%	13.64%
University	87.96%	12.04%
<i>Total</i>	<i>82.84%</i>	<i>17.16%</i>



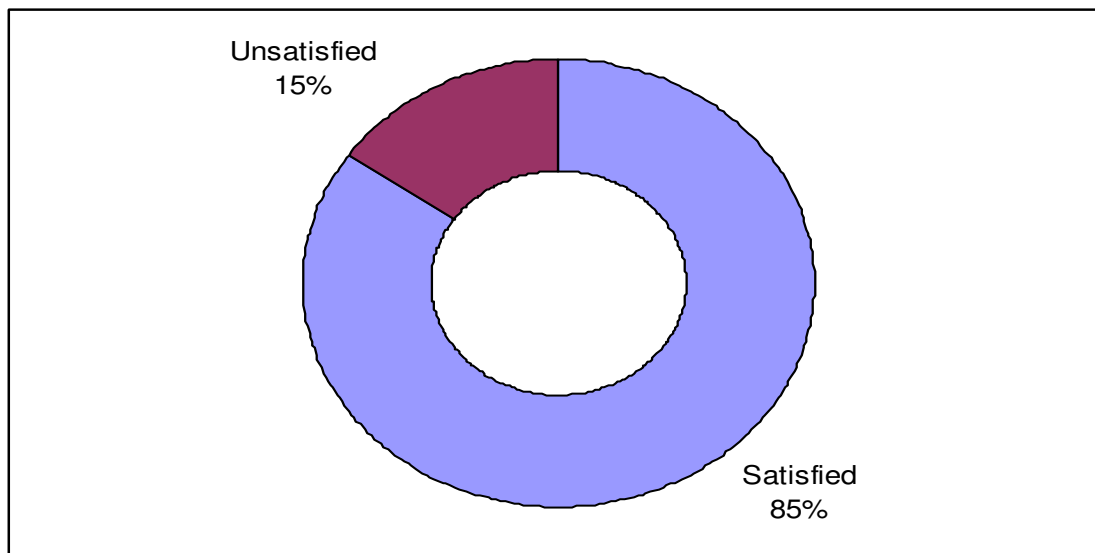
Community	Court personnel treated me with courtesy and respect
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	Satisfied	Unsatisfied
Albanian	703	55
Greek	1	3
Vlach	3	0
Egyptian	0	0
Roma	6	0
Macedonian	0	0
Other specify	1	0
I do not wish to answer	0	0
<i>Total</i>	<i>714</i>	<i>58</i>



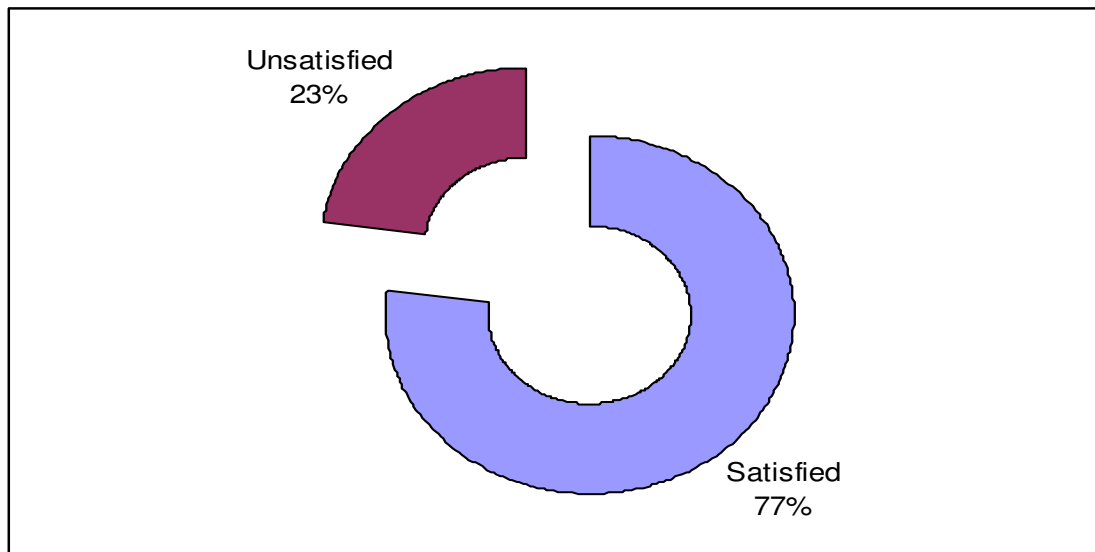
Community	During the hearing the judge listened to me, and was courteous and respectful	
	Satisfied	Unsatisfied

Albanian	571	100
Greek	1	3
Vlach	3	0
Egyptian	0	0
Roma	5	1
Macedonian	0	0
other specify	1	0
I do not wish to answer	0	0
<i>Total</i>	<i>581</i>	<i>104</i>



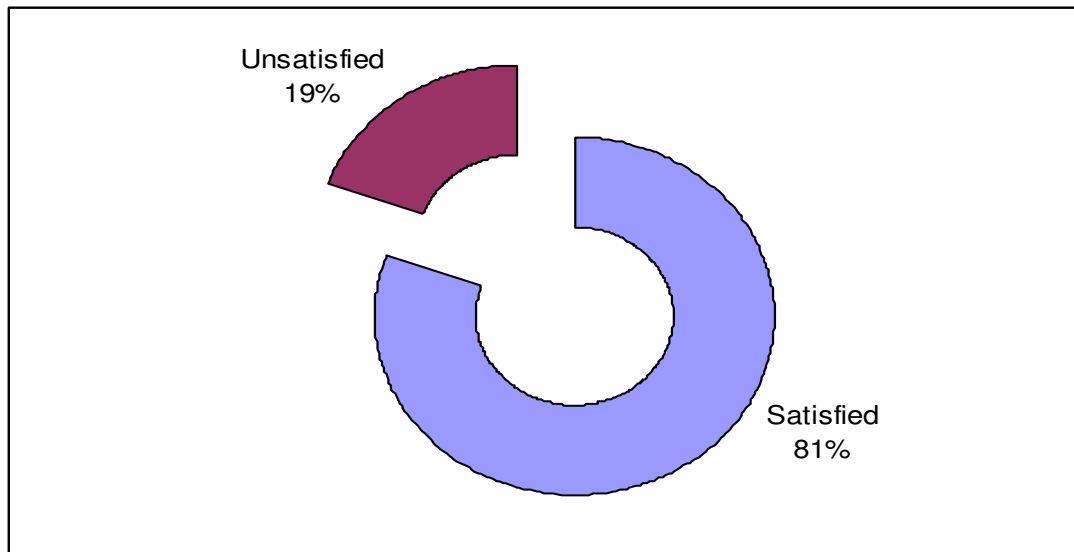
Community	The case or other business I had with the court was handled in a time promptly and in an efficient manner
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	Satisfied	Unsatisfied
Albanian	491	143
Greek	0	3
Vlach	2	1
Egyptian	0	0
Roma	4	1
Macedonian	0	0
other specify	1	0
I do not wish to answer	0	0
<i>Total</i>	<i>498</i>	<i>148</i>



Community	I was treated fairly and impartially
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	Satisfied	Unsatisfied
Albanian	542	128
Greek	1	3
Vlach	2	0
Egyptian	0	0
Roma	4	2
Macedonian	0	0
other specify	1	0
I do not wish to answer	0	0
<i>Total</i>	<i>550</i>	<i>133</i>



I was treated fairly and impartially

	Satisfied	Unsatisfied
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Albanian	542	128
%	98.55%	96.24%
Other communities	8	5
%	1.45%	3.76%

JUDGES		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	34	2
2	It was easy getting the information I needed when I came to the courthouse	34	5
3	Court personnel treated me with courtesy and respect	40	2
4	I understand the instructions of the court and what I need to do next	35	2
5	During the hearing the judge listened to me, and was courteous and respectful	33	1
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	33	4
7	The trial record are clear accurate and reliable	46	0
8	I received from the court a written copy of the decision without delays, and it was understandable	39	2
9	I was treated fairly and impartially	38	2
10	Overall, I think the court performed effectively	44	1
11	I Had to pay a bribe in order to take a service from the court.	1	27

COURT EMPLOYEES	Satisfied	Unsatisfied
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1	Finding where I need to go in the courthouse was easy and convenient	56	6
2	It was easy getting the information I needed when I came to the courthouse	54	3
3	Court personnel treated me with courtesy and respect	59	2
4	I understand the instructions of the court and what I need to do next	58	1
5	During the hearing the judge listened to me, and was courteous and respectful	40	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	34	3
7	The trial record are clear accurate and reliable	47	1
8	I received from the court a written copy of the decision without delays, and it was understandable	41	2
9	I was treated fairly and impartially	39	2
10	Overall, I think the court performed effectively	59	1
11	I Had to pay a bribe in order to take a service from the court.	2	42

PROSECUTORS	Satisfied	Unsatisfied
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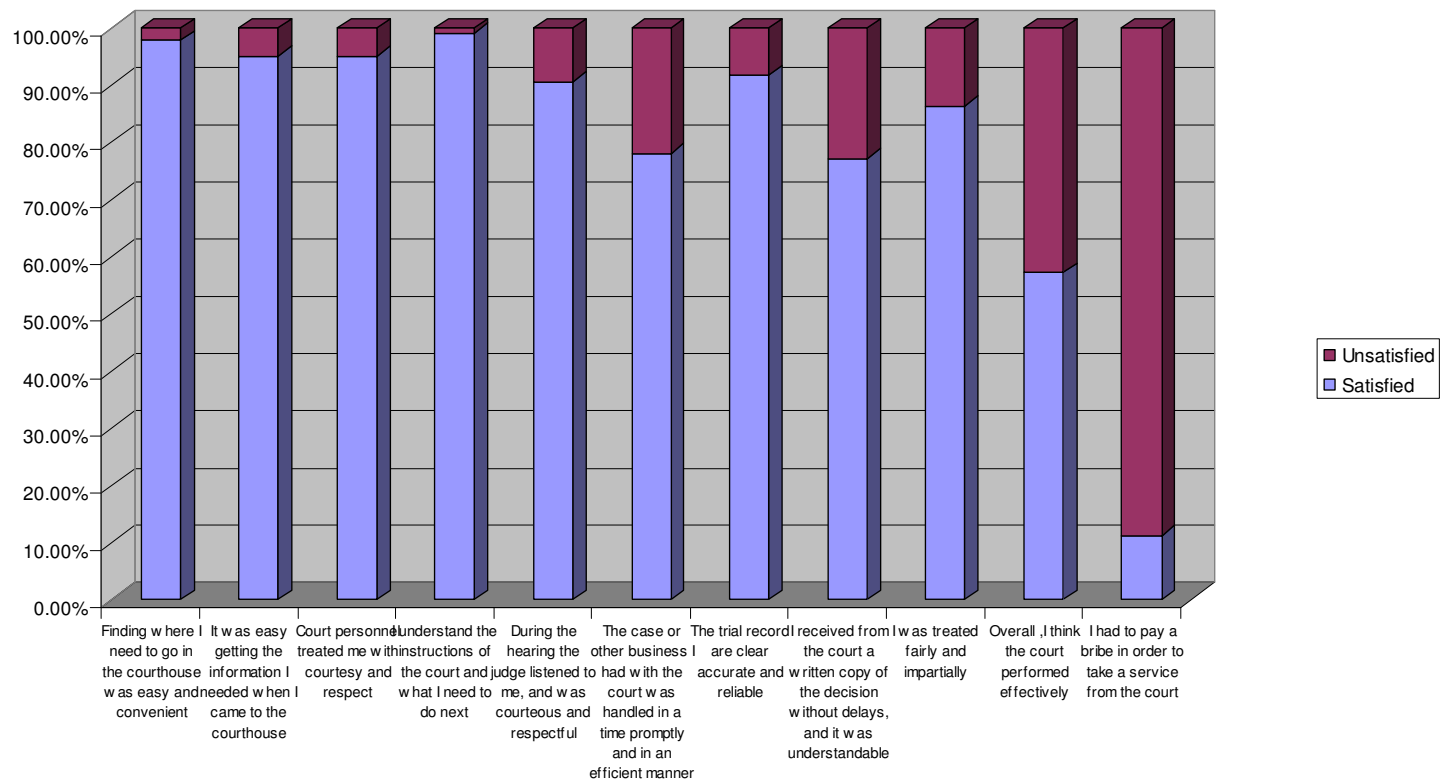
1	Finding where I need to go in the courthouse was easy and convenient	12	3
2	It was easy getting the information I needed when I came to the courthouse	13	1
3	Court personnel treated me with courtesy and respect	8	2
4	I understand the instructions of the court and what I need to do next	12	1
5	During the hearing the judge listened to me, and was courteous and respectful	13	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	12	0
7	The trial record are clear accurate and reliable	13	1
8	I received from the court a written copy of the decision without delays, and it was understandable	11	6
9	I was treated fairly and impartially	12	1
10	Overall, I think the court performed effectively	12	0
11	I Had to pay a bribe in order to take a service from the court.	0	9

