**MAIN PAGE**

**What is the Ombudsman?**

The Ombudsman is an institution introduced in 1809 by the Swedish Parliament with an aim to controlling the executive authorities. The term “ombudsman” in Swedish language denotes a person who “has an ear for the voice of the people”. The task of the first Ombudsman was to prevent the King and Government from ignoring the laws. The first Ombudsman relied on their authority to request from administrative authorities to provide reports on the law enforcement, as well as the authority to institute certain proceedings aimed at establishing the responsibility of administrative public servants.

The Provincial Protector of Citizens – Ombudsman is an autonomous and independent authority of the AP Vojvodina in charge of protecting the rights of citizens and monitoring the work of provincial administrative authorities, public enterprises and institutions with administrative and public powers, founded by the AP Vojvodina, concerning their acting in implementation of decisions and other legal acts of the AP Vojvodina.

**Contact us**

You may contact the Provincial Protector of Citizens - Ombudsman in person, by phone, through an on-line form, regular mail or e-mail. A complaint is filled to the Provincial Protector of Citizens - Ombudsman, which is the basis for opening one’s dossier, under a particular number. The dossier is used as the basis for further proceedings, i.e. for conducting an inquiry.

**Who we are**

The Provincial Protector of Citizens - Ombudsman is elected by the Assembly of Autonomous Province of Vojvodina, by a two-third majority vote out of the total number of deputies, whereas the Ombudsman deputies are elected by a simple majority vote out of the total number of deputies, upon the Ombudsman’s proposal. Candidates for the Ombudsman may be proposed by at least 30 deputies or the Assembly Committee responsible for issues related to organisation and work of the administration. The Ombudsman's term of office is six years. He/she may be elected to the same office twice in succession, at the most.

The Provincial Ombudsman has four deputies, three of whom are specialised and elected for the field national minority rights, rights of the child and gender equality, whereas one deputy is responsible for the field of general competences. At least one of the deputies is elected from among the less represented gender and people belonging to national minorities. The Ombudsman deputy’s term of office is six years. He/she may be elected to the same office twice in succession, at the most.

**Where we are**

The Provincial Protector of Citizens - Ombudsman is based in Novi Sad, with the head office located at 25 Mihajla Pupina Blvd. The offices are located in the left wing on the ground floor of the building belonging to the public water management enterprise “Vode Vojvodine”, or commonly known as the “DTD” building. Visits are not scheduled in advance and citizens are allowed to visit us at any time during our working hours.

**prof. Zoran Pavlović, PhD  
Provincial Protector of Citizens - Ombudsman**

**File a complaint**

You may contact us in person, by phone, through an on-line form, regular mail or e-mail.

**File a complaint in person**

25 Mihajla Pupina Blvd., Novi Sad

The building of PE “Vode Vojvodine” (DTD building)

Ground floor - left wing, Office no. 4

Every working day, without prior scheduling, from 8.00 AM to 4.00 PM

**Call us on the phone!**

Our telephone numbers are: 021/487-41-44 and 021/55-77-27

Call us every working day from 8.00 AM to 4.00 PM

**Fill out an on-line form!**

Your complaint is forwarded directly to our electronic mail. Complaints are processed in order of their receipt, regardless of the manner of their submission.

**SEND YOUR COMPLAINT BY REGULAR MAIL!**

You may send your complaints in any form or using the form we have provided.

Our address is as follows:

Provincial Protector of Citizens - Ombudsman

25 Mihajla Pupina Blvd.

21101 Novi Sad

**SEND YOUR COMPLAINT BY ELECTRONIC MAIL!**

Complaints and attachments may be sent via electronic mail to our e-mail address:   
predstavke@ombudsmanapv.org. Complaints are processed in order of their receipt, regardless of the manner of their submission.

**OUR INQUIRIES** - Learn about our latest inquiries and their results.

**ANNUAL REPORTS** - Download and read all annual reports published so far.

**MEMORANDUM OF ASSOCIATION** - The Provincial Assembly Decision on the Provincial Protector of Citizens - Ombudsman

**INFORMATION BOOKLET** - Informing the public on documents and information available to the Provincial Protector of Citizens - Ombudsman

**ABOUT US**

The Provincial Protector of Citizens - Ombudsman is an independent and autonomous authority of the Autonomous Province of Vojvodina, an institution that sees to protection and enhancement of human rights and freedoms.

