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Damage Compensation by Public Administration with a Focus on Police Activity and Inspections

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I. Introduction

The compensation of damages by public administration represents a fundamental aspect of good governance and a key indicator of the rule of law. It ensures the protection of citizens' rights and fosters accountability in public institutions. In Kosovo, this issue is particularly significant due to systemic gaps in the legal framework, limited practical implementation, and the lack of a unified horizontal law regulating the liability of public administration in a detailed and coherent manner. As a result, citizens and businesses encounter legal and procedural obstacles in seeking fair compensation for damages caused by administrative actions or omissions.

This report focuses on two critical areas: the Kosovo Police and inspectorates. These sectors have been selected due to their frequent interaction with citizens and their role in addressing administrative damages. The legal framework governing the Kosovo Police is relatively advanced, encompassing both the objective liability of the state and the subjective liability of individual police officers. However, bureaucratic and complex internal procedures potentially delay effective and timely compensation. In contrast, the liability of inspectorates remains inadequately regulated, with no specific legal provisions addressing damage caused during inspections. This creates legal uncertainty and leaves judicial processes as the only avenue for compensation, further burdening the courts and limiting access to justice.

The report evaluates the current legal framework, including the Constitution, the Law on Police, the Law on Inspections, the Law on Administrative Disputes, and the Law on Obligational Relationships. While these laws provide a foundation for damage compensation, gaps in implementation and regulation persist. By analyzing these challenges, the report highlights the need for legislative reforms and procedural improvements. It emphasizes the importance of establishing a horizontal law to regulate the liability of public administration comprehensively and consistently. Additionally, it provides targeted recommendations to streamline compensation mechanisms, reduce legal uncertainty, and increase public awareness about the right to seek compensation. Although administrative damages may seem financially insignificant, their resolution is vital to uphold citizens' rights, enhance trust in public institutions, and strengthen legal certainty.

II. Executive Summary

This document deals with the liability of the public administration in Kosovo for the compensation of damages, with a special focus on the Kosovo Police activity and inspectorates. By addressing the legal and practical aspects, the document emphasizes the importance of damage compensation as a mechanism to guarantee justice and protect the interests of citizens.

In police activity, the document highlights the provisions that define the objective liability of the state and the obligation of police officers to report the damage caused. Also, the role of the inspectorates and the lack of a clear framework for their subjective liability are analyzed. In this context, legal gaps are identified, such as the lack of a horizontal law for damage compensation from the public administration and the inadequate procedure for handling claims for damage compensation.

The recommendations include establishing a complete legal framework for the liability of public administration institutions in damage compensation, staff training, strengthening commissions for damage assessment, and increasing citizens' awareness about their rights. Also, effective

implementation of the Law on Administrative Disputes is suggested, as well as amendment of legislation for inspectorates to include clearer provisions on damage compensation.

The document concludes by emphasizing the importance of the liability and transparency of the public administration in handling damage compensation claims, as a step towards strengthening public trust and guaranteeing justice for all citizens.

III. The liability of the Public Administration in damage compensation

The liability of the Public Administration in damage compensation is first and foremost a segment of good administration, but also a segment of a democratic state and rule of law.

Good administration¹, as a widely known standard throughout Europe, requires public administration to act in an impartial, transparent and effective manner. Liability for compensation is a clear indicator of good administration, ensuring that the administration admits its mistakes and takes steps to address them in a fair and transparent manner. This process helps to improve the quality of public services and strengthens citizens' trust in public institutions.

The liability of the public administration in damage compensation is an important pillar of the democratic state, reflecting the commitment to protect the rights of citizens and to ensure a governance based on the rule of law and good administration. This concept entails the obligation of the administration to hold itself accountable for the consequences of its actions or omissions and to guarantee fair compensation for the damage caused.

In a democratic state, the public administration is mandated to act in the interest of citizens, respecting their fundamental rights and functioning in accordance to the law at all times. The rule of law principle guarantees that no individual or institution, including the public administration, is above the law. Liability for damages is an expression of this principle, providing an effective way for citizens to seek justice in cases where they are victim to illegal or irresponsible actions of the administration.

This liability is not only a legal mechanism, but also a preventive measure that helps the administration to act carefully and efficiently, minimizing the risk of damaging citizens or their legitimate interests.

It is essential to distinguish damage compensation in public law and private law because in practice, this legal mechanism is usually confused.