ATTORNEY AT LAW	Satisfied	Unsatisfied
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1	Finding where I need to go in the courthouse was easy and convenient	227	5
2	It was easy getting the information I needed when I came to the courthouse	217	11
3	Court personnel treated me with courtesy and respect	198	10
4	I understand the instructions of the court and what I need to do next	220	2
5	During the hearing the judge listened to me, and was courteous and respectful	184	19
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	143	40
7	The trial record are clear accurate and reliable	187	17
8	I received from the court a written copy of the decision without delays, and it was understandable	162	48
9	I was treated fairly and impartially	158	25
10	Overall, I think the court performed effectively	171	128
11	I Had to pay a bribe in order to take a service from the court.	11	8

ATTORNYE AT LAW	Satisfied	Unsatisfied
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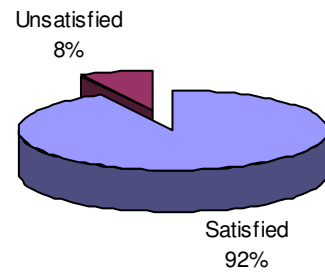
Finding where I need to go in the courthouse was easy and convenient	97.84%	2.16%
It was easy getting the information I needed when I came to the courthouse	95.18%	4.82%
Court personnel treated me with courtesy and respect	95.19%	4.81%
I understand the instructions of the court and what I need to do next	99.10%	0.90%
During the hearing the judge listened to me, and was courteous and respectful	90.64%	9.36%
The case or other business I had with the court was handled in a time promptly and in an efficient manner	78.14%	21.86%
The trial record are clear accurate and reliable	91.67%	8.33%
I received from the court a written copy of the decision without delays, and it was understandable	77.14%	22.86%
I was treated fairly and impartially	86.34%	13.66%
Overall ,I think the court performed effectively	57.19%	42.81%
I had to pay a bribe in order to take a service from the court	11.22%	88.78%



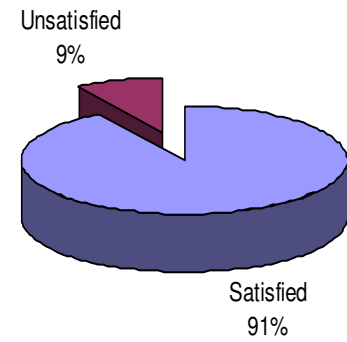
Cross tabs in 3 test courts Kruja, Korca and Vlora Appellate

	During the hearing the judge listened to me, and was courteous and respectful	
Gender	Satisfied	Unsatisfied
Male	82	7
Female	64	6
Total	146	13

Male

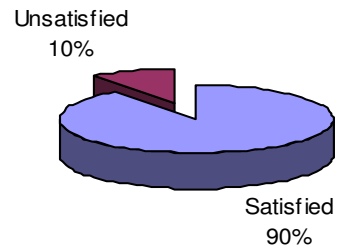


Female

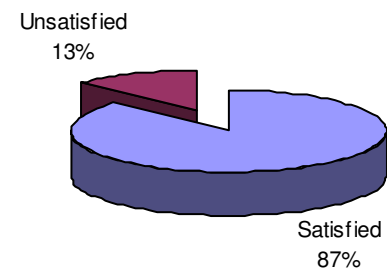


I was treated fairly and impartially		
Gender	Satisfied	Unsatisfied
Male	81	9
Female	67	10
Total	148	19

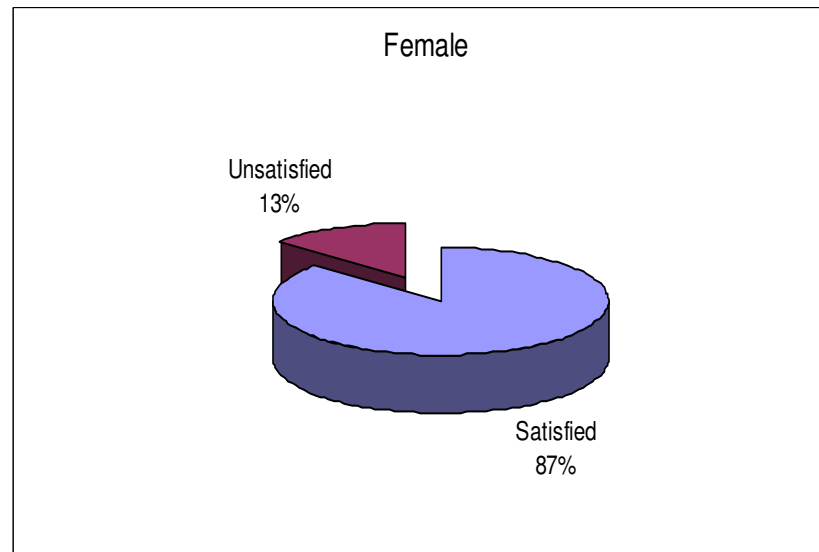
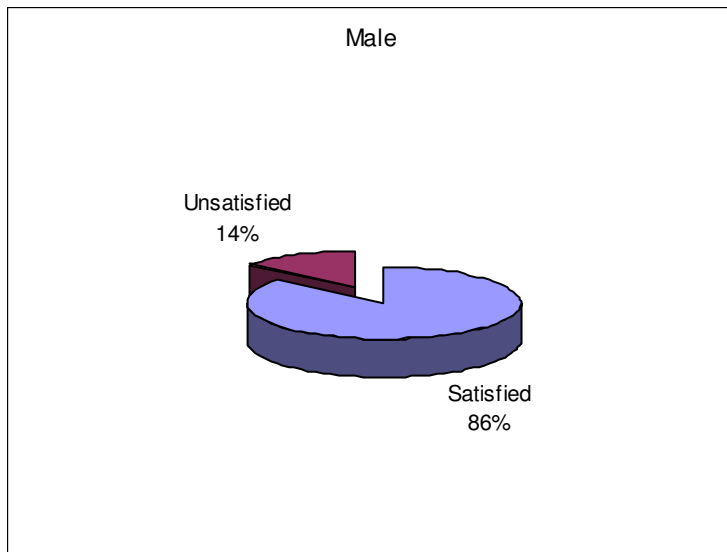
Male



Female

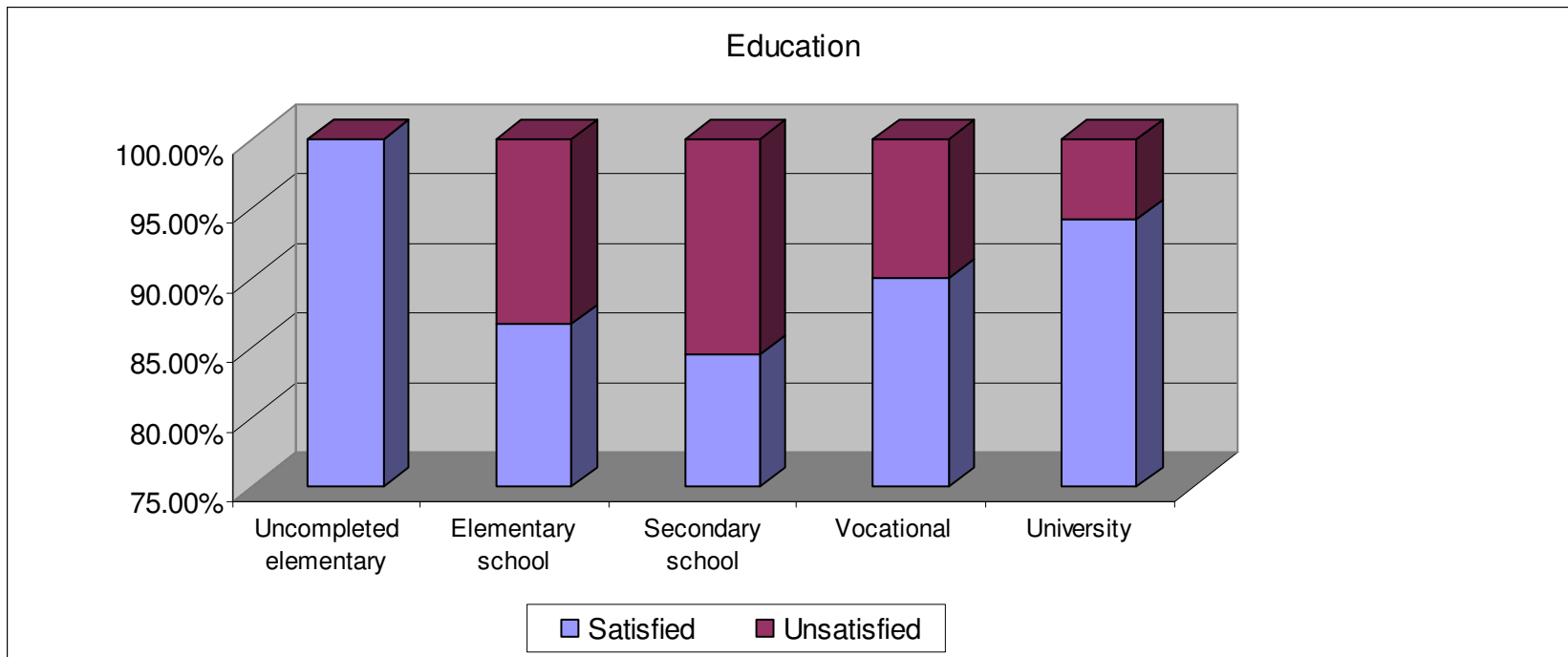


Overall, I think the court performed effectively		
Gender	Satisfied	Unsatisfied
Male	79	13
Female	72	11
Total	151	24



