



**REPUBLIC OF MACEDONIA
OMBUDSMAN**

**INFORMATION ABOUT THE VISIT AND INSPECTION OF THE
POLICE STATIONS WITH GENERAL COMPETENCE**

Skopje, June 2009

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Introduction

This information is a result of the observations of the Ombudsman from the visits carried out at the police stations with general competence within the Ministry of Internal Affairs and the inspection of the holding rooms for persons with limited freedom of movement, as well as from the police logs and documentations, an activity planned in the Work Program of the Ombudsman for 2009.

The primary goal of the information is through the execution of the legal jurisdiction, the ascertained conditions concerning the respect and protection of the constitutional and legal rights of the arrested persons and detainees in the police stations, the Ombudsman to introduce to the Parliament of the Republic of Macedonia, the Government of the Republic of Macedonia and the minister in charge of the Ministry of Internal Affairs and with his recommendations to influence in the direction of improving and overcoming the irregularities and negative conditions that reflect upon the respect, enjoyment and protection of the constitutional and legal rights of the persons that are detained or arrested under the suspicion of a committed punishable crime.

Legal framework

The jurisdiction of the Ombudsman is primarily defined in the Amendment XI of the Constitution of the Republic of Macedonia, and secondly in section 2 of the Law on the Ombudsman from 2003, according to which the Ombudsman is an organ of the Republic of Macedonia which protects the constitutional and legal rights of the citizens and all other persons when they are violated with deeds, actions and lack of action from the organs of the government and other organs and organizations that have public jurisdiction and take actions and measures that protect the principles of non-discrimination and adequate and equitable representation of the members of the communities in the organs of the government, organs of the units of the local government and the public institutions and services.

In section 31 of the Law, although moved in the section for jurisdictions and way of work, the Ombudsman has been appointed with the jurisdiction and obligation to follow the conditions of respect and protection of the constitutional and legal rights of the persons in the organs, organizations and institutions in which the freedom of movement is limited.

After the ratification of the Elective Protocol towards the Convention against torture and other kinds of ruthless, inhuman and humiliating treatment or punishment in December 2008 on 10.09.2009 the Parliament of the Republic of Macedonia passed the Law on amending and supplementing the law on the Ombudsman, with which among other things the Ombudsman is appointed a national preventive mechanism for prevention of torture and other kinds of ruthless, inhuman and degrading treatment or punishment. Amendments to the law predict forming of special sections within the institution, among which are for the prevention of torture

and of course for increasing the capacities, with the purpose of more efficient execution of the jurisdictions.

A. Time of realization of visit

The visit to the police stations with general competence was realized in the period from 15.05.2009 to 15.06.2009 by the deputy Ombudsman from the Skopje office, deputies of the Ombudsman in charge of the regional offices in: Bitola, Kicevo, Kumanovo, Strumica, Tetovo and Stip and government advisors, so the stated facts are a sublimata from their insights.

B. Purpose and content of visit

The purpose of the visits to the police stations with general competence was to inspect the police logs about holding in custody summoned or detained persons (Registry of summoned and persons held in custody and Book of daily events) and inspection of the premises in which the summoned or detained people are held.

The realization or the possibility of realization of the fundamental human rights and basic liberties like: the right to life, protection of the physical and moral integrity and others with the Constitution, the positive legal regulations and international documents, guaranteed rights of summoned, detained or held persons, was the focus of the attention during the visit to the police stations.

Before the start of the realization of the visits, a methodology was prepared in which guidelines were given about the type and volume of the activities and the manner of their execution, with the purpose to establish the conditions more efficiently and with better quality.

C. Visited organs

According to the Work Program and Methodology, all of the 38 police stations with general competence, in the sectors for internal affairs at the Ministry for Internal Affairs were covered with the visit and the inspection.

D. Collaboration

Under Article 31, paragraph 3 of the Law, the Ombudsman is authorized to make visits and inspections to the organs, organizations and institutions in which the freedom of movement is limited, at any time without prior notice and approval, and to talk to persons encountered there whose freedom of movement is limited, without the presence of officials.

As in the past, this year too for the realization of this kind of program activity the ombudsman will inform the Ministry of Internal Affairs with a written correspondence that he will make a visit and an inspection to the police stations with general competence in the period of 15th of May to 15th of June 2009 and asked the people in charge to be informed about it.

