



**Non-Governmental Organization  
Emancipimi Civil Ma Ndryshe  
EC MA NDrySHE**

*March 2<sup>nd</sup> 2016, Prizren*

**REACTION  
Insults should not take place in public services**

EC Ma Ndryshe reacts to offensive language that was used on Tuesday by the Director of Public Services in Prizren, Mr. Hasan Hasani in communication with the observer of our organization, just before the regular meeting of the Mayor with local executive directors.

During a conversation with the observer, Director Hasani expressed his dissatisfaction regarding the activities of the organization that are closely related to the public interest by using offensive language, which should not be part of the senior public official vocabulary, and much less of the head of the department whose main commitment are the public services.

EC Ma Ndryshe recalls that this is not the first time this Senior Public Official communicates this way with his interlocutors. Thus, through this reaction, EC Ma Ndryshe points out to the director Hasani that insults should not take place in public services. Therefore, instead of using these offensive expressions, he should focus on improving services for citizens.

At the same time, we emphasize that public office is not his property or personal possession, and therefore he must act in conformity with the responsibilities he has, to serve the public, not his whims or personal nervousness.

Insults addressed to any party must not be part of the public officials discourse. Therefore, EC Ma Ndryshe expresses its dissatisfaction regarding this manner of expression and requests from the Mayors of the Municipality to bear in mind that such behavior does not correspond to the standards of good governance and of the public interest.

Regardless of this incident, EC Ma Ndryshe states that they will not give up from the current civil commitment for a better living environment for all citizens of the Municipality of Prizren.

Respectfully,  
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