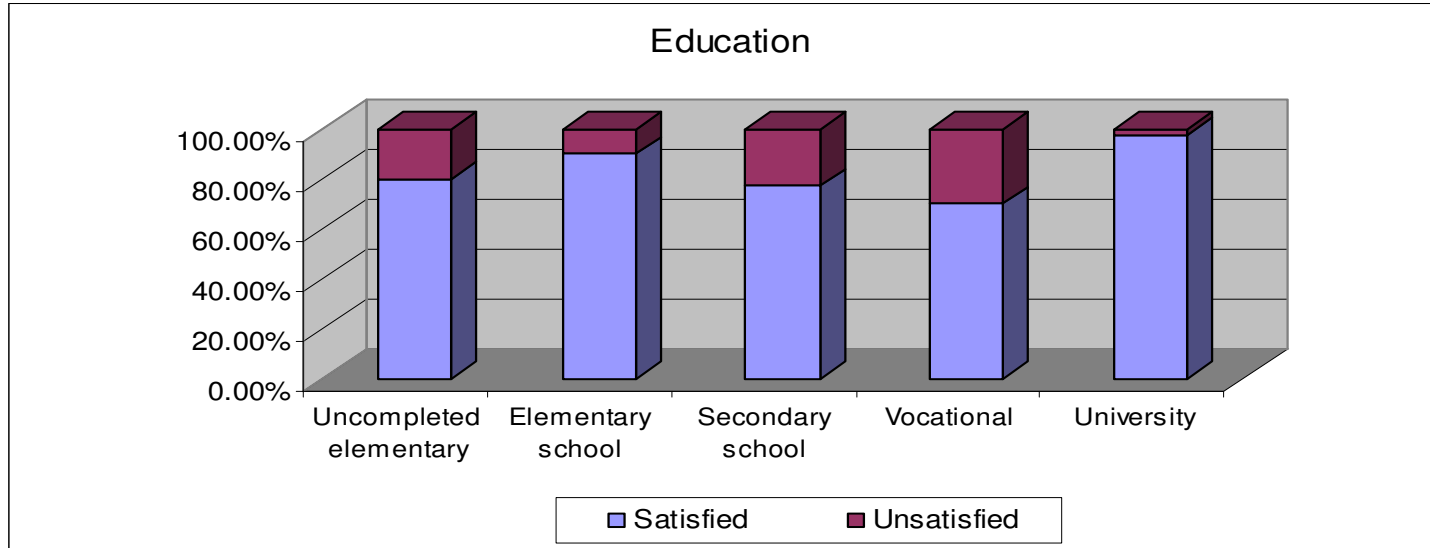
Education	Finding where I need to go in the courthouse was easy and convenient	
	Satisfied	Unsatisfied
Uncompleted elementary	5	0
Elementary	26	4
Secondary	49	9
Vocational	9	1
University	82	5
<i>Total</i>	<i>171</i>	<i>19</i>

Education	Satisfied	Unsatisfied
Uncompleted elementary	100.00%	0.00%
Elementary	86.67%	13.33%
Secondary	84.48%	15.52%
Vocational	90.00%	10.00%
University	94.25%	5.75%
<i>Total</i>	<i>90.00%</i>	<i>10.00%</i>



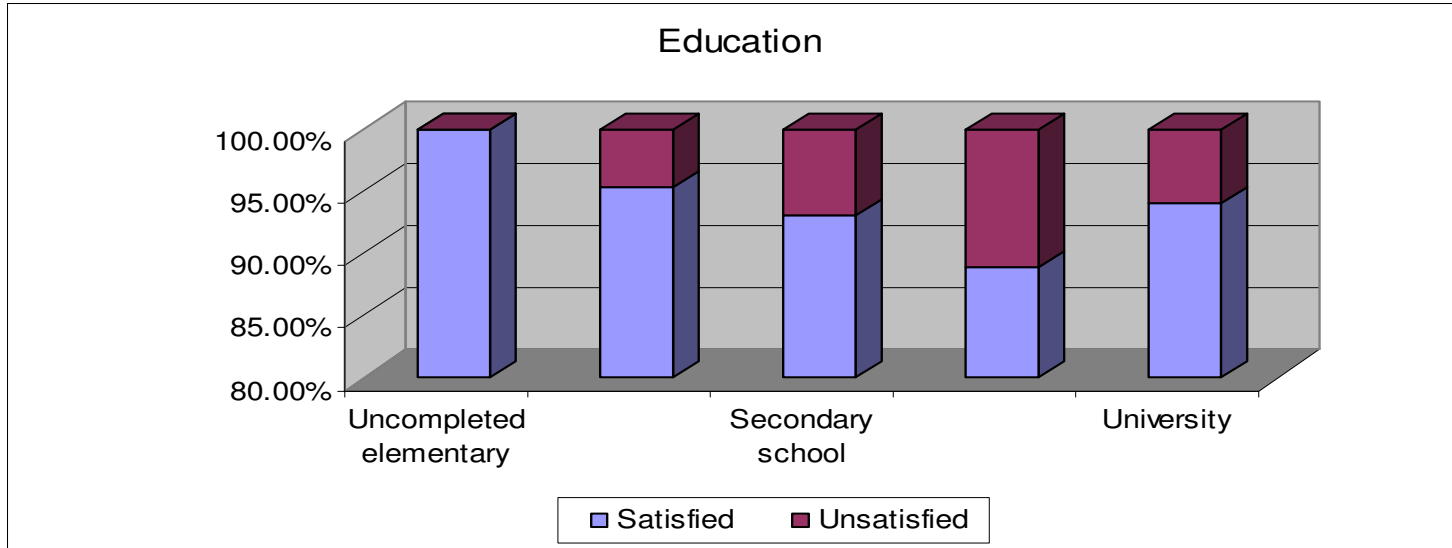
Education	It was easy getting the information I needed when I came to the courthouse	
	Satisfied	Unsatisfied
Uncompleted elementary	4	1
Elementary	27	3
Secondary	47	14
Vocational	7	3
University	82	2
<i>Total</i>	<i>167</i>	<i>23</i>

Education	Satisfied	Unsatisfied
Uncompleted elementary	80.00%	20.00%
Elementary	90.00%	10.00%
Secondary	77.05%	22.95%
Vocational	70.00%	30.00%
University	97.62%	2.38%
<i>Total</i>	<i>87.89%</i>	<i>12.11%</i>



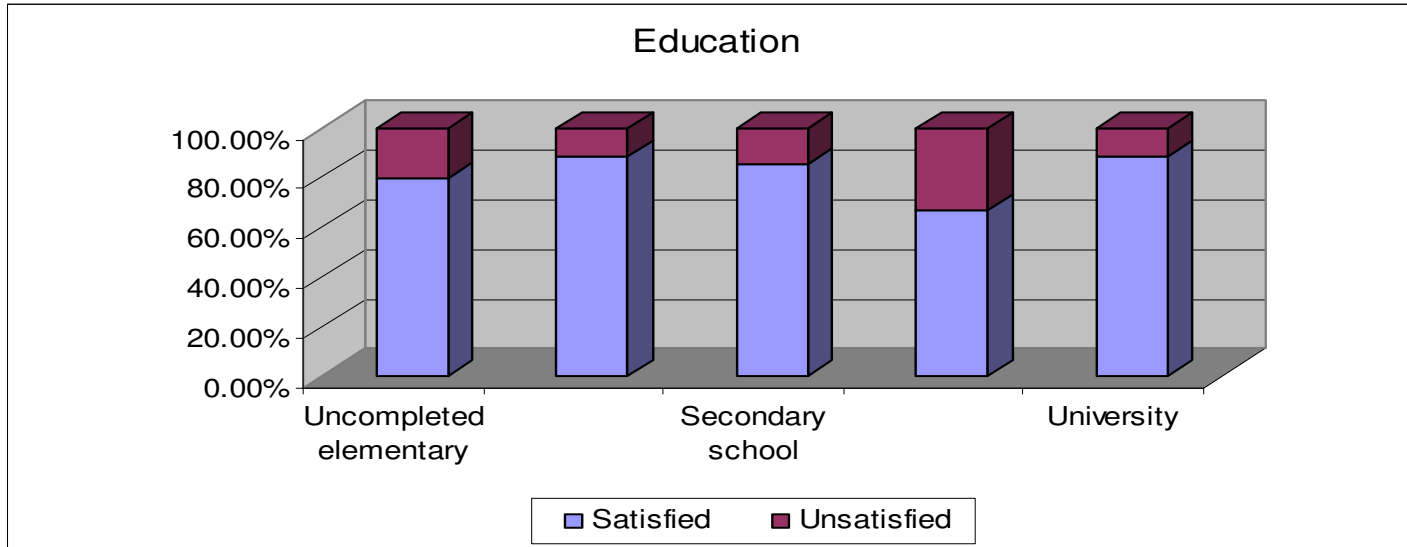
Education	I understand the instructions of the court and what I need to do next	
	Satisfied	Unsatisfied
Uncompleted elementary	5	0
Elementary	20	1
Secondary	53	4
Vocational	8	1
University	79	5
<i>Total</i>	<i>165</i>	<i>11</i>

Education	Satisfied	Unsatisfied
Uncompleted elementary	100.00%	0.00%
Elementary	95.24%	4.76%
Secondary	92.98%	7.02%
Vocational	88.89%	11.11%
University	94.05%	5.95%
<i>Total</i>	<i>93.75%</i>	<i>6.25%</i>

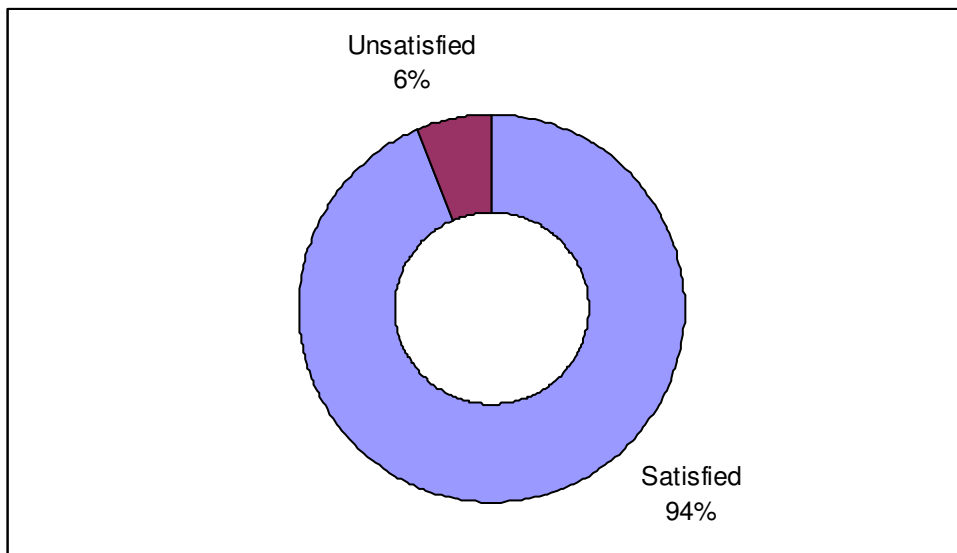


Education	Overall, I think the court performed effectively	
	Satisfied	Unsatisfied
Uncompleted elementary	4	1
Elementary	23	3
Secondary	47	8
Vocational	6	3
University	71	9
<i>Total</i>	<i>151</i>	<i>24</i>