This way of action, once again contributed for the program activities to be realized in unannounced and time indefinite periods with the purpose of complete fulfillment of the requirements of the Ombudsman.

II. Established facts

A. Facts established from inspection of the police logs

During the inspection of the police logs and documentations, the interest was directed towards the police authorizations and actions taken during the conducting of the police work and whether they are properly recorded in the Book of Daily Events and in the Registry of summoned, detained or held persons and whether the prescribed submission form for them is properly comprised and filled.

The inspections of the police logs and documentations showed the following:

- a) Parallel inspections of the books of daily events and in the registries of summoned, detained and held persons showed that:
 - In every police station the numeric connection between the Book for the daily events and the Register of summoned, detained and held persons was evident.
 - The detaining at the police stations, according to the logs in the appropriate section in the Registries of all police stations is within the legally acceptable time of 24 hours.
 - The notification for the reasons for detaining is properly logged in the appropriate section in the registries in every police station,
 - In the sections that contain data about the right to an attorney, medical help or notification of a family member or other close persons, certain irregularities have been noted, for example. absence of any kind of content (Police station Centar 1 and other police stations); lack of data about the identity of the physician that gave medical assistance and data about the time when the medical assistance was given (Police station Kumanovo) or lack of data about the identity and time of arrival of the attorney at the police station, i.e. the first contact with the detainee (registered in most police stations).
 - From 410 summoned, detained or held persons at the police station Gjorce Petrov according to the data from the Register, none of them has asked or used their right for a defense with the help of an attorney, and the same thing was registered also at the Police station Tetovo.
- b) After a random selection inspection was performed on most of the folders-files which contain the complete documentation for the undertaken police actions directed towards a summoned, detained or held person, the following omissions were noted:
 - Absence of a signed redelivery note from the person summoned at the police station with a written invitation (Police station Bitola);
 - Absence of a short written report from a physician that gave medical assistance to the detained person at the police station;

- Absence of confirmation for the returned objects in cases of a stopped procedure, when the detained person is freed from suspicion for the committed punishable crime;
- With some small exceptions, the records did not contain a fiscal receipt for the food purchased for persons held at the police station for more than 6 hours;
- Absence of a report about the use of force and means of coercion, despite the documented applied medical help and bodily injuries on the detained person in the Register for daily events (Police station Centar 1 and Police station Kisela Voda in which the person was detained by PEPBPK-“ ALFI”) as a result of an incoordination between the competent structures at the police stations, the inspectors from the outside offices for criminal affairs, operative structures from higher organization units at the Ministry or special police units (ALFI) and other official notes about the medical condition of the person, when he is being transferred to be processed by other competent services at the Ministry (Police station Aerodrom-Skopje).
- Lack of registry of documents contained in the file;
- In some police stations (Veles) the police officers needed a longer time to find the subsidiary file for the detained person, for the purpose of inspection.
- Certain police documents e.g. Register of instruction about the legal rights, were not signed from the detained person, with the justification given from the police officer in an official note that the person was illiterate (Police station Veles).
- In certain number of police documents the signatures of the official and the signatures of the detained person were illegible (Police station Veles and others.)
- In one subsidiary file-folder (Police station Aerodrom), there was no Register about a search carried out by another organizational unit of the Ministry of internal affairs.
- When the summoning is executed by un-uniformed police officials – inspectors at the outside offices or departments of criminal affairs, the summoning is not logged in the Register of summoned, detained or held persons at the police station (Police station Bitola).
- At the Police station Krusevo the summoning is made by phone, and a formal invitation is prepared and signed by the summoned person after his arrival at the police station.
- The formed documentation about the detainee is not located in a subsidiary file-folder, and the errors in the logs are corrected using a paper correction fluid (Police station Vinica).
- Discrepancy of the data about the time of detention logged in the Book of daily events and the Register for the detained persons, although small in number and in periods of 5-10 minutes (Police station Tetovo and Police station Gostivar);
- In the police logs, with few exceptions (Police station Prilep and Police station Kriva Palanka), there is no material evidence that the persons held more than 6 hours have been provided food.

B. Facts established during the inspection of the holding rooms

The second part of the visit to the police stations was addressed to visits to the holding rooms in all the 38 police stations and an inspection into the material conditions.