ASSEMBLY OF AUTONOMOUS PROVINCE OF VOJVODINA

Statute of the Assembly of Autonomous Province of Vojvodina

Decision on the Provincial Protector of Citizens – Ombudsman

**CONTACT US**

You may contact the Provincial Protector of Citizens - Ombudsman in person, by phone, through an on-line form, regular mail or e-mail. A complaint is filed to the Provincial Protector of Citizens - Ombudsman, which is the basis for opening one’s dossier, under a particular number. The dossier is used as the basis for further proceedings, i.e. for conducting an inquiry.

Call us on the phone!

Every working day, from 8.00 AM to 4.00 PM, you may call the following telephone numbers:

021 / 487 -41-44

021 / 55 -77-27

**Write to us**

**Proceedings of the Provincial Protector of Citizens - Ombudsman**

Following a citizen’s complaint (filed in person, via regular or electronic mail), if acting upon complaints belongs to the scope of competences of the Provincial Protector of Citizens - Ombudsman, providing the complaint was filed within the period of one year of the occurrence of violation or irregularity or enactment of the last act in the disputed matter, the Provincial Protector of Citizens - Ombudsman shall act upon that complaint. The Provincial Protector of Citizens - Ombudsman shall inform the person who filed the complaint and the administrative authority whose work is the subject of the complaint about instituting the proceedings and request the administrative authority to respond to allegations of the complaint.

If requested so by the person who filed the complaint, the Ombudsman shall be obliged to keep the client’s personal data confidential.

During the inquiry proceedings, the Ombudsman may summon for an interview and take oral or written depositions and require additional clarifications from all persons employed with administrative authorities, the person who filed the complaint, witnesses, experts and other citizens who have some information on the circumstances of the case. The Ombudsman shall be entitled to request all data and information from the administrative authority, as well as a direct inspection of files, documents and collection of data available at these authorities, including state, official, trade and professional secrets. The Ombudsman shall have a free access to all premises in which administrative authorities carry out their activities and shall be able at any time and without prior announcement, to visit any healthcare institution providing mandatory psychiatric treatment.

The Ombudsman shall decide on terminating the proceedings if it is established at the end of the inquiry, that no violation of human rights or irregular acting by authorities had occurred, or if it is found that the administrative authority whose work was the subject of the complaint, had already eliminated the violation of human rights during the inquiry. The person who filed the complaint and administrative authority whose work was the subject of the complaint shall be notified of the termination of the proceedings.

Should the Ombudsman find, following the completion of the inquiry, that particular human right was violated or certain irregularity in the work occurred, the Ombudsman shall give an opinion, make a proposal or recommendation to the given administrative authority on the ways to eliminate the irregularity or its consequences. The Ombudsman shall also notify the person who filed the petition on the recommendation made.

The administrative authorities to which the Ombudsman has forwarded their opinion, proposal or made a recommendation, shall be obliged to notify the Ombudsman within 15 days on the measures undertaken.

In addition to action upon complaints of persons who claim their human rights had been violated in an act or activity of an administrative authority, the Provincial Protector of Citizens - Ombudsman may also, exceptionally, act at their own initiative, based on the provided information and other sources, should they conclude that there probably is or was a case of violation of human rights by an administrative authority.

DOWNLOAD A FORM

About the Ombudsman and complaint proceedings

ANNUAL REPORTS

The annual report is a document submitted every year by the Provincial Protector of Citizens - Ombudsman to the AP Vojvodina Assembly. The report is forwarded to the AP Vojvodina Assembly by 31 March of the current year, and covers the previous calendar year. The content of the report, time frame for its preparation and forwarding to the AP Vojvodina Assembly, as well as its mandatory publication in the public are regulated in Article 21 of the Provincial Assembly Decision on the Provincial Protector of Citizens - Ombudsman.

Upon request of the Provincial Protector of Citizens - Ombudsman, the annual report is put on the agenda and discussed in one of the AP Vojvodina Assembly sessions. Based on the Assembly discussion of the Annual Report of the Provincial Protector of Citizens - Ombudsman, the AP Vojvodina Assembly may make certain conclusions. It is important to note that the Assembly neither adopts nor approves of the Annual Report of the Provincial Protector of Citizens - Ombudsman, as it is a document by an independent provincial institution in which this institution gives its opinion of the state of play in the field of human rights on the AP Vojvodina for a particular year.