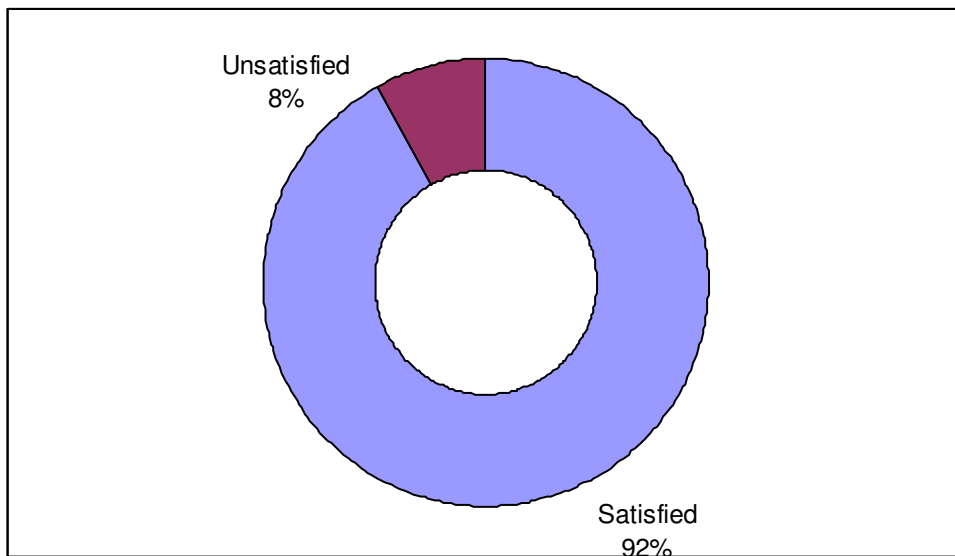
Education	Satisfied	Unsatisfied
Uncompleted elementary	80.00%	20.00%
Elementary	88.46%	11.54%
Secondary	85.45%	14.55%
Vocational	66.67%	33.33%
University	88.75%	11.25%
<i>Total</i>	<i>86.29%</i>	<i>13.71%</i>



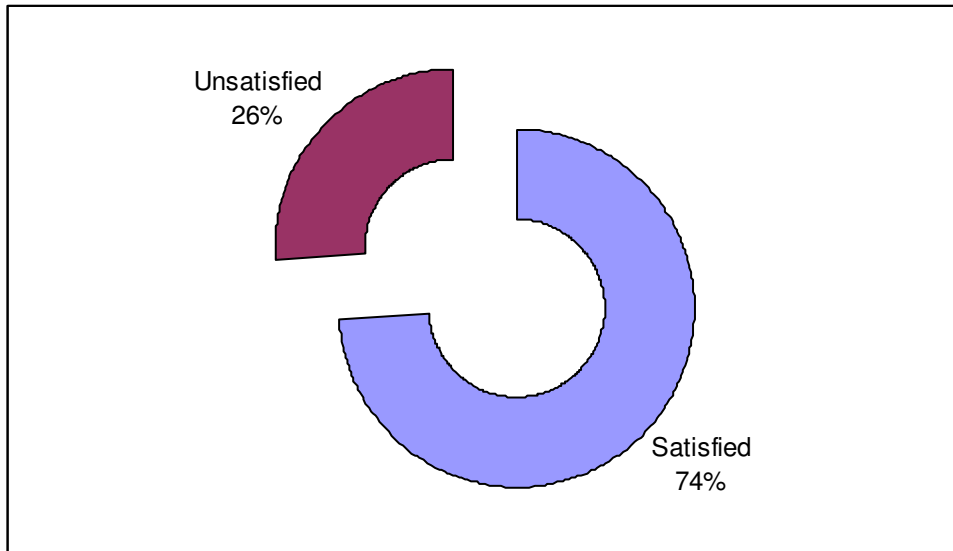
Community	Court personnel treated me with courtesy and respect	
	Satisfied	Unsatisfied
Albanian	166	11
Greek	0	1
Vlach	3	0
Egyptian	0	0
Roma	4	0
Macedonian	0	0
other specify	0	0
I do not wish to answer	0	0
<i>Total</i>	<i>173</i>	<i>12</i>



Community	During the hearing the judge listened to me, and was courteous and respectful	
	Satisfied	Unsatisfied
Albanian	136	13
Greek	0	0
Vlach	3	0
Egyptian	0	0
Roma	7	0
Macedonian	0	0
other specify	0	0
I do not wish to answer	0	0
<i>Total</i>	<i>146</i>	<i>13</i>

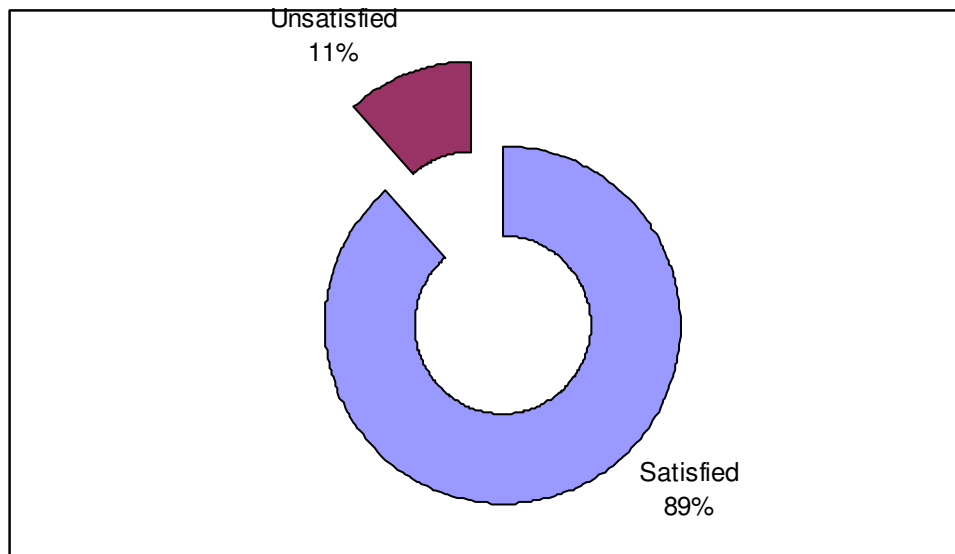


Community	The case or other business I had with the court was handled in a time promptly and in an efficient manner	
	Satisfied	Unsatisfied
Albanian	105	39
Greek	1	0
Vlach	2	0
Egyptian	0	0
Roma	6	1
Macedonian	0	0
other specify	0	0
I do not wish to answer	0	0
<i>Total</i>	<i>114</i>	<i>40</i>



Community	I was treated fairly and impartially
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	Satisfied	Unsatisfied
Albanian	137	19
Greek	1	0
Vlach	3	0
Egyptian	0	0
Roma	7	0
Macedonian	0	0
other specify	0	0
I do not wish to answer	0	0
<i>Total</i>	<i>148</i>	<i>19</i>



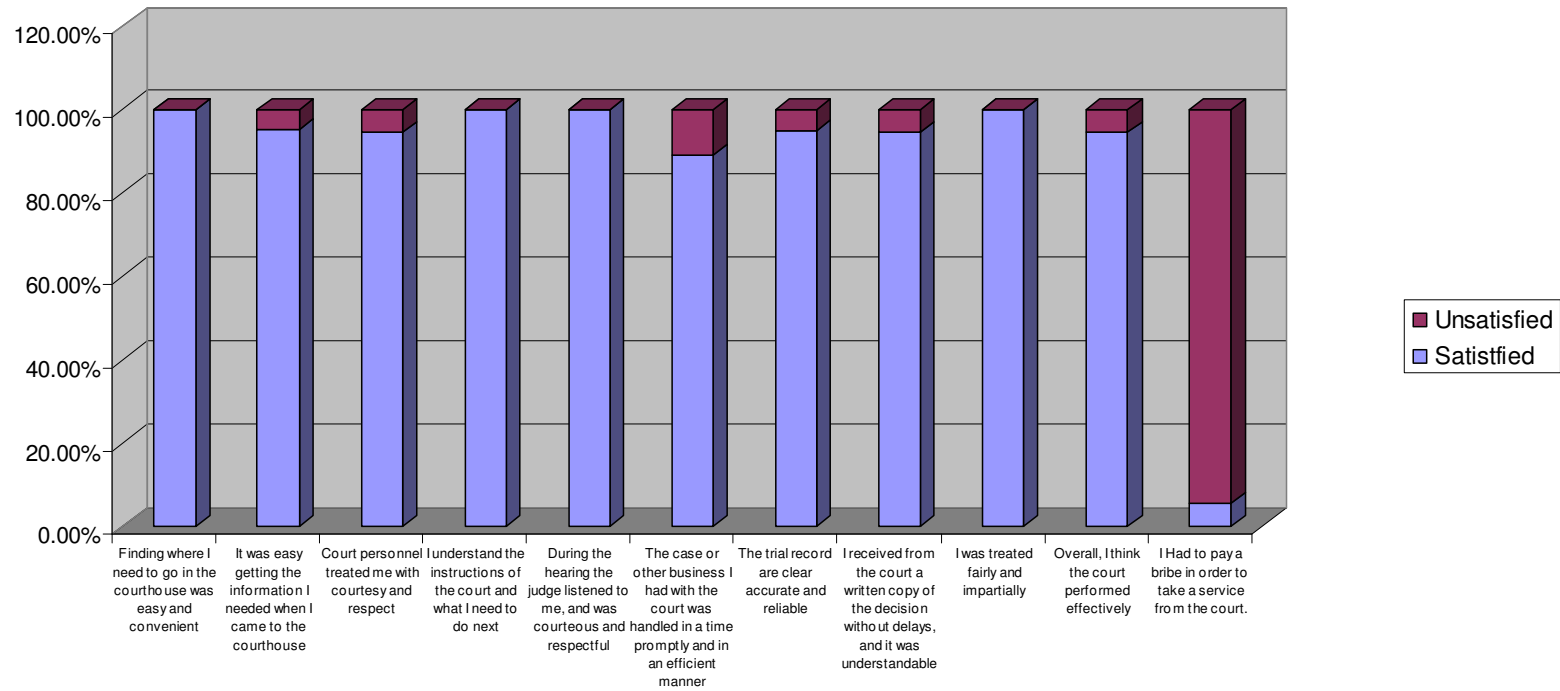
JUDGES		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	9	1
2	It was easy getting the information I needed when I came to the courthouse	9	1
3	Court personnel treated me with courtesy and respect	12	0
4	I understand the instructions of the court and what I need to do next	9	0
5	During the hearing the judge listened to me, and was courteous and respectful	8	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	8	0
7	The trial record are clear accurate and reliable	11	0
8	I received from the court a written copy of the decision without delays, and it was understandable	10	0
9	I was treated fairly and impartially	9	0
10	Overall, I think the court performed effectively	12	0
11	I Had to pay a bribe in order to take a service from the court.	0	9