Under material conditions it is meant conditions in which the persons that are held in the holding rooms of the Police stations reside in and they refer to: adequacy of the rooms in terms of size, the hygienic aspect of the rooms, furnishing with furniture and linen, access to sunlight, electric lighting, possibility of communication with the office personnel, possible means for self-infliction and the possibility for satisfying the basic physiological needs during the time of the detention.

According to the above mentioned elements of the material conditions in the holding rooms in the police stations the following condition is noted:

-The holding rooms at the police stations with general competence in: Bitola, Makedonski Brod, Prilep and Resen that are a part of the Sector for Internal Affairs Bitola in relation to the size and equipment with furniture, satisfy the minimal standards, but the equipment with linen is poor (old mattresses or substitute with sponge, with or without old and not sufficiently clean linen), and the condition of the floor and walls from hygienic point of view is satisfactory. In the rooms there is not enough natural sunlight, but it is compensated with electric lighting secured with proper protection. The conditions for satisfying the basic physiological needs are provided at the sanitary facilities in which the hygiene is at a decent level except at the Police station Resen in which if necessary, the detained persons use the official toilet.

In the holding rooms a calling system has been installed i.e. electrical bells, which has enabled communication with the office personnel, and in the Police station Resen the objection of the Ombudsman about the fixing of the defect in the calling system that wasn't working at the moment of the inspection was accepted.

The rooms do not have any heating installations that guarantee bearable air temperature in winter conditions and according to the established observation everything in their power was done to limit to minimum the possibility for a possible self-infliction.

In the Police station Krusevo which is also determined as a station with a general competence and is a part of the Sector for Internal Affairs in Bitola, there are no separate holding rooms, and the short term detentions of the summoned, held or detained persons are done in the official premises.

Because of the unfinished work in the constructing of the holding room, they have the same way of handling matters at the police station in Makedonski Brod in which the short term holding is performed at the official premises, while in the case of a holding longer than 3 hours, according to the indications of the personnel, the holding is done at the Police stations in Kicevo and Prilep.

The police stations in Veles, Kavadarci and Negotino are included as part of the Sector for Internal Affairs Veles.

The condition of the holding rooms at the Police station Veles located in the basement of the building is identical as during the previous inspection executed 1 year ago, and by that it is implied that there is insufficient sunlight, insufficient ventilation and the linen is old. The communication with the office personnel is difficult, and the sanitary facilities are located in the mutual hallway. During the inspection the unsatisfactory hygiene in the holding rooms left an especially bad

impression which was at a lower level as opposed to the condition found during the inspection in 2008.

Almost identical is the condition of the holding rooms at the Police station in Kavadarci which are also located in the basement section. The detainees in these rooms are exposed to bad living conditions because of the old inventory, linen, insufficient ventilation and the lack of a proper sanitary installation. The rooms do not have sufficient sunlight, which is compensated with electric lighting. Given the fact that the calling system is not working, the communication with the office personnel is possible, only with banging on the metal doors which close the holding rooms.

In the police station Negotino there are two holding rooms located in the basement and in the vicinity of the reception office. The two rooms have small windows, but given the location they are sufficiently ventilated and have enough sunlight. They also have electric lighting, the equipment with furniture and linen is similar as in other police stations, and the basic hygiene is somewhat better, despite the necessity for renovation of the floor in one of the holding rooms.

In the approximate vicinity of the holding rooms a restroom has been provided for the usage of the detainees, and this is the only police station that has a mounted and working video surveillance over the detainees.

-The condition of the holding rooms at the police stations with general competence in the Sector for Internal Affairs Kumanovo: Police station Kumanovo; Police station Kriva Palanka and Police station Kratovo in terms of space, they satisfy the minimal conditions for stay, the hygiene and equipment with furniture and linen are also satisfactory, there are no hot water installations which it is no guarantee that the air temperature in winter conditions is at a level (not lower than 21 degrees Celsius) necessary for a longer stay within 24 hours. The sunlight is weak, but it is compensated with electric lighting, the ventilation is minimal considering the location in the basement premises, there is no humidity in the premises, the communication of the detainees with the staff is secured with low charge electric bells, and the basic physiological needs are satisfied in the joint sanitation premises located in the hallway, in front of the rooms, in which the hygiene is satisfactory.

