

MEMO: Summary of the response of Mr. Spiro Ksera to the recommendation made by the Albanian People's Advocate on the Center for Reception and Treatment of the Victims of Violence, Kamez.

The Ministry of Labour, Social Affairs and Equal Opportunities, following our official note dated 19.04.2012 on measures to be taken for the improvement of conditions and treatment of women and children accommodated in the Center for Reception and Treatment of the Victims of Violence, informed us as follows:

After the broadcast of "Fiks Fare" TV program, which through the complaints of the beneficiaries receiving social care, the exposal of their work documents etc., transmitted the message of mismanagement and maladministration of the institution by the director of the Center, this Ministry, pursuant to legislation in force, ordered the General Directorate of the State Social Services to exercise control over management and operation of the National Center for Victims of Domestic Violence. Ministry of Labour, Social Affairs and Equal Opportunities followed and analyzed with high concern the reports submitted to it, and considering the delicate specificity of the domestic violence victim status, has taken the following measures:

1. With regard to the first point of the recommendation which requires the dismissal of Ms. Dodona Kaloshi, we inform you that since dt.09.05.2012, Ms. Redinela Hazizaj is assigned as the acting director. Pursuant to the Labor Code, it will be proceeded with the termination of the labor contract existing between Ms. Dodona Kaloshi and the Director General of the State Social Services, right after her yearly paid leave.

2. Regarding the additional organic structure of a lawyer and a psychologist, we explain you that the structure of the State Social Service Institution gets approved of orders issued by the Prime Minister. We will follow with measures and this recommendation will be referred to the Administrative Council of State Social Services to make the necessary changes as it being the decision-making body. Pursuant to the Council of Ministers Decision (VKM) No. 505, dated 13.07.2011, stating that the Centre provides legal assistance to beneficiaries and genuine assistance of a psychologist, the General Director of the State Social Services has ordered the psychologist and the lawyer of the National Reception Center for Victims of Trafficking, to work twice a week for the National Center of Victims of Domestic Violence, and in any other cases of need. As for the reorganization of the staff center, Ms.Redinela Hazizaj, graduated from the Faculty of Social Sciences, is in charge of the social sector.

3. In compliance with the applicable legislation for the protection and safety of victims of violence, the institutions responsible are the public order institutions which execute court decisions. (Protection Orders). The Center is equipped with mobile vehicle which is available to the beneficiaries under the standard No. 2, VKM No.505, dated 13.07.2011, "On approval of the standards of social care services for victims of domestic violence, in the residential centers, public and non-public".

4. The Department of Policies for Equal Opportunities and the Family (DPEOF), in collaboration with UNDP, in the framework of the implementation of the National Strategy on Gender Equality and Domestic Violence, has arranged two training courses for the staff of this Center: 17 to 23 May 2011 with the topics: "To help the survivors of domestic violence " and " the Regulator Framework of the National Center for the treatment of the victims of violence".

The overall goal of training was to provide support to the shelter working staff in the field of psychology and/or counseling, in order that the domestic violence cases receive a better and a professional treatment.

DPEOF will continue to support training for the staff of the above center during the current year, pursuant to its annual work Plan providing for two important objectives:

- a) To protect and support victims of violence through services sensitive to violence, to assure safety and re-integration of the victims
- b) To raise the public administration capacities at central and local level on issues of violence against women and domestic violence.

These objectives will be realized with the support of UNDP and the NGO-es that have experience in providing services to victims of domestic violence

5. General Directorate of Social Services approved the internal regulation of the organization and functioning of the National Center for Victims of Domestic Violence, No. 137 / 2 Prot, dt.26.04.2012 based on legislation in power.

6. The Policy Departments in the Ministry of Labor, Social Affairs and Equal Opportunities in cooperation with international organizations have prepared the manual for the implementation of the VKM No.505, dated 13.07.2011 "On adoption of standards of social care services for victims of domestic violence, in residential centers, public and non-public ". Pursuant to Order No. 87 dated 15.05.2012 it will also be issued the instruction approved by the Minister of Labour, Social Affairs and Equal Opportunities

7. Pursuant to Instruction No.1547 dated 27.08.2009 "On the level of quotas on food expenditures in public, residential and community institutions of social care", the reporting of the Inspectorate of Labour and Social Affairs, pursuant to the standards of social care for victims of domestic violence, has positively assessed the observance of quotas. The level of food quotas in public, residential and community institutions, based on Article 24 of Law No. 9355 dt.10.03.2005 "On social assistance and social services", is approved by the Ministry of Labour and Social Affairs

8. From the reporting of the General Directorate of State Social Services and the Inspectorate of Labour and Social Affairs, regarding the verification of the physical absence of Ms. Lejla Cutra, was found that Ms. Lejla Cutra, by order of the Director General No. 774 / 4 dt.26.12.2011, works as a specialist in General Administration of the State Social Services, in the National Observatory Sector of PAK, according to work needs.