COURT EMPLOYEES		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	8	0
2	It was easy getting the information I needed when I came to the courthouse	8	0
3	Court personnel treated me with courtesy and respect	10	0
4	I understand the instructions of the court and what I need to do next	6	0
5	During the hearing the judge listened to me, and was courteous and respectful	7	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	6	0
7	The trial record are clear accurate and reliable	6	0
8	I received from the court a written copy of the decision without delays, and it was understandable	3	0
9	I was treated fairly and impartially	3	0
10	Overall, I think the court performed effectively	8	0
11	I Had to pay a bribe in order to take a service from the court.	1	3

PROSECUTORS		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	4	0
2	It was easy getting the information I needed when I came to the courthouse	3	0
3	Court personnel treated me with courtesy and respect	4	0
4	I understand the instructions of the court and what I need to do next	3	0
5	During the hearing the judge listened to me, and was courteous and respectful	3	1
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	2	0
7	The trial record are clear accurate and reliable	3	0
8	I received from the court a written copy of the decision without delays, and it was understandable	3	1
9	I was treated fairly and impartially	3	0
10	Overall, I think the court performed effectively	4	0
11	I Had to pay a bribe in order to take a service from the court.	0	4

ATTORNEY AT LOW		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	19	0
2	It was easy getting the information I needed when I came to the courthouse	19	1
3	Court personnel treated me with courtesy and respect	17	1
4	I understand the instructions of the court and what I need to do next	19	0
5	During the hearing the judge listened to me, and was courteous and respectful	16	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	16	2
7	The trial record are clear accurate and reliable	18	1
8	I received from the court a written copy of the decision without delays, and it was understandable	17	1
9	I was treated fairly and impartially	17	0
10	Overall, I think the court performed effectively	17	1
11	I Had to pay a bribe in order to take a service from the court.	1	17

ATTORNEY AT LAW	Satisfied	Unsatisfied
Finding where I need to go in the courthouse was easy and convenient	100.00%	0.00%
It was easy getting the information I needed when I came to the courthouse	95.00%	5.00%
Court personnel treated me with courtesy and respect	94.44%	5.56%
I understand the instructions of the court and what I need to do next	100.00%	0.00%
During the hearing the judge listened to me, and was courteous and respectful	100.00%	0.00%
The case or other business I had with the court was handled in a time promptly and in an efficient manner	88.89%	11.11%
The trial record are clear accurate and reliable	94.74%	5.26%
I received from the court a written copy of the decision without delays, and it was understandable	94.44%	5.56%
I was treated fairly and impartially	100.00%	0.00%
Overall, I think the court performed effectively	94.44%	5.56%
I Had to pay a bribe in order to take a service from the court.	5.56%	94.44%



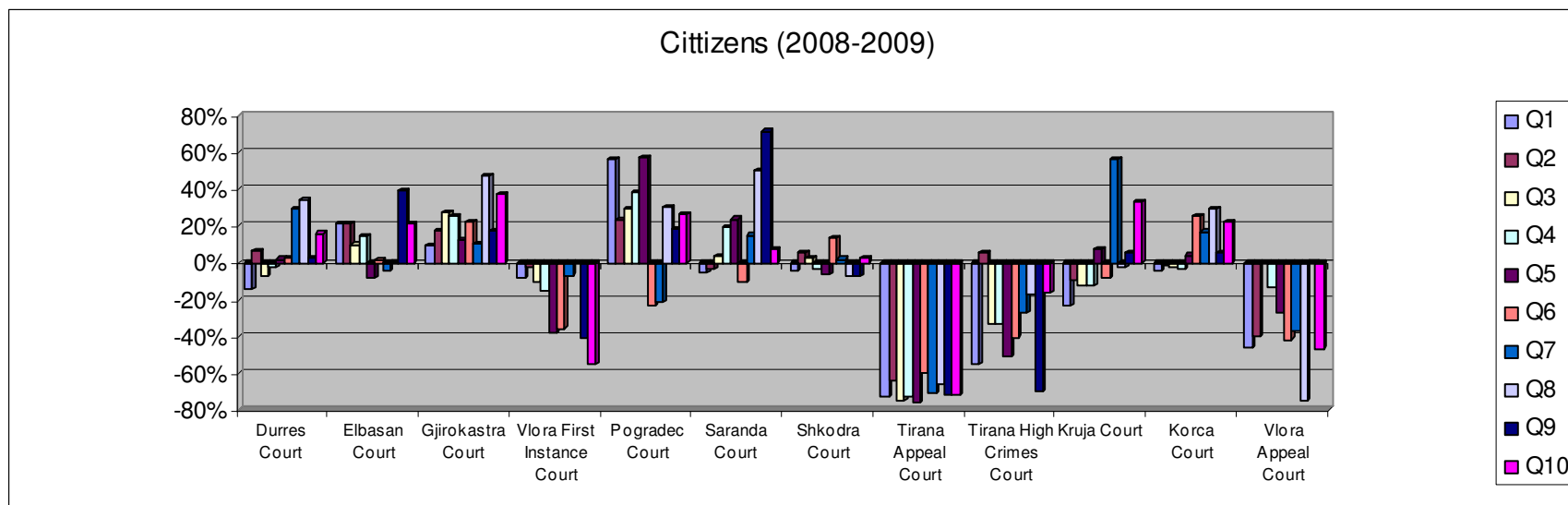
5.3 Comparison of satisfied” Citizens” in 12 Courts

	Q1			Q2			Q3			Q4		
	2008	2009	Difference	2008	2009	Difference	2008	2009	Difference	2008	2009	Difference
Durres Court	77%	66%	-14%	64%	68%	7%	72%	67%	-7%	71%	69%	-3%
Elbasan Court	69%	84%	22%	63%	77%	21%	64%	70%	10%	67%	77%	14%
Gjirokastra Court	72%	79%	9%	60%	70%	17%	67%	85%	27%	68%	85%	25%
Vlora First Instance Court	76%	70%	-8%	62%	61%	-2%	69%	62%	-10%	65%	55%	-15%
Pogradec Court	57%	89%	56%	60%	74%	23%	60%	78%	30%	59%	81%	38%
Saranda Court	85%	80%	-6%	76%	73%	-4%	74%	77%	4%	64%	77%	20%
Shkodra Court	83%	80%	-4%	69%	73%	6%	67%	69%	3%	68%	66%	-4%
Tirana Appeal Court	78%	21%	-73%	59%	21%	-64%	59%	15%	-75%	62%	17%	-73%
Tirana High Crimes Court	76%	34%	-55%	51%	54%	5%	69%	46%	-33%	69%	46%	-33%
Kruja Court	92%	70%	-23%	81%	73%	-9%	86%	76%	-12%	83%	73%	-12%
Korca Court	88%	84%	-4%	80%	80%	-1%	82%	80%	-2%	82%	79%	-3%
Vlora Appeal Court	81%	44%	-46%	78%	47%	-40%	59%	59%	0%	47%	41%	-13%

Q5			Q6			Q7		
2008	2009	Difference	2008	2009	Difference	2008	2009	Difference
52%	53%	2%	54%	55%	2%	45%	58%	30%
62%	57%	-8%	51%	52%	2%	48%	46%	-5%
55%	62%	12%	40%	49%	22%	52%	57%	10%
45%	28%	-39%	43%	28%	-36%	41%	38%	-7%
33%	52%	57%	53%	41%	-23%	47%	37%	-21%
35%	43%	24%	41%	37%	-11%	29%	33%	15%
58%	54%	-7%	44%	50%	14%	49%	50%	2%
65%	15%	-76%	32%	13%	-60%	50%	14%	-71%
55%	27%	-51%	37%	22%	-41%	47%	34%	-27%
56%	59%	7%	44%	41%	-9%	42%	65%	56%
64%	67%	4%	43%	55%	26%	47%	55%	17%
81%	59%	-27%	38%	22%	-42%	50%	31%	-38%

Q8			Q9			Q10		
2008	2009	Difference	2008	2009	Difference	2008	2009	Difference
39%	52%	34%	56%	58%	3%	51%	59%	16%
43%	43%	0%	46%	64%	40%	52%	63%	21%
42%	62%	47%	58%	68%	17%	48%	66%	37%
37%	37%	0%	54%	32%	-42%	56%	25%	-55%
37%	48%	30%	47%	56%	18%	47%	59%	26%
31%	47%	51%	35%	60%	71%	56%	60%	7%
45%	42%	-7%	55%	51%	-8%	60%	61%	2%
35%	12%	-66%	45%	13%	-72%	46%	13%	-72%
47%	39%	-17%	41%	12%	-70%	41%	34%	-17%
44%	43%	-3%	64%	68%	6%	53%	70%	33%
38%	49%	29%	65%	69%	5%	58%	70%	22%
50%	13%	-75%	53%	53%	0%	47%	25%	-47%

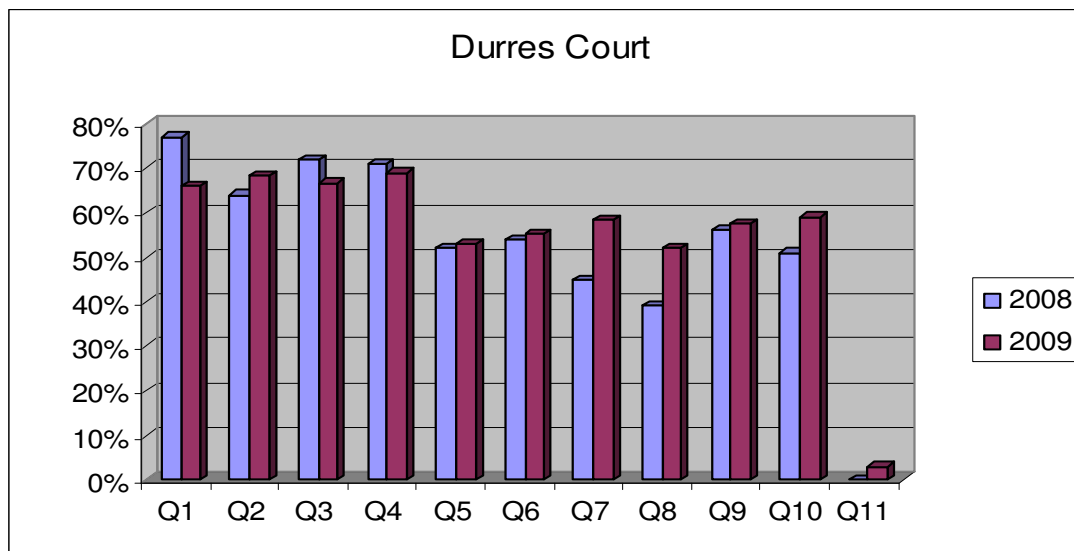
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
Durres Court	-14%	7%	-7%	-3%	2%	2%	30%	34%	3%	16%
Elbasan Court	22%	21%	10%	14%	-8%	2%	-5%	0%	40%	21%
Gjirokastra Court	9%	17%	27%	25%	12%	22%	10%	47%	17%	37%
Vlora First Instance Court	-8%	-2%	-10%	-15%	-39%	-36%	-7%	0%	-42%	-55%
Pogradec Court	56%	23%	30%	38%	57%	-23%	-21%	30%	18%	26%
Saranda Court	-6%	-4%	4%	20%	24%	-11%	15%	51%	71%	7%
Shkodra Court	-4%	6%	3%	-4%	-7%	14%	2%	-7%	-8%	2%
Tirana Appeal Court	-73%	-64%	-75%	-73%	-76%	-60%	-71%	-66%	-72%	-72%
Tirana High Crimes Court	-55%	5%	-33%	-33%	-51%	-41%	-27%	-17%	-70%	-17%
Kruja Court	-23%	-9%	-12%	-12%	7%	-9%	56%	-3%	6%	33%
Korca Court	-4%	-1%	-2%	-3%	4%	26%	17%	29%	5%	22%
Vlora Appeal Court	-46%	-40%	0%	-13%	-27%	-42%	-38%	-75%	0%	-47%