In public law, damage is caused by the actions or omissions of state bodies or public officials during the exercise of their functions assigned to them through public authorizations granted by law. State liability is based on the obligation to guarantee the rights and freedoms of individuals and to compensate for damages resulting from illegal or erroneous actions of the public administration. For this purpose, the state must adopt special legislation that provides for the compensation of damage at the level of public administration and from the budget of each public body. In this case, the state acts as a guarantor of the fulfillment of the public interest but also of

¹Good administration is first mentioned and regulated in the Charter of Fundamental Rights of the European Union, available at: https://www.europarl.europa.eu/charter/pdf/text_en.pdf

the rights of the persons, providing for the compensation of the damage at the level of the public body that caused the damage.

In private law, damage arises from relationships between persons (natural and legal) without the direct involvement of the state as a party, except when the state acts according to private law, i.e. takes contractual liability (usually through public procurement). Here, liability is mainly related to non-compliance with contractual agreements or extra-contractual damages. The purpose of compensation is to restore the injured party to the condition she/he would have been in if the damage had not occurred. Procedures for the resolution of these cases are usually carried out through agreements between the parties and if this is not achieved, then through civil lawsuits in the civil courts.

Another difference concerns the adjudication of cases for damage compensation. When the damage to the parties is caused by the public administration, an administrative dispute may arise in the administrative court, whereas when the damage is caused between parties that are natural and legal persons, the dispute arises through a lawsuit in a court that tries civil disputes.

IV. Why should public administration compensate for damages?

Damage compensation by the public administration is an important mechanism to ensure the protection of the rights and interests of persons in a complete and efficient manner, without the need to start court proceedings. Damage compensation must be done within the administration itself, as it provides a faster and simpler way to handle claims for damages caused by its actions or omissions. By doing so, lengthy and often costly court proceedings are avoided, which can burden both citizens and the judicial system.

The public administration has the obligation to exercise public authorizations but also to recognize its mistakes and correct their consequences through fair compensation. This mechanism not only helps to restore citizens to their previous situation, but also strengthens the accountability of public institutions. Moreover, such an approach contributes to increasing citizens' trust in the administration, by showing that it is ready to hold itself accountable for its actions and protect their interests.

At the European level, one of the most important principles of Public Administration is principle no. 17² which defines "The right to good administration is upheld through administrative procedure, judicial review and public liability". This principle then has two sub-principles which are dedicated precisely to the compensation of damage by the public administration.

Sub-principle h³ defines that " Individuals and legal persons are redressed and fairly compensated for damages from wrongdoing by holders of public authority". This sub-principle emphasizes the right of individuals and legal entities to receive fair compensation when public authorities cause harm through their actions or omissions. If interpreted further, the public administration has the obligation to compensate in a fair and proportional way, ensuring that the persons who have suffered damages are restored to the condition they would have been in if the

²SIGMA/OECD. Principles of Public Administration, 2023 Edition, pg.31, v<https://www.sigmaxweb.org/publications/Principles-of-Public-Administration-2023-edition-ALB.pdf>

³Ibid,

damage had not occurred. This includes not only compensation for financial damage, but also other measures that may be necessary, such as an official apology or restoration of violated rights.

The other sub-principle defined in point i⁴., states that "The public administration analyses the causes of compensation payments and takes action to learn from mistakes to avoid or minimize similar errors in the future". This sub-principle emphasizes the proactive role of the public administration which, when forced to compensate for damages, must examine the causes that led to the respective mistakes and draw lessons from them. So, the goal is for the administration not to stop only at compensation, but to systematically address the reasons that led to violations or errors. This may include legal and procedural changes but also staff training in this aspect.

Damage compensation by the public administration as an aspect of good administration remains only an additional option for individuals. However, it is important to always retain the right to go to court if the administrative process does not guarantee a fair and impartial solution, as a constitutional right. This duality between administrative and judicial mechanisms ensures a balance between efficiency and protection of the general interest but also the subjective rights of persons when they are violated by the exercise of public authority.

Knowing the importance for the public interest but also the broad authorizations they have, the Kosovo Police and the inspectorates were taken as selected examples.

