



REPUBLIC OF SERBIA
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Belgrade



**Protector of Citizens
Ombudsman**

Ev.No. 17672 Date: 30 May 2018

**SECRETARIAT OF THE GROUP OF EXPERTS ON ACTION AGAINST VIOLENCE
AGAINST WOMEN AND DOMESTIC VIOLENCE
(GREVIO)**

Council of Europe
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Dear Members of GREVIO,

In response to the invitation by the Secretariat of the Group of Experts on Action Against Violence Against Women and Domestic Violence I hereby enclose the answers of the Protector of Citizens (Ombudsman) on Questionnaire on legislative and other measures giving effect to the provisions of the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention), where Protector of Citizens has jurisdiction to answer.

I hope that information provided will prove to be useful, especially having in mind the unique position of national institution for the protection and promotion of human rights.

I am looking forward to cooperating with the Secretariat.

Sincerely yours,

DEPUTY PROTECTOR OF CITIZENS

Gordana Stevanović

**QUESTIONNAIRE ON LEGISLATIVE AND OTHER MEASURES
GIVING EFFECT TO THE PROVISIONS OF THE COUNCIL OF EUROPE
CONVENTION ON PREVENTING AND COMBATING VIOLENCE AGAINST WOMEN
AND DOMESTIC VIOLENCE
(ISTANBUL CONVENTION)**

II. Integrated policies and data collection

(Chapter II of the Convention, Articles 7 to 11)

E.

1. Please specify the entities collecting relevant **data** and the type of data collected by each of them.
2. With regard to each type of data, please indicate if the data is disaggregated by sex, age, type of violence as well as the relationship of the perpetrator to the victim, geographical location, and any other factors deemed relevant, for example disability.
3. How is this data collated and made public at national level?

Answer of the Protector of Citizens: The Protector of Citizens, during the monitoring of the implementation of the General and Special Protocols for the Protection of Women against Violence by the competent authorities from March to October 2014, the findings of which are in the Special Report on the application of the General and Special Protocols for the Protection of Women against Violence, inter alia, found that:

- When recording, documenting and reporting cases of violence against women in family and partner relations, the shortcomings are the following: the lack of unique records, incompatibility and mismatch of records conducted by different systems, as well as different criteria used for collecting. Therefore, checking and comparing data is almost impossible. The problem is systemic and its solution does not depend on an individual authority or an official.
- The social and health care systems collect and analyze the data on women suffering from partner or family violence and belong to multiple marginalized social groups (women with disabilities, Roma women, immigrant women, refugee women and internally displaced women, women from rural areas), but the police and judicial systems do not do it. Where the records are available, they point to the fact that the number of women from marginalized groups reporting violence is disproportionately low in relation to the total number of reported violence cases.
- In more than 10% of cases, health institutions identify violence, but they do not report it and in some cases neither do they record violence or inform other authorities and institutions about it.
- Certain health providers charge victims of violence the issuance of certificates of injuries which they suffered due to domestic or intimate partner violence.

In accordance with the above mentioned situation, the Protector of Citizens sent the following recommendations to the competent authorities in 2014:

- The records on the cases of domestic and intimate partner violence and internal rules on documentation, as well as on the reporting on these cases need to be improved, and record and rules need to be mutually coordinated, in accordance with the General and Special Protocols.
- Police stations and administrations, social welfare centres, public prosecutors' offices, courts and health care institutions should regularly and promptly keep their records and submit

them to competent authorities.

- It is necessary that health care institutions record violence against women every time when health professionals learn or suspect that the injuries are the result of violence, and issue the certificates to the victims on health consequences of suffered violence free of charge.

F. Please give information on any research supported by your government in relation to Article 11 paragraph 1b in the years 2011-2015.

Answer of the Protector of Citizens: Based on the results of the conducted research, the Protector of Citizens prepared Special Reports with recommendations:

- Special Report of the Protector of Citizens on the Implementation of the General and Special Protocols on Protection of Women Against Violence from 2014¹
- Special Report of the Protector of Citizens on Training For Acquisition And Improvement of Knowledge and Competencies in the Prevention and Suppression of Domestic and Intimate Partner Violence from 2015²

The Protector of Citizens recommended, inter alia:

1. Systemic aggregated recommendation to the Ministry of Interior, Ministry of Labour, Employment, Veteran and Social Policy, Ministry of Health and the Provincial Secretariat for Social Policy, Demography and Gender due to the omissions in the work of competent authorities in the system of protection of women against domestic and intimate partner violence and abuse and neglect of children (25 August 2016)³.
2. Systemic aggregated recommendation to the Ministry of Interior, Ministry of Labour, Employment, Vetrean and Social Policy, Ministry of Health and the Provincial Secretariat for Social Policy, Demography and Gender due to the omissions in the work of competent authorities in the system of protection of women against domestic and intimate partner violence in 12 femicide cases (27 July 2016)⁴.

In the procedures of monitoring the work of the competent authorities, as well as through two Special Reports in 2014 and 2015, the Protector of Citizens established multiple omissions in the system of protection of women against domestic or intimate partner violence. To start with, there is no single record on the cases of violence against women, but each system keeps its own record which makes checking and comparing data almost impossible. Caseworkers insufficiently recognize violence and forms of violence and insufficiently understand the situation of the woman who suffers violence, the

¹Available at: <http://www.zastitnik.rs/index.php/lang-sr/izvestaji/posebnii-izvestaji/3711-special-report-of-the-protector-of-citizens-on-the-implementation-of-the-general-and-special-protocols-on-protection-of-women-against-violence>

² Available at: <http://www.ombudsman.rs/attachments/article/4613/Special%20Report%20of%20Protector%20of%20Citizens%20on%20Trainings%20ENG.pdf>.

³ Available at: <http://www.ombudsman.rs/attachments/article/5032/Protection%20of%20women%20against%20domestic%20and%20Intimate%20partnership%20violence%20Selected%20recommendations%20of%20the%20Protector%20of%20Citizens.pdf>

⁴ Available at: <http://www.ombudsman.rs/attachments/article/5032/Protection%20of%20women%20against%20domestic%20and%20Intimate%20partnership%20violence%20Selected%20recommendations%20of%20the%20Protector%20of%20Citizens.pdf>