Comparison of satisfied” Citizens” in each of 12 Courts between 2008 and 2009

Durres District Court

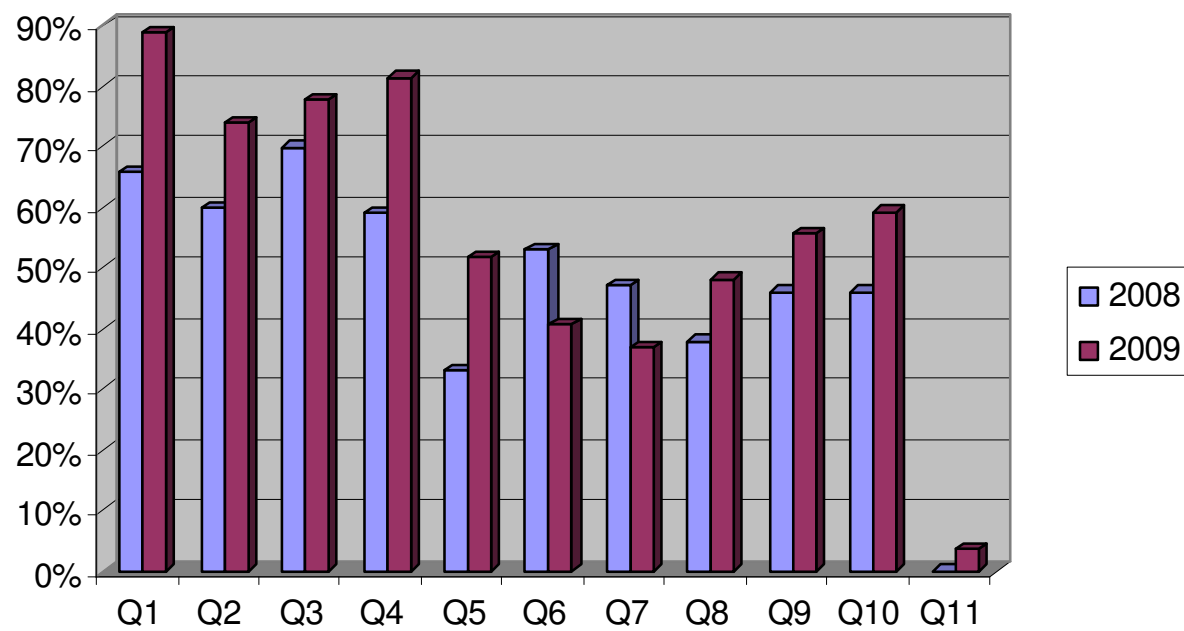
Question	2008	2009	Difference(2009-2008)
Q1	77%	66%	-14%
Q2	64%	68%	7%
Q3	72%	67%	-7%
Q4	71%	69%	-3%
Q5	52%	53%	2%
Q6	54%	55%	2%
Q7	45%	58%	30%
Q8	39%	52%	34%
Q9	56%	58%	3%
Q10	51%	59%	16%
Q11	0%	3%	3%



Pogradec District Court

Question	2008	2009	Difference(2009-2008)
Q1	57%	89%	56%
Q2	60%	74%	23%
Q3	60%	78%	30%
Q4	59%	81%	38%
Q5	33%	52%	57%
Q6	53%	41%	-23%
Q7	47%	37%	-21%
Q8	37%	48%	30%
Q9	47%	56%	18%
Q10	47%	59%	26%
Q11	0%	4%	4%

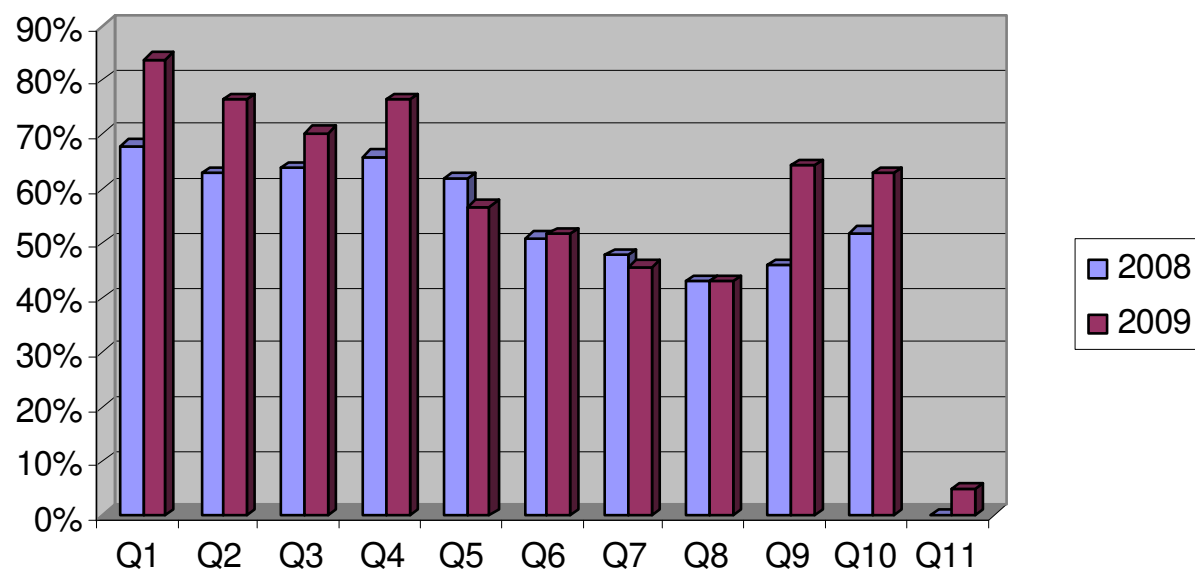
Pogradec Court



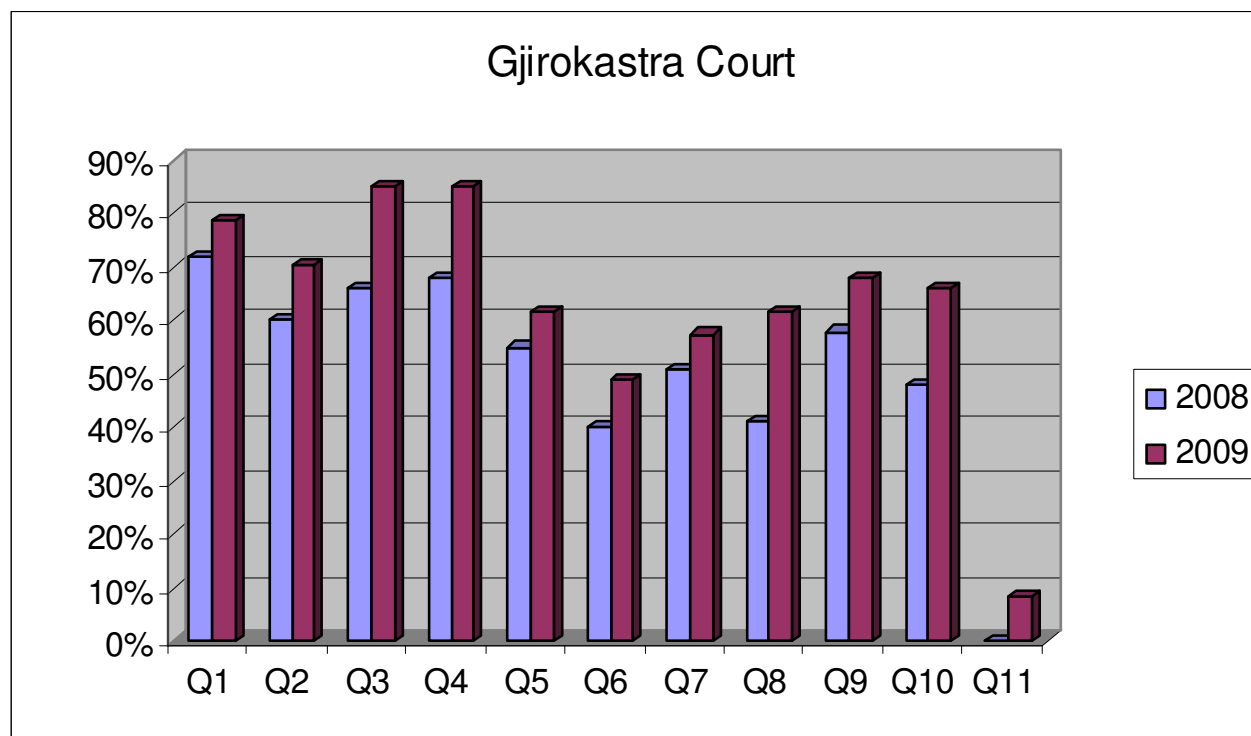
Elbasan District Court

Question	2008	2009	Difference(2009-2008)
Q1	69%	84%	22%
Q2	63%	77%	21%
Q3	64%	70%	10%
Q4	67%	77%	14%
Q5	62%	57%	-8%
Q6	51%	52%	2%
Q7	48%	46%	-5%
Q8	43%	43%	0%
Q9	46%	64%	40%
Q10	52%	63%	21%
Q11	0%	5%	5%

