

NGO AKTIV

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## **Harmonizing the measures on the restriction of movement of citizens with the working hours of the institutions**

22 April 2020

Dear Sir/Madam,

We hereby submit this letter to bring to your attention the problems that the citizens face due to the restriction of movement in Kosovo, which entered into force as of April 15 2020 pursuant to the decision of the Ministry of Health.

Upon the entry into force of the above-mentioned measures, a significant number of citizens reached out to our organization with a number of questions and complaints related to the working hours of the institutions. According to their concerns, the working hours of the institutions do not correspond to the time slots when movement is allowed. As a result, citizens cannot visit different institutions and access their services during the time window that they are allowed to leave house and move.

Our organization was approached by, among others, the recipients of social assistance who are currently unable to visit postal services and raise their social cash benefits, since the imposed restrictions allow them to leave their houses only in late hours. Considering that for certain individuals the social assistance is the main income source, these individuals are not in a condition to wait for few days until the next slot rotation allows their movement.

Regarding the rotation system, it is noteworthy that the slots are arranged in such fashion that certain categories of citizens are systematically precluded from visiting the respective institutions. For instance, citizens whose penultimate digit is 9 will be until the end of the period allowed to leave house only in time window between 21.00-22.30 and 15.00-16.30, while the citizens with the penultimate digit 7 are given the slots of 15.00-16.30 and 17.00-18.30. Therefore, citizens with these penultimate digits are systematically discriminated in comparison to other citizens, as such for the duration of the measures they will be unable to visit postal services, banks and public institutions and access their services.

NGO AKTIV, hereby urges you to consider the possibility of tailoring the rotation system based on the I.D. penultimate digit in such a fashion that would within one week grant all citizens a time-slot matching the working hours of institutions, so they could visit postal services, banks, municipalities and other institutions.

Cordially,  
NGO AKTIV