The Annual Report of the Provincial Protector of Citizens - Ombudsman for 2017

INFORMATION BOOKLET OF THE PROVINCIAL PROTECTOR OF CITIZENS

Updated on 19/01/2018

The Information Booklet o the Provincial Protector of Citizens - Ombudsman contains the data relevant to the work of the Provincial Protector of Citizens - Ombudsman in the field of exercise, protection and enhancement of human rights in the territory of AP Vojvodina, along with the methods of exercising the rights of interested parties to an access to information of public importance. The purpose of publishing the information booklet is to inform the public on documents and information available to the Provincial Protector of Citizens - Ombudsman, within the scope of their competences.

The Information Booklet of the Provincial Protector of Citizens - Ombudsman shall be published pursuant to Article 39 of the Law on Free Access to Information of Public Importance (“Official Gazette of the RS”, number 120/04, 54/07, 104/2009, 36/2010) and Instruction on the Publication of the Information Booklet of a State Authority (“Official Gazette of the RS”, number 57/05).

The Information Booklet shall be published electronically on the website of the Provincial Protector of Citizens - Ombudsman, whereas it may be saved or printed free of charge, at the request of the interested party.

BASIC INFORMATION ON STATE AUTHORITY AND INFORMATION BOOKLET

Name of authority: Provincial Protector of Citizens - Ombudsman

Address: 25 Mihajla Pupina Blvd., 21101 Novi Sad

Company number: 08797030

Tax Identification Number: 103746241

Applications received on the following address: 25 Mihajla Pupina Blvd., 21101 Novi Sad

Electronic applications received on the following address: [predstavke@ombudsmanapv.org](mailto:predstavke@ombudsmanapv.org)

Download the document

ABOUT US

ABOUT THE INSTITUTION AND PROCEEDINGS

Pursuant to the new Provincial Assembly Decision on the Provincial Protector of Citizens – Ombudsman, the Provincial Protector of Citizens - Ombudsman shall have four deputies, of whom one shall be elected for the following areas: national minority rights, rights of the child and gender equality.

The Decision on Establishing the Institution of the Provincial Ombudsman was adopted in December 2002. The first Ombudsman of Vojvodina was elected on 24 September 2003 and their work commenced in January 2004. The institution is based in Novi Sad.

**Competences of the Provincial Protector of Citizens – Ombudsman**

With an aim to protect human rights, the Provincial Protector of Citizens - Ombudsman shall receive and assess the petitions pertaining to violation of human rights, supervise the enforcement of regulations, control the legality, expediency and effectiveness of actions of administrative authorities and shall investigate their work. Furthermore, the Ombudsman shall monitor the enforcement of international standards in the field of human rights, collect information about the enforcement of laws and other regulations in the field of human rights, prepare the annual report on the exercise of human rights, inform the competent authorities and wider public about the violation of human rights, initiate the instigation of criminal, disciplinary or other proceedings with competent authorities in the event of human rights violation etc.

The main principles of the Ombudsman’s work shall be legality, impartiality, independence and righteousness.

**Who may contact the Provincial Protector of Citizens - Ombudsman**

Any person who believes any of their human rights has been violated in an act or action by an administrative authority may contact the Ombudsman.

Also an heir, guardian or legal representative of the person whose right has been violated may contact the Ombudsman.

This could also be done by a non-governmental organisation, citizens’ association or other organisation, on behalf of the person who believes their human rights have been violated, providing a written authorisation.

Even persons deprived of liberty are entitled to file a complaint in a sealed envelope, whereas the employees of institutions where persons deprived of liberty are confined, are obliged to submit the complaint of the person deprived of liberty to the Ombudsman, without previously opening or retaining it.

When we are unable to help you

THE OMBUDSMAN AND OMBUDSMAN DEPUTIES

**Provincial Protector of Citizens - Ombudsman**

**prof. Zoran Pavlović, PhD**

Prof. Zoran S. Pavlović, PhD, assumed the office of the Provincial Protector of Citizens - Ombudsman on 1st December 2016 as a full professor and the head of the Criminal Law Department at the Faculty of Law for Commerce and Justice of the University “Business Academy” in Novi Sad.

He started a career as a law graduate and trainee judge at the Municipal Court in Novi Sad and passed the bar examination in 1991. After two years of practising law, he worked as a Deputy Public Prosecutor of the Municipal Court in Novi Sad for eight years. He became Deputy Public Prosecutor of Novi Sad District in 2002. In 2004, he became the District Public Prosecutor, then the Head of the Office of the Special Prosecutor for Organised Crime in Novi Sad and afterwards its deputy.