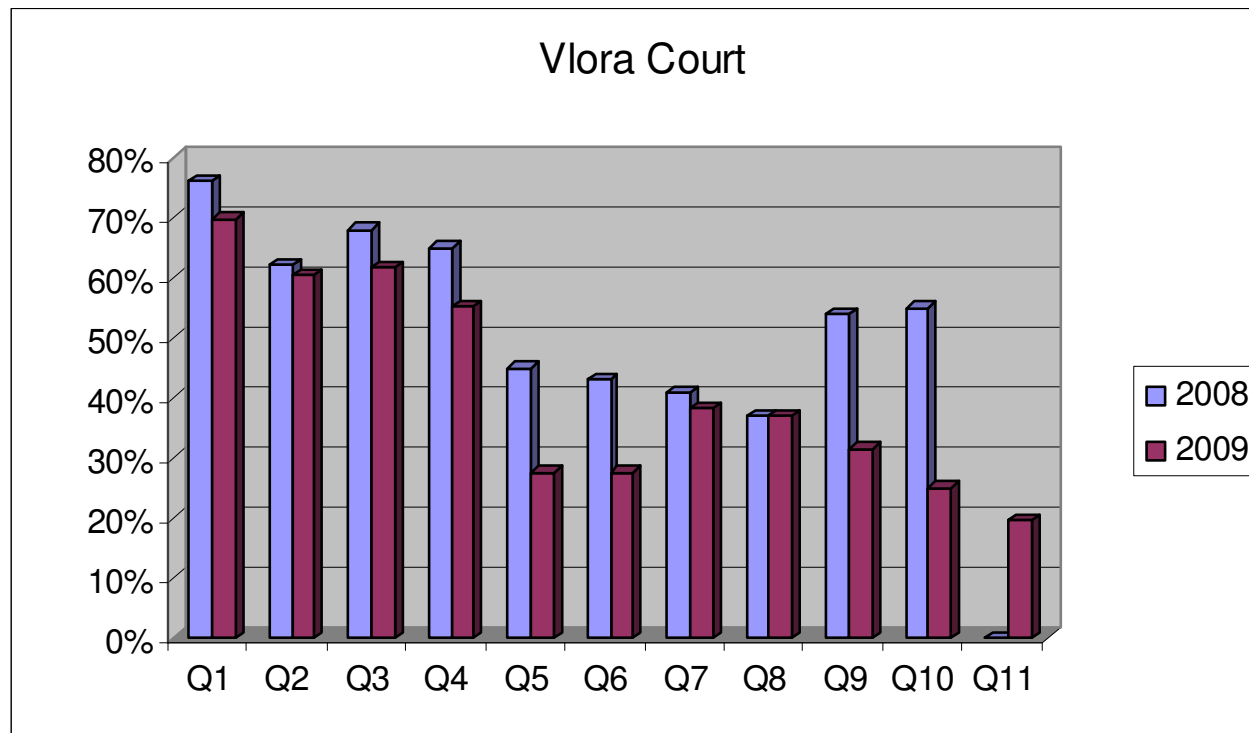
Elbasan Court



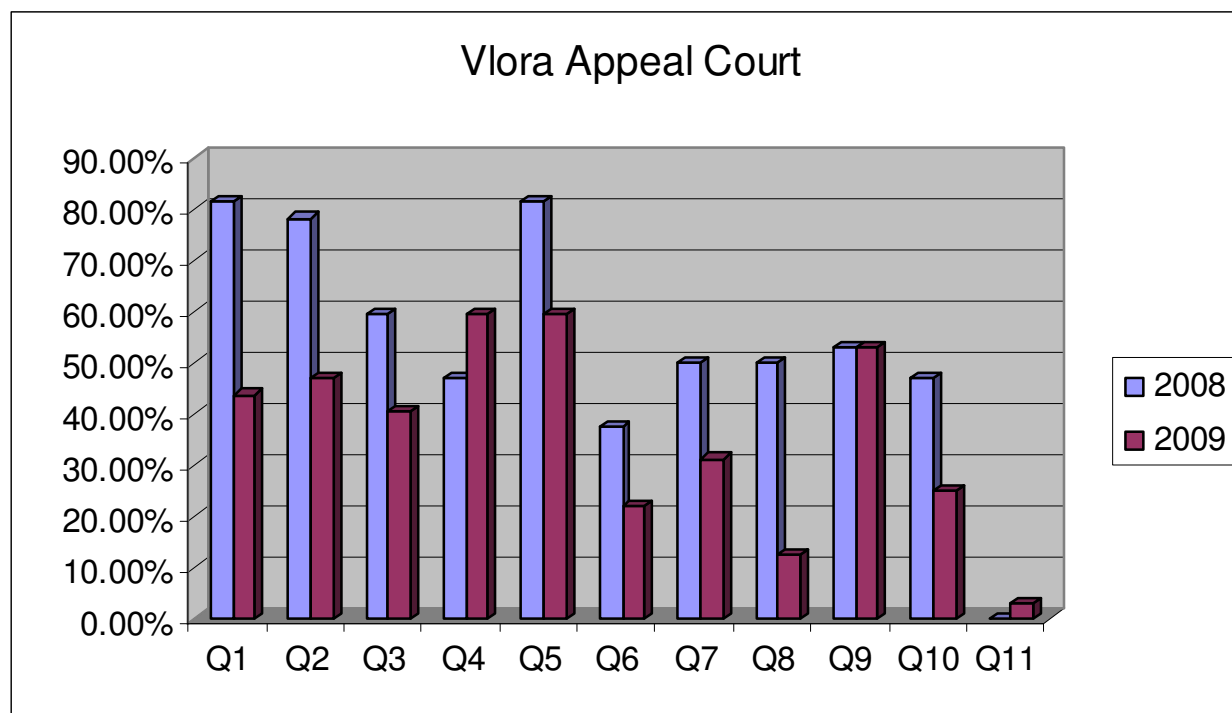
Question	2008	2009	Difference(2009-2008)
Q1	72%	79%	9%
Q2	60%	70%	17%
Q3	67%	85%	27%
Q4	68%	85%	25%
Q5	55%	62%	12%
Q6	40%	49%	22%
Q7	52%	57%	10%
Q8	42%	62%	47%
Q9	58%	68%	17%
Q10	48%	66%	37%
Q11	0%	9%	9%



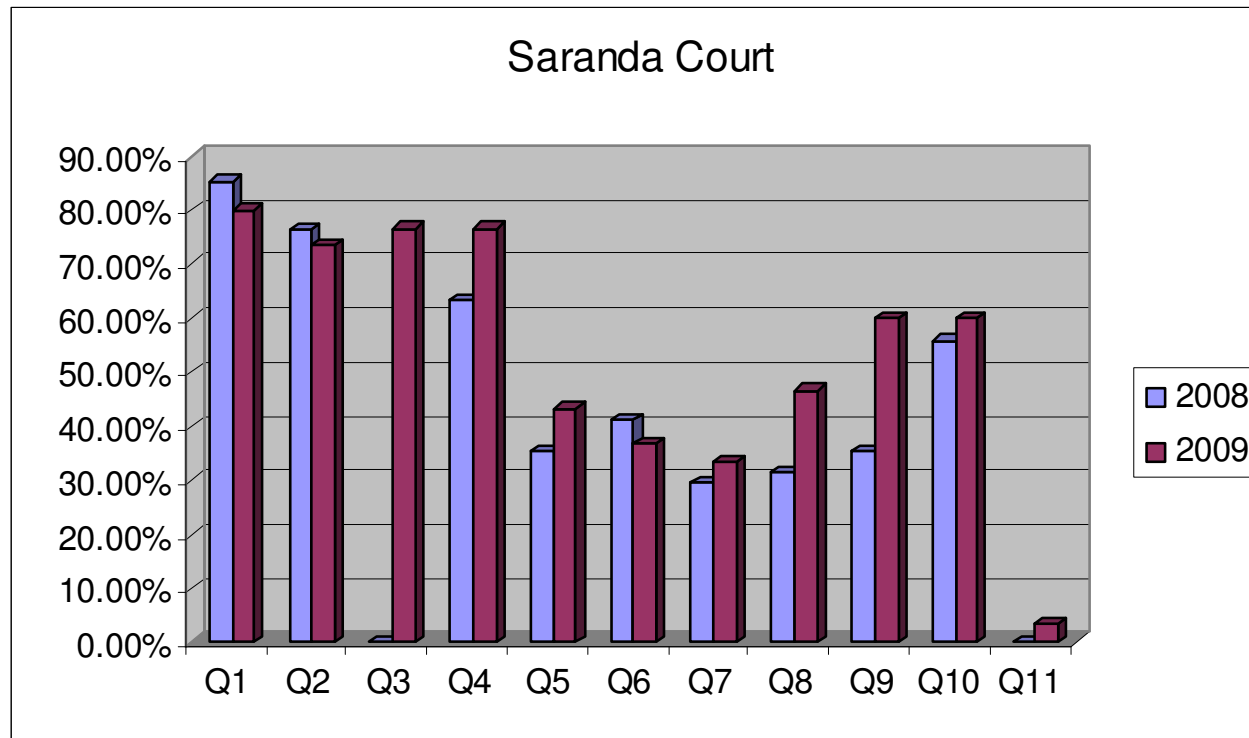
Question	2008	2009	Difference(2009-2008)
Q1	76%	70%	-8%
Q2	62%	61%	-2%
Q3	69%	62%	-10%
Q4	65%	55%	-15%
Q5	45%	28%	-39%
Q6	43%	28%	-36%
Q7	41%	38%	-7%
Q8	37%	37%	0%
Q9	54%	32%	-42%
Q10	55%	25%	-55%
Q11	0	20%	20%



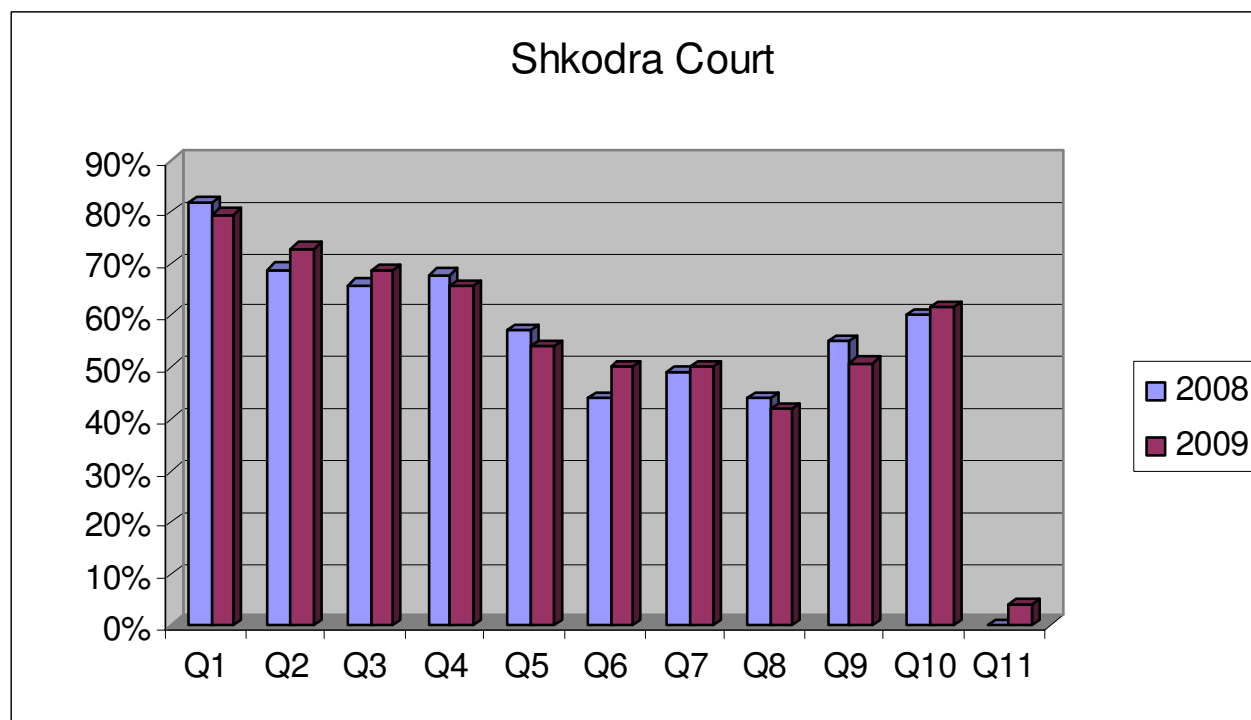
Question	2008	2009	Difference(2009-2008)
Q1	81%	44%	-46%
Q2	78%	47%	-40%
Q3	59%	59%	0%
Q4	47%	41%	-13%
Q5	81%	59%	-27%
Q6	38%	22%	-42%
Q7	50%	31%	-38%
Q8	50%	13%	-75%
Q9	53%	53%	0%
Q10	47%	25%	-47%
Q11	0%	3%	3%