In these police stations all the possible measures for removal of all the possibilities for self-infliction of the detainees, have been taken, and in the presence and at the request of the Ombudsman, a metal nail has been removed from the wall from one of the holding rooms in the Police station Kriva Palanka because of the possibility of it being abused.

-As part of the sector for internal affairs Kicevo, the police stations with general competence in: Debar, Kicevo, Ohrid and Struga are also included.

From the inspection and check up of the rooms which in the past were used for holding persons at the police stations in Debar and Struga, a conclusion was reached that they indeed were not being used in spite of their total ruination and non-existence of any kind of inventory.

Because of this, according to the statements of the persons in charge, in these police stations the short term holding is conducted in a room in the administrative part of the building, and if there is a need of a longer detention the detainees are directed to the police stations in Ohrid and Gostivar.

From the inspection at the holding rooms at the police stations in Kicevo and Ohrid it has been concluded that these police stations satisfy all the holding conditions from all aspects, they are maintained sanitary because of which the hygienic aspect is at a satisfying level, the linen is clean and the possibilities for self-infliction are brought to a minimum.

- During the inspection at the police stations in: Berovo, Valandovo, Gevgelija, Radovis and Strumica, which directly conduct the jurisdictional matters of the Sector of Internal Affairs in Strumica, it was ascertained that the basic condition of the holding rooms do not satisfy the minimal standards. This is not only because of the fact that they are located in the basement section of the police stations, but also their size is not adequate and does not meet the minimum requirements, the condition of the furniture and linen is exceptionally bad, for the physiological needs the official restrooms are used, the sunlight is weak, and with the exception of the Police stations in Berovo, Radovis and Strumica, in the rest the electric lighting was also not functioning. Only at the Police station Radovis the detainees had at their disposal bathroom, with a shower and possibility to satisfy physiological needs. Because of the presence of humidity on the walls in the holding rooms in Valandovo and Radovis, the presence of a malodorous smell was evident.

The condition of the holding rooms in the Police station in Gevgelija does not meet any of the minimal requirements and conditions for the stay of the detainees.

Still in all of the police stations at the time of the inspection, the calling system was functional, which somewhat alleviates the condition in which the detainees are in.

In the police stations the heating was not provided, so from this visit it cannot be established with certainty whether the temperature of the air in winter conditions would also be within bearable limits.

The possibility for self infliction of the detainees in all four police stations is brought to minimum.

As a part of the Sector for Internal Affairs Skopje, as the biggest organization unit of the Ministry of Internal Affairs for conduction of police business, the following police stations are included: Aerodrom, Bit Pazar, Gazi Baba, Dracevo, Gjorce Petrov, Karpos, Kisela Voda, Centar and Cair.

- The police station Gjorce Petrov that works in old montage barracks does not have at its disposal a holding room, so if necessary the detaining is done at the Police station Karpos. During the inspection of the rooms that were used in the past as holding rooms, from which one was located in a separate building, it was concluded that the previously mentioned are really not functional because the space was filled by other old inventory and equipment that cannot be kept or used anymore.
- In the Police station Aerodrom there is one holding room with exceptionally small dimensions, located at the end of the hallway and closed with a door in the form of metal bars. The room does not have any inventory except a wooden bench that can only be used for sitting, and in relation to the: location, size and conditions the rooms does not meet the minimal standards for holding persons under the suspicion of committed punishable crime.
- The Police station Cair also has a holding room located in the hallway at the ground floor of the building. In this room the sunlight enters from the hallway through the window with metallic bars. Given the proximity of the other offices the communication with the personnel is possible by calling for them or by banging on the door. In this police station the basement room that was used in the past as a holding room was also inspected, and it was concluded that it is empty without any kind of equipment which shows that the recommendations of the CPT are respected.

At the Police station Centar a holding room is being used that is located at the ground floor in the proximity of the admissions desk. The room is equipped with one bed and linen, the sunlight is weak, but compensated with electric lighting. In the room there is no restroom so, for the basic physiological needs of the detainee the office toilet is at their disposal. The communication with the detainee can be made with calling or banging on the door that closes the room. The basic hygiene in the room is good.

The Police station Karpos uses three rooms in the basement, which are equipped with one bed each, with clean linen and are exceptionally clean. Every room is marked with a number noted on the entry door. A piece of paper is pinned on the entry doors, and it contains a list of records about the time and name of the official that performed the rounding of the detainees. According to the content of the list it is obvious that the rounding of the detainees is done every hour. In front of the offices are neatly marked closets, which are used for placement of objects, property of the detainees, which are not involved in the crime investigation for which the person is being suspected for. The rooms are properly ventilated, the sunlight is weak but there is proper electric lighting and a calling system, and for the basic physiological needs, a restroom outside of the rooms is used.