V. Damage compensation by the Kosovo Police

During the exercise of its powers, the Kosovo Police has the duty to act in accordance with the law and to respect the rights of persons. However, in certain cases, the actions or omissions of police officers may cause material damage or physical injury to the affected persons. In these situations, it is important that injured persons have the opportunity to seek compensation for the damages suffered. In spite of the broad authorizations that the Kosovo Police has and their severity in limiting the freedoms and rights of persons, it represents a good example of how this institution has regulated the issue of compensation for damage in legislation and in practice.

V.a. Legal regulation

Law on Kosovo Police⁵, in Article 53 regulates the accountability for damages or injuries caused by police officers during the performance of their duties. This article defines that "1. The police officer shall report to his/her supervisor any damage or injury that he/she may have caused during the performance of his/her police duties. 2. In accordance with applicable law, the Government of the Republic of Kosovo shall be held accountable for the damage or injury caused to natural and legal persons as a result of the actions of police officers in the execution or in conjunction with the execution of police duties".

These provisions define certain obligations and fulfillment of legal conditions for the compensation of damage by the Kosovo Police.

⁴Ibid

⁵Law No. 04/L-076 on the Kosovo Police, accessible at the link:<https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2806>

According to paragraph 1, the police officer is obliged to report to the supervisor any damage or injury he/she caused during the exercise of his/her police duties. This provision highlights the importance of transparency and accountability within the police structure. Mandatory reporting ensures that every incident is documented and dealt with in accordance with relevant regulations, minimizing the possibility of concealment of violations or errors. Also, this helps to initiate further administrative or legal procedures regarding compensation of damage and channeling of liability.

According to paragraph 2, the Government of the Republic of Kosovo, i.e. the state, is responsible for damages or injuries caused to natural or legal persons by the actions of police officers during the performance of or related to the performance of their duties. This paragraph confirms the objective liability of the state for the actions of its officials, even when they may be unintentional. This liability stems from the fact that the police, as a public institution, represents the state authority and has the duty to act in accordance with the law and protect the interests of citizens. Therefore, the obligation to compensate the damage by the state "justifies" spending public money to this purpose.

In addition to the law, there is a by-law which regulates the subjective liability of police officers in damage compensation. Administrative Instruction No. 01/2012 on the performance of police duties and authorizations⁶ in Article 79 defines the liability for damages according to which "1. The police officer is obliged to compensate the Police for the damage caused intentionally, negligently or knowingly during the performance of duty. 2. The police officer is obliged to compensate the Police for the damage that the Police must compensate the injured citizen or legal entities, which the police officer caused intentionally or through conscious negligence during the performance of duty. 3. The police officer is obliged, immediately after the notification, to submit the report on the damage caused. 4. The forms of damage compensation is regulated in accordance with the rules of the Commission from Article 15, paragraph 2 of this Administrative Instruction".

Paragraph 1. establishes the subjective liability of the police officer for the damages he/she causes during the exercise of his/her duties, when these damages are caused intentionally or through conscious negligence. So, the official must cover the damage when he/she acted contrary to professional and legal rules.

Paragraph 2., this provision establishes a link between the liability of the police officer and the obligation of the Police to compensate injured third parties. In cases where the Police is obliged to pay compensation due to the intentional or negligent actions of an official, this official must cover for this compensation. This provision is intended to protect the Police from financial losses caused by inappropriate individual actions by officers.

Paragraph 3., this provision places a clear procedural obligation on the police officer to report any incident resulting in damage. Immediate reporting ensures that the damage is documented in time, enabling investigation and handling of the case according to internal regulations. This obligation increases transparency and helps improve accountability within the police structure.

⁶Available at: <https://www.kosovopolice.com/wp-content/uploads/2024/04/UDH%C3%8BZIM-ADMINISTRATIV-Nr.-01-2012-P%C3%8BR-M%C3%8BNYR%C3%8BN-OF-PERFORMING-S%C3%8B-DUTIES-AND-POLICE-AUTHORIZATIONS.pdf>

Paragraph 4., refers to the special commission, which is established according to Article 15 paragraph 2 of this Administrative Instruction and is responsible for regulating and determining the forms of damage compensation. This commission acts in accordance with the rules defined in the relevant administrative instruction, ensuring that the process is fair and based on clear legal principles. The commission plays a key role in assessing liability and determining the amount and form of compensation.

As it can be seen, the legal framework in the Kosovo Police is quite clear and complete, establishing rules for damage compensation to persons, but also the objective liability of the state and the subjective liability of the police officer when they cause damage during the exercise of police powers.

IV.b. How is damage compensation carried out in practice?