He participated in numerous expert and scientific events in the country and abroad and took part on projects of the Ministry of Justice and Ministry of Science. He was also a member of the team for preparing the proposal of the Draft Law on Criminal Procedure in 2006. During his academic career he published more than fifty scientific and expert papers in the field of criminal material law, criminal procedure law, international criminal law, international private and international public law , as well as two monographs and two textbooks in the field of law theory, criminology and victimology and criminal procedure law. He is a member of The Hague Academy for International Law and the Victimology Society of Serbia.

He is married with two children.

**Deputy Provincial Protector of Citizens - Ombudsman**

**Aniko Širkova**

Aniko Širkova was elected a Deputy Provincial Ombudsman on 11 December 2015.

She graduated from the Faculty of Law in Novi Sad.

She worked at the Municipal Administration of Senta municipality in charge of various administrative and legal affairs until 1991, after which she worked for ten years in a number of preceding organisational units of the Tax Administration.

In December 2004 she was appointed the Secretary of the Assembly of Senta municipality. She was the Deputy President of Senta municipality from 2008 to 2010 and afterwards she was elected the President of Senta municipality.

She remained the President of Senta municipality until July 2012, when she was elected a Deputy Provincial Ombudsman.

She was born in 1960 in Senta and has two adult children.

**Deputy Provincial Protector of Citizens -Ombudsman for the Rights of the Child.**

**Milan Dakić**

Milan Dakić, LLB, was born in Belgrade on 8 September 1978 and lives in Novi Sad. From June 2010 to June 2017, he was employed at the Provincial Protector of Citizens - Ombudsman as an expert associate for international relations, expert associate and independent expert associate for protection of human rights and independent counsellor in charge of complaints handling procedure. He takes part in the work of the National Mechanism for the Prevention of Torture.

**Deputy Provincial Protector of Citizens - Ombudsman for Gender Equality**

**Snežana Knežević**

Snežana Knežević was elected the Deputy Provincial Protector of Citizens - Ombudsman for Gender Equality on 16 June 2017.

She graduated from the Faculty of Law in Novi Sad and passed the bar examination in Belgrade.

She became a Deputy Provincial Protector of Citizens - Ombudsman after leaving the position of the Deputy Attorney of the City of Novi Sad to which she was appointed by the Assembly of the City of Novi Sad in December 2014. She was first appointed the Deputy Public Attorney of the City of Novi Sad by the decision of the Assembly of the City of Novi Sad in 2008.

From 1993 until the election for the Deputy Public Attorney of the City of Novi Sad, she worked for the City Administration of the City of Novi Sad where she was in charge of expert and legal affairs in various secretariats and departments.

Since 1994 she has regularly attended the Kopaonik School of Natural Law, and participated in numerous consultations in the field of various law branches.

She was a lecturer at the ELSA Seminar within the project “HUMAN RIGHTS” “Violence against children” and holds an ELSA diploma for the outstanding contribution to the project with a lecture on “Peer violence - Aleksa’s Law”.

She has completed the basic training for an intermediary - mediator.

She was born in Senta in 1964, and lives in Novi Sad. She is married with three children.

**Provincial Protector of Citizens - Ombudsman Deputy for the Protection of National Minority Rights**

**Janoš Oros**

Janoš Oros, the Deputy Provincial Protector of Citizens - Ombudsman for National Minority Rights was elected on 12 October 2017.

He was born on 6 November 1958 in Novi Sad by a Hungarian father and Slovakian mother.

He completed primary and secondary education in the Hungarian language. He graduated in Novi Sad from the Faculty of Law in 1981. He worked at the Provincial Committee for International Cooperation, and before assuming this office, he worked for the Provincial Secretariat for Education, Regulations, Administration and National Minorities - National Communities for more than twenty years. During four terms of office, he was the Assistant Provincial Secretary in charge of the exercise of national minority rights.

He published a number of texts on this topic and held lectures in the country and abroad. He is also a translator and a court interpreter for the Hungarian language. He published Serbian-Hungarian and Hungarian-Serbian dictionary of legal and administrative terms.

He is fluent in English. He is married with one child and lives in Novi Sad.

Address:

Telephone numbers:

Social networks: