Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

ERASMUS – JMO – 2025 – 2028 MODULE
UNIVERSITY OF GJIROKASTRA
EU EDUCATION FOR BETTER GOVERNANCE IN THE REGIONS OF ALBANIA

EU4EduGovRegAl

EUROPEAN OMBUDSMAN

Lecturer: Dr. Arjan GJINI

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

OPEN FORUM OVERVIEW: EU4EduGovRegAl

Academic Transformation: Strengthening European Union studies through innovative teaching, interdisciplinary approaches, and research on EU governance.

Institutional Capacity Building: Supporting the modernization of public administration by promoting European standards of transparency, accountability, and good governance.

Regional Engagement and European Awareness: Enhancing awareness of European integration and fostering cooperation among institutions, students, and regional stakeholders.

Sustainable Academic and Institutional Networks: Establishing long-term collaboration between universities, local governments, and international partners to support Albania's European integration process.

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM



🎯 FORUM OBJECTIVES

- 🇪🇺 Understanding EU Governance Principles
- 🏛️ Analyzing EU Institutions
- 📡 Promoting Active Citizenship
- 🤝 Connecting EU Governance with Albania
- 🏆 Applying Knowledge Practically

🌐 www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al



FUNDED BY THE EUROPEAN UNION
OPEN FORUM

INTRODUCTION AND INSTITUTIONAL PHILOSOPHY

EUROPEAN OMBUDSMAN: YOUR ADVOCATE IN THE EUROPEAN UNION

PROTECTING RIGHTS AND ETHICS IN GOVERNANCE

👉 European Ombudsman https://www.ombudsman.europa.eu

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

WHAT IS THE OMBUDSMAN? "SOFT POWER"

No fines, but moral authority

Difference from courts:
Speed,
no cost,
and a human-centered approach

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

MISSION: FIGHTING "MALADMINISTRATION"

What is maladministration?

(Delays,

arrogance,

lack of response,

hiding documents)

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

JURISDICTION AND COMPETENCES (THEME 10.1)

Where Can the Ombudsman Intervene?

Covers all EU institutions (Commission, Parliament, agencies such as Frontex)

Limitation: Does not intervene in court decisions



Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

EX-OFFICIO INVESTIGATIONS (OWN INITIATIVE)

The Ombudsman does not wait for complaints but acts proactively

Focus on systemic issues affecting millions of citizens

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

CITIZEN AT THE CENTER: WHO CAN COMPLAIN?

Any citizen,
business,
or NGO

Includes applicants from candidate countries (e.g., Albania for IPA funds)

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

TRANSPARENCY AND ETHICS (THEME 10.2)

Guardian of the "Glass House"

Right of access to documents (Article 15 TFEU)

The SMS case: Even phone messages are public documents

👉 "If the EU does not respond to you – the Ombudsman intervenes"

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

CODE OF GOOD ADMINISTRATIVE BEHAVIOR

How should a European official behave?

Courtesy - impartiality - justification of decisions.

"Applied for a grant and received no reply?"

"An EU institution ignores you?"

👉 This is when the Ombudsman steps in.

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

FIGHTING "REVOLVING DOORS"

Preventing officials from moving from public office to private lobbying

Protecting against "state capture"

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

RECOMMENDATIONS AND IMPACT (THEME 10.3)

The Legal Paradox: Non-Binding but Effective

Why do 90% of institutions comply? Fear of "reputational sanction"

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

PUBLIC "SHAMING" AND REPORTS TO PARLIAMENT

If an institution refuses, the Ombudsman reports it to the European Parliament

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

FRIENDLY SOLUTIONS: ADMINISTRATIVE PEACE

Conflicts resolved through dialogue,

without lengthy court procedures.

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

FUNDED BY THE EUROPEAN UNION
OPEN FORUM



CASE STUDIES (THEME 10.4)

SMEs and Late Payments Case

How the Ombudsman pushed the Commission to pay overdue invoices to businesses

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al



FUNDED BY THE EUROPEAN UNION

OPEN FORUM

TRANSPARENCY IN VACCINES AND ENERGY

Accountability during crises (COVID-19 and the energy crisis)

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION

OPEN FORUM

GENDER EQUALITY AND DIVERSITY

Good administration starts internally:

A non-discriminatory administration

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

ALBANIA AND THE DIGITAL FUTURE

Ethics in the Age of Artificial Intelligence (AI)

Algorithmic transparency:

Citizens have the right to know "why did the algorithm reject me?"

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

BRIDGE TO TIRANA: THE ENO NETWORK

Cooperation between the Albanian Ombudsman and the European Ombudsman

Training officials according to EU "Fundamentals" (Cluster 1)

👥 "This is the model Albanian citizens expect from their administration"

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

JUSTICE WITHOUT A COURT

The Ombudsman as the “ethical anchor” of the European journey

For a human-centered administration

www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al

Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM



CONCLUSION:

👔 **“The Ombudsman does not have the force of law – but the power of public trust.”**

👨‍🎓👉 **“Have you ever felt powerless in front of a public office?”**

Project contacts and information on how to submit a complaint.

🌐 www.eurajonet.al Email: agjini@uogj.edu.al; gjirokastra@eurajonet.al



Funded by the European Union

FUNDED BY THE EUROPEAN UNION
OPEN FORUM

DISCLAIMER:

THE VIEWS AND OPINIONS EXPRESSED IN THIS PUBLICATION ARE THOSE OF THE AUTHOR(S) ONLY AND DO NOT NECESSARILY REFLECT THOSE OF THE EUROPEAN UNION OR THE EUROPEAN EDUCATION AND CULTURE EXECUTIVE AGENCY (EACEA). NEITHER THE EUROPEAN UNION N OR THE FUNDING AUTHORITY CAN BE HELD RESPONSIBLE FOR THEM..

CONCLUSIONS AND QUESTIONS SUMMARY OF MAIN POINTS. SPACE FOR DISCUSSION.

THANK YOU

www.eurajonet.al

Email: agjini@uogj.edu.al

gjirokastra@eurajonet.al