In addition to the legal acts that were discussed above, the Kosovo Police has a special regulation that regulates the issue of damage compensation caused during the exercise of police powers. Article 26 of the Regulation on personnel and administration in the Kosovo Police⁷ regulates the practical realization of compensation for the damage caused by the Kosovo Police. Initially, this regulation recognizes the possibility that the Kosovo Police, during the performance of police duties in accordance with the law, may cause material damage to third parties who are not subject or target of police operations and who are not to blame for the damage caused. This damage must be compensated fairly and proportionately. The procedure begins ex officio with the obligation of the police officer who caused the damage to report the case as soon as possible to his/her supervisor through a detailed written report. The report must describe in detail the circumstances of the case, the damages caused, as well as supporting evidence, such as photographs and relevant documents. The report should be accurate and comprehensive to facilitate the investigation and handling of the case.

The supervisor, after reviewing the report, has the responsibility to verify whether the damage is a result of official duties and in accordance with police regulations. He/she forwards the report with his/her recommendations to the station commander for further consideration. The commander, after receiving the report, forwards it to the Regional Police Department, including all the evidence and documents collected up to that point. The Regional Department then notifies the Department for Internal Investigations (DII) and submits the complete file for review and further investigation.

The DII reviews the case by analyzing the circumstances and the evidence presented. After this review, DII prepares a report on the findings and sends it to the Deputy General Director for Resources. If the DII finds that there was a violation by the police officer, it can recommend disciplinary measures or even the initiation of criminal proceedings if there are elements of a criminal offense, based on the importance of the violation and the damage caused. The Deputy General Director for Resources, after receiving the report and recommendations from DII, establishes a commission for damage assessment.

⁷The regulation for personnel and administration in the Kosovo Police, available at: <https://www.kosovopolice.com/wp-content/uploads/2020/07/1.-Regulation-e-Personel-dhe-Administrate%CC%88.pdf>

The commission for damage assessment consists of three members and has the duty to analyze the file and assess the damage in a fair and transparent manner. The commission must review all evidence, including official reports, photographs, testimonials and any other supporting documents. After reviewing all these, the commission returns its report to the Deputy General Director for Resources who is entitled to take the final decision regarding the compensation of the damage. The decision is taken based on Article 53 of the Law on the Kosovo Police and must clearly address the method and amount of compensation for the damage caused.

Figure 1. Damage compensation process in the Kosovo Police



In cases where the investigation reveals that the actions of the police officer were carried out in violation of the rules and procedures of the Police or the Code of Conduct, disciplinary proceedings may be initiated and measures may be imposed against the police officer who caused the damage. In addition to disciplinary measures, criminal proceedings may also be initiated when the violation is considered grave and constitutes a criminal offense.

In cases where the case also includes criminal proceedings, the damage compensation file is attached to the case for review by the court. The court, based on the evidence and claims of the parties, decides on the compensation of the damage if the injured party submits such a request. The court's decision must be based on the principles of justice and proportionality, ensuring that the injured party receives adequate and full compensation for the damage caused. This process ensures that all cases of damage are treated seriously and in accordance with the legal and ethical standards of the Kosovo Police.

IV. Damage compensation by inspectorates

Damage compensation by inspectorates is an important mechanism to ensure the protection of rights and legal interests of persons, when the actions or omissions of the inspectorate cause damage during the exercise of functions. Inspectorates, as public bodies with specific authorizations for supervision and law enforcement, have the obligation to act attentively and professionally. However, in some cases, their actions may be wrong, unjustifiable or exceed legal powers, causing financial, material or moral damages to the affected parties. In such cases, compensation is used as a means to ensure justice and restore the injured parties to a condition that they were in before the act occurred.

Liability for damage by inspectorates is based on the principle of the rule of law, which requires that every action of a public body be in accordance with the law and that the state bears liability for damages resulting from the misuse of public authority. This principle also includes the obligation of inspectorates to compensate damages resulting from illegal actions, such as erroneous administrative decisions, unreasonable fines or activity bans which may later turn out

to be unfounded. Furthermore, in certain cases, when the actions of an inspectorate are intentional or the result of conscious negligence, liability may also include the inspectors within the institution that caused the damage.

IV.a. Legal regulation

Law No. 08/L-067 on Inspections⁸ in Kosovo defines the principles and procedures for the operation of inspectorates, aiming at the protection of the public interest, including public health, public safety and the environment. However, this law does not contain specific provisions that directly regulate the compensation of material damages caused by the actions or omissions of the inspectorates during the exercise of their duties.