In the police station Dracevo, two rooms are used as holding rooms, which have one bed each, equipped with a mattress and a blanket. The rooms are located at the ground floor in the proximity of the offices. The sunlight penetrates through a perforated sheet metal placed on the windows, and also there is electrical lighting. Even though the rooms are in the ground section, moisture is apparent on the walls because of the proximity to the restrooms. There is no calling system in the rooms, because of which the detainee communicates by banging on the metal doors that seal the holding room.

The Police station Kisela Voda has three holding rooms located in the basement, equipped with one bed each and clean linen, and the basic hygiene is at a satisfactory level. The sunlight in the rooms enters through a perforated sheet metal placed on the windows and also there is electrical lighting. The rooms are equipped with a communication system that uses a low voltage.

The police stations Bit Pazar and Gazi Baba also have holding rooms located in the basement part of the building.

At the Police station Bit Pazar the general hygiene in the holding rooms is good, they are equipped with iron beds, partially equipped with mattresses and blankets. The rooms have electrical lighting, and there is insufficient ventilation. The communication of the detainees with the officials is provided.

At the Police station Gazi Baba the general hygiene in the holding rooms, the equipment and the linen are at a somewhat lower level. There is no sunlight in the rooms, and it has been compensated with electrical lighting, the locking is done by metal doors, and the ventilation is weak. The communication of the detainees with the personnel from the police station is conducted by banging on the doors.

-As a part of the Sector of internal affairs in Tetovo, only two police stations with general competence are functional, located in Tetovo and Gostivar.

From the inspection of the Police station in Tetovo it was concluded that, similarly to most of the cases, the holding rooms are located in the basement section of the building, which is sufficiently distanced from the reception room and all the other office sections of the police station. This distance alone, and also due to the lack of a communication system – bell, makes the conditions difficult for the

detainees, who are forced to call for the officials by banging harder on the entry door of the holding room.

Besides this the hygiene in the holding rooms has been neglected, the equipment and the linen are in a bad condition and dirty, there is a lack of sunlight and electric lighting and there is not enough fresh air. Also there are no restrooms in the proximity of the rooms, so all of this leaves the impression that the minimal standards are not met.

The holding room in the Police station in Gostivar is at the same level as the other official premises, the entrance is through a metal door which in the upper section is made up of bars and that is how minimal sunlight penetrates the room. Although the room does not have a calling system installed, the communication with the personnel is easily done by calling out or banging on the door, because of the close proximity to the rooms of the officials. The location of the room is inappropriate from the aspect that the detainees are exposed to the curious glances of other citizens, which were found at that moment in the office sections of the Police station.

-The Sector of internal affairs in Stip, executes part of their direct police jurisdictions through the police stations in: Delcevo, Kocani, Probistip, Sveti Nikole and Stip. These police stations are also designated as stations with general competence, in which the person who is under suspicion to have committed a punishable crime can be held there according to the Law up to 24 hours, in a room intended for that purpose.

The Police station in Stip has three holding rooms, 6 meters square each, all equipped with one bed, a mattress and a blanket. There is no sunlight in the rooms, and it is being compensated by electrical lighting, that enters from the hallway through the holes, made in the upper parts of the closing doors. There is no heating or water installations in the holding rooms and for the basic physiological needs the detainees can use the sanitation facilities.

- In the Police station Vinica, two rooms, 8 meters square each are used as holding rooms and they are located in the basement part of the building. The rooms are equipped with beds, mattresses and blankets, weak sunlight penetrates through a small piece of perforated sheet metal placed on the windows, but there is also electrical lighting, and the lights set on the ceiling are protected by metal bars.

On the inside of the rooms there are no water supply installations, and the detainees have the possibility to use a toilet in the approximate vicinity of the holding room for their basic physiological needs.