Question	2008	2009	Difference(2009-2008)
Q1	85%	80%	-6%
Q2	76%	73%	-4%
Q3	74%	77%	4%
Q4	64%	77%	20%
Q5	35%	43%	23%
Q6	41%	37%	-11%
Q7	29%	33%	13%
Q8	31%	47%	51%
Q9	35%	60%	71%
Q10	56%	60%	7%
Q11	0%	3%	3%

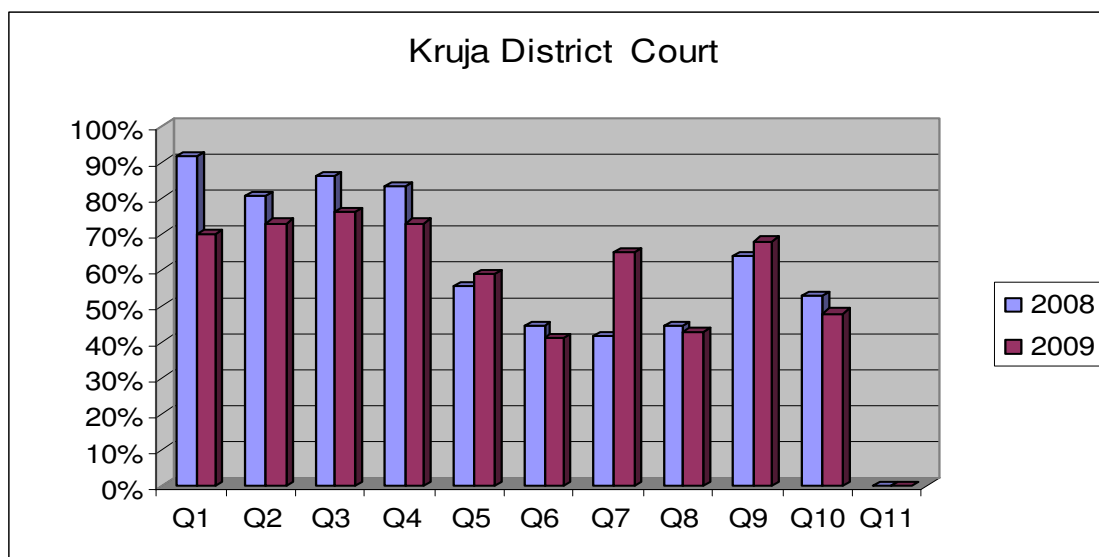


Question	2008	2009	Difference(2009-2008)
Q1	83%	80%	-4%
Q2	69%	73%	6%
Q3	67%	69%	3%
Q4	68%	66%	-4%
Q5	58%	54%	-7%
Q6	44%	50%	14%
Q7	49%	50%	2%
Q8	45%	42%	-7%
Q9	55%	51%	-8%
Q10	60%	61%	2%
Q11	0	4%	4%

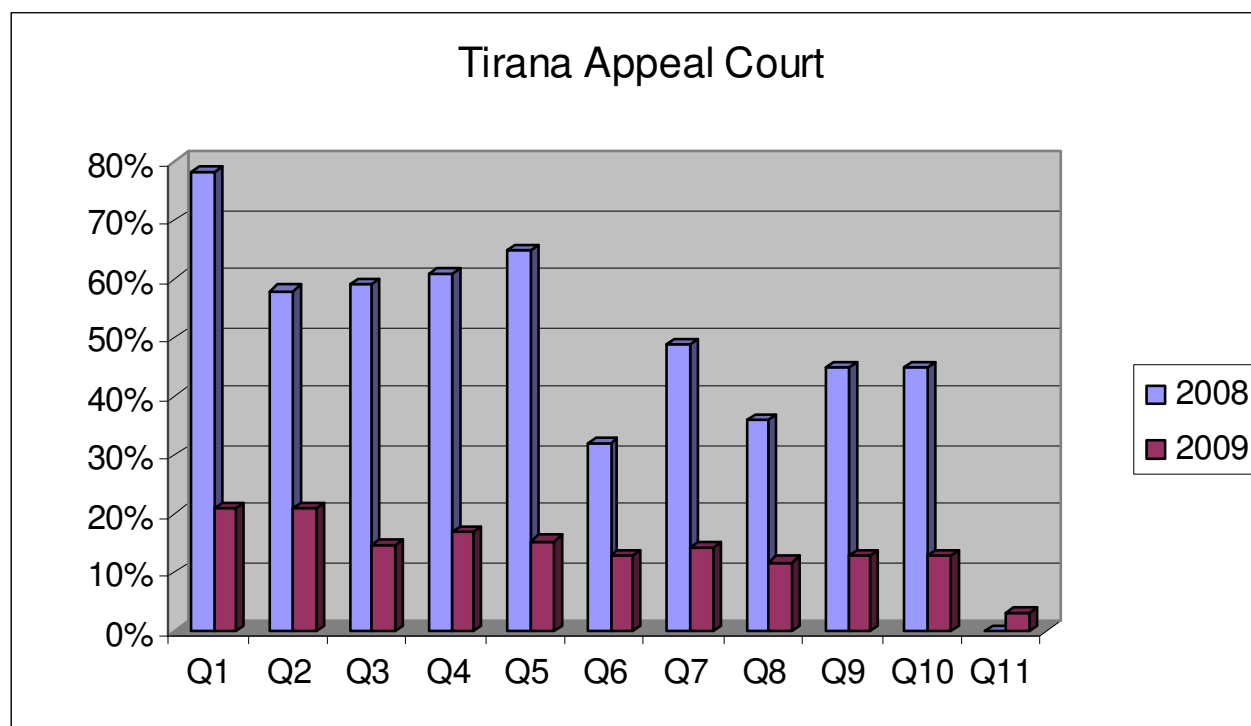


Kruja District Court

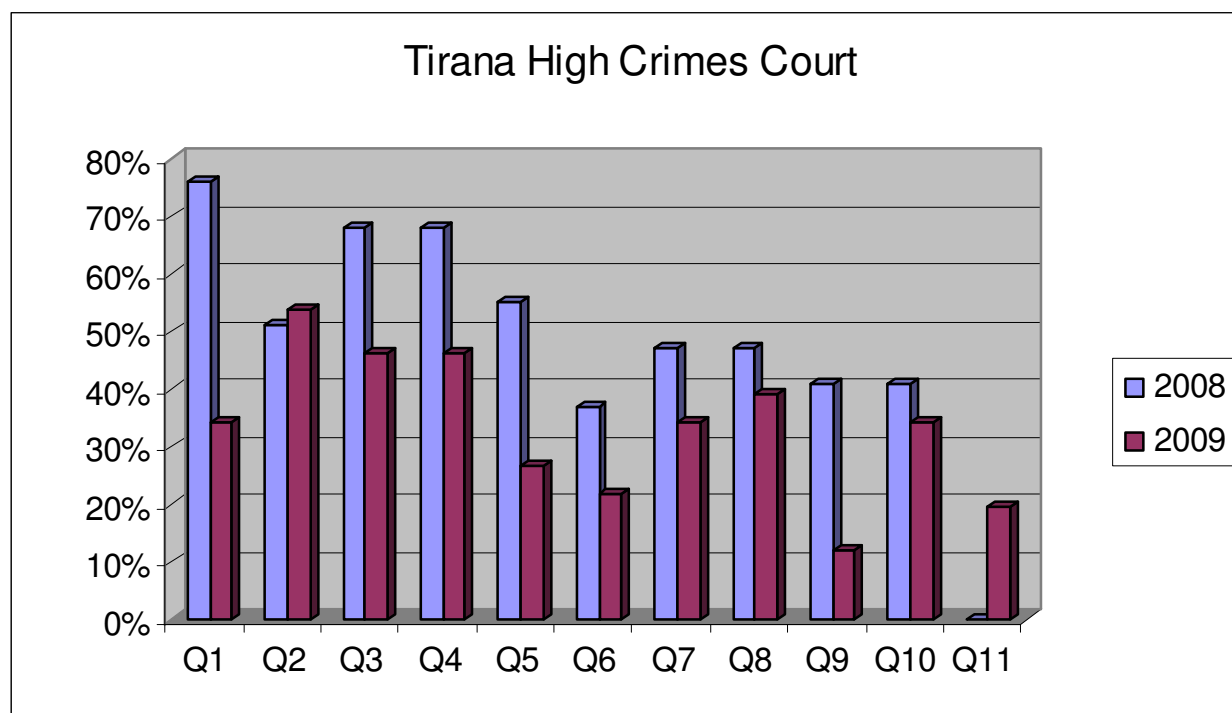
Question	2008	2009	Difference(2009-2008)
Q1	92%	70%	-23%
Q2	81%	73%	-9%
Q3	86%	76%	-12%
Q4	83%	73%	-12%
Q5	56%	59%	6%
Q6	44%	41%	-9%
Q7	42%	65%	56%
Q8	44%	43%	-3%
Q9	64%	68%	6%
Q10	53%	48%	-9%
Q11	0%	0%	0%



Question	2008	2009	Difference(2009-2008)
Q1	78%	21%	-73%
Q2	59%	21%	-64%
Q3	59%	15%	-75%
Q4	62%	17%	-73%
Q5	65%	15%	-76%
Q6	32%	13%	-60%
Q7	50%	14%	-71%
Q8	35%	12%	-66%
Q9	45%	13%	-72%
Q10	46%	13%	-72%
Q11	0	3%	3%



Question	2008	2009	Difference(2009-2008)
Q1	76%	34%	-55%
Q2	51%	54%	5%
Q3	69%	46%	-33%
Q4	68%	46%	-32%
Q5	55%	27%	-51%
Q6	37%	22%	-41%
Q7	47%	34%	-27%
Q8	47%	39%	-17%
Q9	41%	12%	-70%
Q10	41%	34%	-17%
Q11	0%	20%	20%



Question	2008	2009	Difference(2009-2008)
Q1	88%	84%	-4%
Q2	80%	80%	-1%
Q3	82%	80%	-2%
Q4	82%	79%	-3%
Q5	64%	67%	4%
Q6	43%	55%	26%
Q7	47%	55%	17%
Q8	38%	49%	29%
Q9	65%	69%	5%
Q10	58%	70%	22%
Q11	0%	6%	6%