Article 50 of the Law on Inspections regulates liability for damages caused by inspection bodies "Liability for damages caused by inspection bodies and inspectors is regulated according to the legislation in force". This provision addresses issues of liability and compensation for damages incurred during the inspection process. So, in cases where the actions or omissions of inspectors during the exercise of their duties cause material or non-material damage to the inspection subjects or third parties, the liability for compensation of these damages falls on the relevant inspection body. This ensures that the inspection subjects and third parties have the opportunity to seek compensation for damages suffered as a result of the actions of inspectors. From this regulation we can understand only the objective liability of the inspection bodies but not the subjective liability of the inspectors who caused the damage. Since this is not regulated by Law No. 08/L-197 on Public Officials within the framework of the rights and duties that they have as civil servants, for subjective liability in causing damage by inspectors, the general provisions of Labour Law No. 03/L-212⁹. Article 64 of the Labor Law regulates the liability of employees to the employer for damages caused intentionally or by negligence during the performance of work duties. In the context of the inspectorate, this provision places individual liability on the inspector who has caused the damage, whether the damage is a result of his/her intentional or negligent actions. For example, an inspector who exceeds his/her competencies and causes material or moral damage, may be held personally liable to compensate the damage to the employment body (in this case, the inspectorate). Whereas, Article 65 of the Labor Law, determines the obligation of the employer to compensate the damage caused by his/her employees to third parties during the performance of work duties. This provision supports the principle of the objective liability of the inspectorate, obliging it to compensate the damages that its inspectors may cause to the inspection subjects or other parties during the exercise of official duties. So, Article 65 is similar to Article 50 of the Law on Inspections, regulating the objective liability in damage compensation.

The Law on Inspections, although it regulates the compensation of damages caused by the exercise of inspection activity, the reference to the legislation in force is a gap and cannot be applied in practice. This is because the Republic of Kosovo does not have a horizontal law that fully regulates the liability of the public administration to compensate the damages caused during the administrative activities, including inspection. Such a gap also exists in the special laws that regulate inspections, that is, there are no specific rules on how to compensate for the

⁸Available at: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=53067>

⁹Available at: <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2735>

damage that can be caused by inspection supervision. In the absence of specific provisions, issues related to the compensation of damages caused by the inspectorates are handled in accordance with the general legislation of Kosovo that regulates civil liability. This includes the Law on Obligational Relationships¹⁰ which defines the principles and procedures for damage compensation.

V. Compensation of damage at judicial level

As a legal institution, the compensation of damage belongs to private law, which means that if it is not achieved by agreement between the parties, then one may turn to the court (usually the civil courts) with a lawsuit to compensate the damage.

In the Republic of Kosovo, people have the right to go to court to seek compensation for damages caused by the illegal actions or omissions of the public administration. This right is supported both in the Constitution¹¹ but recently also in the Law on Administrative Disputes.

The Constitution of the Republic of Kosovo guarantees the right of individuals to judicial protection of rights. Article 32 of the Constitution provides for the right to legal remedies " Every person has the right to pursue legal remedies against judicial and administrative decisions which infringe on his/her rights or interests, in the manner provided by law". This constitutional provision guarantees the right of every person to use legal remedies against judicial and administrative decisions that violate his rights or interests. This establishes a strong basis for the protection of the rights and interests of persons, ensuring that no decision that unfairly affects natural and legal persons remains arbitrary and uncontested. In the context of compensation for damage, this Article provides the right to seek justice and the restoration of the previous situation through the mechanisms established by law. Through this provision, citizens can request compensation for damages caused by illegal actions or omissions of administrative bodies. This includes the right to file an administrative complaint and, if necessary, to pursue the judicial instances to ensure a fair and impartial decision. If an administrative body has taken a decision that causes material or non-material damage, individuals have the right to request the annulment of the decision and compensation for the damage caused, following the procedures set forth in the Law on Administrative Disputes. The administrative court in this case examines the claims of the parties and decides on the validity of the lawsuit for compensation of damage, applying the constitutional and legal standards for the protection of rights. Thus, Article 32 provides an important tool for the constitutional protection of persons against administrative abuses and for guaranteeing a fair process for damage compensation.

