

## **3. CASE STUDIES**

### 3.1 INFO phone service

With the aim of providing support to the citizens in their attempt to access information, MANS established INFO telephone by means of which citizens can obtain free legal advice in cases when their right to free access to information is violated or if they wish to submit requests to competent institutions through MANS.

When the citizens call the INFO telephone, representatives of MANS explain through free legal advice particular provisions of the Law on Free Access to Information as well as the legal procedure which needs to be conducted in order to exercise and protect this right.

Most citizens after explanation of the entire procedure ask MANS to formulate their requests, determine the competent institution for acting pursuant to the request, submit the requests and submit the feedback information on the outcome of the procedure.

After that MANS conducts the entire procedure prescribed by the Law on Free Access to Information, Law on General Administrative Procedure and the Law on Administrative Dispute, i.e. submits requests for free access to information, repeated requests, repeated complaints to the Administrative Court and requests for re-examination of the Decision to the Supreme Court.<sup>1</sup>

After the procedure is concluded MANS submits to the citizens the requested information or informs the citizen on the current phase of the procedure.

This chapter gives case studies which illustrate the manner in which MANS, using the Law on Free Access to Information, assisted citizens to exercise their right and reveal cases of corruption.

The case study which describes an attempt to construct an asphalt base in the village Potoci in the Local Community Bioče shows in what way the use of the Law on Free Access to Information acts preventively to avert violation of procedures prescribed by the law.

The case study „Metaloprodukt“ shows how MANS assisted the citizens to prove that the institutions acted contrary to court verdicts in the procedure of change of date in the real estate sheet.

The case study referring to the exploitation of sand on the locality Kapino polje in Nikšić shows how MANS made it possible to citizens to find out the manner in which the competent state institutions acted pursuant to their reports. It includes proofs that a number of institutions declared themselves not competent while violation of law continued, and the citizens were denied the right to be informed on the procedure pursuant to their reports.

The case study restaurant “Black Lake” documents how institutions first expressed readiness for cooperation and submitted the requested information on the conducted tender procedure, but when later it became obvious that certain information can point to violation of provisions, those institutions started obstructing the implementation of the Law on Free Access to Information.

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<sup>1</sup> More detailed information on the very procedure and the scheme of procedure functioning is given in the chapter Appendices