-From the inspection in the Police station Delcevo it was established that the three holding rooms are located in a separate building, in the approximate vicinity of the Police station, and two of them are with a size of 9, while the third has a size of 14 square meters. The smaller rooms have one, and the larger room has two montage iron beds covered with old sponge mattresses and blankets. The sunlight that penetrates through a perforated sheet metals placed on the window is low, and the compensation is made by electrical lights. There is presence of moisture in the rooms, and there is no toilet or a communication system, so for the purpose of satisfying physiological and other needs the detainees are forced to call out, by banging on the sheet metals on the windows.

The police station in Kocani has two holding rooms 15 and 20 square meters in size, that have two and three metal beds secured on the floor, and are equipped with old and unclean sponges and blankets. In the rooms that are located in the basement section of the building, low light and circulation of fresh air is coming from the openings of the perforated sheet metal placed on the windows, but at the time of

the inspection there was an unpleasant smell of urine. The rooms were provided with electrical lighting, with light bulbs placed on the ceiling protected with iron bars. The detainees can use the official toilet, for satisfying their basic physiological needs, that is located in the upper floor of the building and the communication with the staff is realized only with banging on the doors of the rooms, because there is no calling system.

- In the Police station in Probistip three rooms located in the basement section are used, and every room is about six square meters in size. There is one bed in every room and very small free space, no sunlight, also no water supply and heating installations, and in the sharing section there is a sanitation facility with a shower.

The Police station in Sveti Nikole has three holding rooms and every one of them is 5 square meters in size. In each room there is one bed each equipped with a mattress and a blanket, no natural lighting so artificial lighting is entering through the shared hallway through the perforated upper part of the doors that close the rooms. The communication with the office staff is conducted through alarm buttons in the holding rooms connected by a bell placed in the office on duty.

2. Contact with persons encountered at the holding rooms

During the time of the inspection at the police stations with general competence in: Kumanovo, Tetovo and Cair, a conversation was made with a total of five detainees, without the presence of an official, during which the complaints were related to the manner of action during the search of their home, but none of them complained about the treatment, or of torture or the conditions of the stay at the police station.

3. Remarks and indications

In respect to the noted omissions, deficiencies and inconsistencies in the handling of the police logs, covered in section A, and also because of the insufficient hygiene in the holding rooms separately listed in section B, the Ombudsman, immediately after the performed inspections, extended oral criticism towards the officials or the police stations or their deputies and requested for an improvement in the general hygiene in the holding rooms and proper and consistent handling of the police logs.

B. Conclusion

The visits and the inspections in the police logs and the material conditions of all of the 38 police stations with general competence left the impression of a visible progress in respect to the running of the books of daily events, the registers of summoned, detained and held persons, and also in the context of the content of the reports (Register for holding a person, registry of searches, receipt for temporarily seized and returned objects, official notes etc), with some shortcomings as it is stated in section B.

As a positive example from all aspects for special advancement in the proper way of logging the police reports, it can be pointed to the police station Karpos in Skopje, and a negative example is the Police station in Veles where compared to last year, the conditions have somewhat worsened.

In terms of material conditions the Ombudsman, except for the part of a somewhat improved condition of the general hygiene in the holding rooms, has ascertained the same identical condition compared to the visit done last year.

IV. Recommendations

Starting from the facts established during the visit of the police stations, from the need of the persons with limited freedom of movement to be secured with guarantees for respect of their human rights and basic liberties, and also the need for further development, the Ombudsman recommends to the organs in charge, within the borders of their jurisdiction, to undertake immediate measures, for complete and consistent respect of the constitutional and legal rights of the persons with limited freedom of movement in a way that:

- The Government of the Republic of Macedonia based on the conditions stated in this information and based on the analysis and program of the Ministry for internal affairs, during the preparation of the Proposed- budget of Republic of Macedonia for the next year to ask the Parliament of the Republic of Macedonia to secure the necessary funding for renovating and improving of the material conditions of the holding rooms at the police stations and building and equipment of the police stations that do not poses this kind of spaces.

- The Ministry of Internal Affairs within the limits of the Budget, to start with the possible concrete activities for the realization of the prepared projects for the standardization of the holding rooms at the police stations.

- The sectors for internal affairs to increase the control over the police stations, with the purpose of securing a bigger consistency and to lower the omissions in the handling of the logs, and to improve the general hygiene in the holding rooms.

- The police stations to act according to the notes of the Ombudsman given at the time of the visit and to proceed towards the removal of the irregularities ascertained by the Ombudsman.

**Ombudsman
Idzet Memeti**