Law No. 08/L-182 on Administrative Disputes¹² makes a substantial regulation regarding the compensation of damage caused by the public administration during the exercise of administrative activity. Initially, this law makes a distinction between public and private law by providing the jurisdiction of the administrative court to judge in relation to disputes for compensation of damage where the public administration is a party and also by providing a

¹⁰Law No. 04/L-077 on Obligational Relationships, available at: <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2828>

¹¹The Constitution of the Republic of Kosovo, available at: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=3702>

¹²This law enters into force in January 2025, accessible at the link: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=85181>

special lawsuit that can be filed by persons whenever they are damaged by public administration bodies.

This law stipulates that persons who claim to have been damaged by administrative acts have the right to file a lawsuit in the competent court to request the annulment of the act and compensation for the damage caused. The procedure begins with the filing of a lawsuit in the competent court within the legal deadlines, where the claimant must present evidence that supports his claims for the damage suffered.

The claim for compensation of damage according to Law No. 08/L-182 on Administrative Disputes represents an important legal remedy for persons seeking protection and compensation for damages caused by the actions or omissions of public bodies. This law provides a clear framework to address claims for damages arising from illegal administrative acts or actions that exceed the legal powers of public authorities. In such cases, the injured person has the right to file a lawsuit in the competent court to request compensation for the damage suffered.

The process involves filing a lawsuit arguing the nature of the damage and the causal link between the administrative actions and the damage that has been caused. The claimant must respect the deadlines set by the law and submit evidence that supports his/her claims, such as administrative acts, evidence of material or non-material damage, and facts showing the illegality of the administrative action or omission. The court examines the lawsuit by analyzing the legal and factual basis of the case, and if it finds that the claimant is right, decides on compensation for the damage.

The law aims to guarantee a balance between the protection of the rights of individuals and the preservation of the functionality of the public administration. By enabling redress through the judicial process, it strengthens the rule of law and provides a mechanism to prevent and address administrative abuses. In this way, the Law on Administrative Disputes not only protects the rights of citizens, but also promotes the accountability of the public administration so that actions that have caused damage are not repeated.

VI. Conclusions and Recommendations

Conclusions

1. The liability of the public administration in compensation of damages is an essential pillar of good administration and of a democratic state, reflecting the principles of the rule of law and the rights of citizens.
2. Although the Constitution, the Law on Police, the Law on Inspections, the Law on Administrative Disputes and the Law on Obligational Relationships provide a legal basis for damage compensation, practical implementation remains limited due to the lack of a horizontal law regulating the liability of public administration in a detailed and coherent manner.
3. The liability of inspectorates for damages caused during inspections is not specifically regulated, thus creating legal uncertainty and practical challenges for handling these cases. As a result, the only way to compensate the damage remains the judicial one.
4. The legal framework for the Kosovo Police is advanced, including the objective liability of the state and the subjective liability of police officers. However, bureaucratic and complex internal procedures may hinder an effective and immediate compensation process.

5. The Law on Administrative Disputes, which enters into force in 2025, significantly improves the legal ground for compensation of administrative damages, creating opportunities for filing specific lawsuits for this purpose.

Recommendations

1. Establishing the legal framework for compensation of damage at the level of public administration where these options may be considered"
 - a) *Option 1*, the drafting of a special horizontal law on the non-contractual liability of the public administration for compensation of damages, or
 - b) *Option 2*, completion and amendment of special laws to regulate damage compensation at the level of public administration.

Whichever option is considered, it should clearly define the standards for the objective and subjective liability of public bodies and provide simple and effective procedures for compensation of damages.

2. Revision of the Law on Inspections to include specific provisions that regulate in detail the liability for damages caused by inspectors and inspection bodies, including criteria for assessing damages and procedures for compensation.
3. Training of administrative staff and public officials to better understand their obligations and to prevent errors that could lead to damages, as well as to ensure effective implementation of compensation procedures.
4. Strengthening compensation mechanisms within public institutions to handle claims for compensation swiftly and transparently, thus reducing the need for lengthy and costly court proceedings.
5. Raising citizens' awareness of their rights regarding the compensation of damages from the public administration, through information campaigns and enabling access to information.
6. Effective implementation of the Law on Administrative Disputes by ensuring that administrative courts are adequately equipped with resources to handle compensation claims efficiently and fairly.
7. Monitoring compensation cases to identify systemic gaps and take necessary steps to improve policies and legal regulations



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