



Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Zyra e Kryeministratit - Ured Premijera - Office of the Prime Minister

**REGULATION (OPM) NO. 03/2026 ON THE INTERNAL
ORGANIZATION AND JOB SYSTEMATIZATION OF THE
EMERGENCY MANAGEMENT AGENCY¹**

¹ Regulation (OPM) No. 03/2026 on the Internal Organization and Job Systematization of the Emergency Management Agency, has been approved with the Decision No. 343/343, dated 26.01.2026.

The Prime Minister of the Republic of Kosovo,

Pursuant to the Article 94 paragraf 3 the Constitution of the Republic of Kosovo, Article 9 paragraf 1.3 law no. 08/l-117 on Government of the Republic of Kosovo, Article 28 3 of Law No. 06/L-113 on the Organization and Functioning of State Administration and Independent Agencies, the Law on the Emergency Management Agency, and Articles 9 paragraf 2 and 7 of Regulation (GRK) No. 01/2020 on Standards for Internal Organization, Job Systematization, and Cooperation within State Administration Institutions and Independent Agencies,

Issues:

REGULATION (OPM) NO. 03/2026 ON THE INTERNAL ORGANIZATION AND JOB SYSTEMATIZATION OF THE EMERGENCY MANAGEMENT AGENCY

**CHAPTER I
GENERAL PROVISIONS**

**Article 1
Purpose**

The purpose of this Regulation is to define the internal organization and the systematization of job positions within the Emergency Management Agency (hereinafter referred to as "the Agency").

**Article 2
Scope**

1. This Regulation shall apply to the Emergency Management Agency.
2. The duties and responsibilities of the Emergency Management Agency, as an executive agency under the Ministry of Internal Affairs, are established in the Law on the Emergency Management Agency.

**CHAPTER II
INTERNAL ORGANIZATION AND SYSTEMATIZATION OF JOB POSITIONS
WITHIN THE EMERGENCY MANAGEMENT AGENCY**

**Article 3
Mission of the Emergency Management Agency**

The mission of the Agency is to support citizens and first responders in ensuring unified action as a cohesive body, with the objective of developing, maintaining, and enhancing our capacity to

prepare for, protect against, respond to, and recover from all hazards—whether natural or man-made.

Article 4 Organizational Structure of the Agency

1.

1. The organizational structure of the Agency is as follows:

- 1.1. Office of the Executive Director;
- 1.2. Departments;
- 1.3. Divisions.

2. The total number of employees within the Emergency Management Agency is two hundred and ninety-seven (297) civil servants.

Article 5 Office of the Executive Director

1. The Office of the Executive Director consists of:

- 1.1. The Executive Director;
- 1.2. Two (2) Deputy Executive Directors;
- 1.3. Two (2) professional-level civil servants.

2. The Senior Certifying Officer also reports directly to the Executive Director.

3. The duties and responsibilities of the Executive Director are defined by the applicable Law on the Organization and Functioning of State Administration and Independent Agencies, as well as the applicable Law on the Emergency Management Agency.

4. The duties and responsibilities of the civil servants within the Office of the Executive Director are defined by the applicable legislation on public officials and other relevant legislation in force.

5. The total number of employees within the Office of the Executive Director is six (6) civil servants.

Article 6 Departments and Divisions of the Agency

1. The Departments and Divisions of the Agency are as follows:

1.1. Prevention Department, consisting of the following divisions:

1.1.1. Disaster Risk Assessment Division;

1.1.2. Disaster Risk Reduction Division;

1.1.3. Fire Data Processing and Public Awareness on Fire Hazards Division.

1.2. Preparedness Department, consisting of the following divisions and/or units:

1.2.1. Emergency Preparedness Planning and Coordination Division;

1.2.2. Firefighting and Rescue Programs and Standards Division;

1.2.3. Search and Rescue Training Center;

1.2.4. Integrated Exercises Center.

1.3. Operations Department, consisting of the following divisions:

1.3.1. Response and Recovery Operations Coordination Division;

1.3.2. Emergency Management Agency (EMA) Operations Center;

1.3.3. Local-level 112 Emergency Operations Centers, including:

1.3.3.1. 112 Emergency Operations Center – Prishtina;

1.3.3.2. 112 Emergency Operations Center – Mitrovica;

1.3.3.3. 112 Emergency Operations Center – Peja;

1.3.3.4. 112 Emergency Operations Center – Prizren;

1.3.3.5. 112 Emergency Operations Center – Gjilan;

1.3.3.6. 112 Emergency Operations Center – Ferizaj;

1.3.3.7. 112 Emergency Operations Center – North Mitrovica;

1.3.3.8. 112 Emergency Operations Center – Gjakova.

1.4. Inspection Department, consisting of the following divisions:

1.4.1. Fire Protection Measures Division;

1.4.2. Natural and Other Disaster Protection Measures Division.

1.5. General Services Department, consisting of the following divisions:

1.5.1. Logistics and Services Division;

1.5.2. Document Administration Division;

1.5.3. Information Technology Division.

1.6. Division for International Relations;

1.7. Legal Division;

1.8. Human Resources Division;

1.9. Public Communication Division;

1.10. Budget and Finance Division;

1.11. Procurement Division.

Article 7 **Prevention Department**

1. The mission of the Prevention Department is to assess the risk of natural and other disasters, coordinate organized and coordinated actions aimed at preventing disasters or mitigating their consequences, and to process fire-related data and promote public awareness on fire hazards.

2. The duties and responsibilities of the Prevention Department include:

2.1. identifying, preventing, and reducing permanent risks to human life, material assets, and the environment;

2.2. developing and managing programs aimed at reducing losses to homes, businesses, schools, public/private buildings, services, and critical infrastructure due to natural, technological, and human-caused disasters;

2.3. identifying hazards, assessing risks, and developing strategies for managing natural and other disaster risks;

2.4. drafting preliminary risk prevention plans;

2.5. supporting regional and local entities in collecting, analyzing, and disseminating data and specific reports related to disaster occurrence, control, and impacts;

- 2.6. breaking the cycle of recurring disasters and damages through the establishment and implementation of preventive measures;
- 2.7. applying technology through research, prevention, and risk reduction projects for natural and other disasters, as well as fire detection and containment;
- 2.8. Conducting statistical and analytical data processing;
- 2.9. performing any other duties in accordance with applicable legislation.

3. The following divisions operate under the Prevention Department:
 - 3.1. Disaster Risk Assessment Division;
 - 3.2. Disaster Risk Reduction Division;
 - 3.3. Fire Data Processing and Public Awareness Division.
4. The Department is headed by the Director of the Prevention Department, who reports to the Executive Director of the Agency.
5. The total number of civil servants employed in the Prevention Department is eleven (11).

Article 8 **Disaster Risk Assessment Division**

1. The mission of the Disaster Risk Assessment Division is to identify, analyze, and evaluate the potential impacts of natural hazards and other threats, in order to inform strategies aimed at reducing vulnerability and enhancing resilience.
2. The duties and responsibilities of the Division include:
 - 2.1. Collecting, identifying, analyzing, and assessing data on potential hazards that pose threats to life, property, and the environment;
 - 2.2. Developing projects and programs for hazard identification and risk assessment;
 - 2.3. Coordinating activities related to risk assessment and mapping of natural and other disaster hazards;
 - 2.4. Drafting professional guidelines, standards, and technical norms in compliance with applicable laws and European regulations in the field of hazard identification and risk assessment;

- 2.5. Coordinating the division's activities with relevant institutions and stakeholders at central and local levels for data collection, identification, analysis, and risk assessment;
- 2.6. Reviewing draft local risk assessment documents and submissions by entities operating across multiple municipalities and providing professional and substantive opinions to the competent authority for approval;
- 2.7. Performing any other duties in accordance with applicable legislation.

3. The Head of the Disaster Risk Assessment Division reports to the Director of the Prevention Department.
4. The total number of civil servants employed in the Division is three (3).

Article 9 **Disaster Risk Reduction Division**

1. The mission of the Disaster Risk Reduction Division is to mitigate the negative impacts of disasters on human life, property, and the environment by preventing new risks, reducing existing ones, and managing residual risks.
2. The duties and responsibilities of the Division include:
 - 2.1. developing educational programs aimed at increasing community awareness regarding disaster risk reduction;
 - 2.2. assisting in the alignment and maintenance of databases on losses, damages, and community vulnerabilities in the field of disaster risk reduction;
 - 2.3. preparing curricula, organizing, and evaluating candidates for professional certification in fire protection and handling hazardous materials;
 - 2.4. researching and developing projects and technologies for detecting and locating the causes of disaster risks;
 - 2.5. advancing, developing, and applying technology through projects for the research, prevention, and reduction of risks from natural and other disasters;
 - 2.6. compiling comprehensive reports on activities undertaken in the field of disaster risk reduction and maintaining the relevant records;
 - 2.7. Performing any other duties in accordance with applicable legislation.
3. The Head of the Disaster Risk Reduction Division reports to the Director of the Prevention Department.
4. The total number of civil servants employed in the Division is four (4).

Article 10
Division for Fire Data Processing and Public Awareness on Fire Hazards

1. Mission – The mission of this Division is to reduce fire-related incidents, injuries, and property damage through data-driven strategies and public education.
2. The duties and responsibilities of the Division for Fire Data Processing and Public Awareness of Fire Hazards are as follows:
 - 2.1. conducting analytical reviews of firefighting and rescue operations;
 - 2.2. collecting, processing, and updating data to support cartographic databases essential for effective intervention management;
 - 2.3. preparing brochures and professional materials, and disseminating them via academic journals and the Agency's official platforms;
 - 2.4. performing statistical data analyses;
 - 2.5. Coordinating the accurate dissemination of operational data to the relevant response structures;
 - 2.6. Creating graphical summaries presenting the number and type of operations, assigned units, consequences, and outcomes;
 - 2.7. Developing and implementing fire-risk awareness campaigns, public education initiatives, and forming partnerships with public and private sectors—especially targeting vulnerable demographic groups;
 - 2.8. Organizing public campaigns on the importance of fire-risk awareness and promoting individual and collective protective measures;
 - 2.9. Providing critical information to communities regarding fire hazards;
 - 2.10. Performing any other duties as prescribed by applicable legislation.
3. Reporting – The Head of this Division reports to the Director of the Prevention Department.
4. The number of employees in the Division for Fire Data Processing and Public Awareness of Fire Hazards is three (3) civil servants."

Article 11
Department of Preparedness

1. Mission – The Department’s mission is to integrate hazard assessment, planning, protocol development, training, exercises, certification of personnel and equipment, and readiness qualification into a unified preparedness framework.

2. Duties and Responsibilities – These include:

- 2.1. leading specialized initiatives and directing emergency preparedness policy efforts;
- 2.2. reviewing outcomes of broad-based emergency preparedness policies;
- 2.3. creating and implementing comprehensive preparedness programs covering all hazard types;
- 2.4. The development and strengthening of the capacities of central and local level institutions, as well as the private sector, in the areas of prevention, protection, response, and recovery from natural, technological, and human-induced disasters;"
- 2.5. Drafting national preparedness and response plans;
- 2.6. Developing contingency plans for critical infrastructure and essential resources;
- 2.7. Drafting continuity-of-government plans in coordination with relevant institutions;
- 2.8. Implementing national fire-fighting and rescue programs and standards;
- 2.9. Supporting professional development and operational capacity building within community-based fire and emergency response structures;
- 2.10. Managing and coordinating all training and capacity-building exercises in emergency management;
- 2.11. Performing any other duties under applicable law.

3. Organizational Components – This Department encompasses the following:

- 3.1. Emergency Preparedness Planning and Coordination Division;
- 3.2. Fire-Fighting & Rescue Programs and Standards Division;
- 3.3. Search & Rescue Training Center;
- 3.4. Integrated Exercises Center.

4. Leadership – The Department is led by the Director of Preparedness, who reports to the Agency’s Executive Director.

5. Staffing – The Department employs thirty-two (32) civil servants.

Article 12 **Emergency Preparedness Planning and Coordination Division**

1. Mission – To ensure communities are prepared to prevent, protect against, mitigate, respond to, and recover from emergencies, by developing and coordinating comprehensive emergency management plans and capabilities.

2. The duties and responsibilities of the Division for Emergency Preparedness Planning and Coordination are as follows:

- 3.1.
 - 1.1. Implementing Agency programs related to readiness analysis and planning;
 - 1.2. Advising on developmental directions based on preparedness analyses;
 - 1.3. Coordinating governance continuity planning with relevant institutions;
 - 1.4. Contributing to the drafting of central and local operational emergency plans;
 - 1.5. Active participation in the planning, preparation, implementation, and evaluation of sectoral, local, and central-level exercises, as well as the establishment of criteria and standards for their assessment;
 - 1.6. Supporting preparedness policy development at both governance levels;
 - 1.7. Coordinating preparedness activities across jurisdictions and structures;
 - 1.8. Supporting and assisting in the development and strengthening of the capacities of central and local level institutions in the field of coordination and response to natural and other disasters;"
 - 1.9. Coordinating implementation of preparedness programs across governance, private sector, and civil society;
 - 1.10. Contributing to national exercise planning and Agency-level capacity-building programs;
 - 1.11. Contributing to the development of national-level exercise plans and programs aimed at capacity building for the Emergency Management Authority (EMA), and;

- 2.12 Assessing the needs for preparing structures for protection, rescue, and assistance to be deployed in emergency response operations;"
- 2.13. Performing any other duties as stipulated by law.

3. Reporting – The Head of this Division reports to the Director of Preparedness.
4. Staffing – The Division comprises four (4) civil servants.

Article 13 **Fire-Fighting and Rescue Programs & Standards Division**

1. Mission – The mission is to minimize fire risks and ensure adequate fire protection through standard-setting and the development of relevant programs.
2. The duties and responsibilities of the Division for Firefighting and Rescue Programs and Standards are as follows:
 - 2.1. Planning technical standardization to improve the organization, readiness, and equipment of firefighting and rescue units;
 - 2.2. Designing and refining standard operating procedures for firefighting and rescue operations;
 - 2.3. Establishing equipment, tool, and professional standards for firefighting and rescue services;
 - 2.4. Monitoring technological advancements in firefighting and rescue methodologies;
 - 2.5. Supporting professional development and operational preparedness within public and private firefighting and rescue entities;
 - 2.6. Planning, organizing, and proposing professional seminars and meetings with firefighting and rescue personnel and other relevant stakeholders;
 - 2.7. Supporting ongoing readiness evaluation and needs identification for firefighting and rescue units;
 - 2.8. Reviewing and harmonizing this Division's training and qualification plans;
 - 2.9. Ensuring standards and physical/psychological competency checks for firefighting and rescue personnel;
 - 2.10. Performing any other duties under applicable law.

3. The Head of the Division for Firefighting and Rescue Programs and Standards reports to the Director of the Preparedness Department.
4. The number of employees in the Division for Firefighting and Rescue Programs and Standards is three (3) civil servants."

Article 14

Search and Rescue Training Center

1. Mission – The mission of the Search and Rescue Training Center is to provide comprehensive training and education for individuals and teams engaged in search and rescue operations.
2. Duties and Responsibilities – The Center shall:
 - 2.1. Design training and capacity-building programs for protection, rescue, and assistance structures;
 - 2.2. Implement training and capacity-building programs in the field of integrated emergency management;
 - 2.3. Develop and apply scientific methods and best professional practices in protection, rescue, and assistance;
 - 2.4. Deliver professional skills training programs;
 - 2.5. Coordinate activities with protection, rescue, and assistance structures regarding training programs and related operations;
 - 2.6. Maintain and ensure the operational readiness of training and exercise equipment at the center;
 - 2.7. Perform any other duties as prescribed by applicable legislation.
3. Reporting – The Head of the Search and Rescue Training Center reports to the Director of the Department of Preparedness.
4. Staffing – The Center is composed of twenty-one (21) civil servants."
5. The Search and Rescue Training Center holds the same hierarchical status as a division.

Article 15

Integrated Exercises Center

1. Mission – The mission of the Integrated Exercises Center is to enhance preparedness and response capabilities through integrated training and exercises.
2. Duties and Responsibilities – The Center shall:

- 2.1. Train and build the capacity of emergency protection, rescue, and assistance structures;
- 2.2. Design training and capacity-building programs for protection, rescue, and assistance units;
- 2.3. Implement programs in integrated emergency management training and development;
- 2.4. Develop and apply scientific methods and professional best practices in the field of protection, rescue, and assistance;
- 2.5. Deliver professional skills development programs;
- 2.6. Coordinate activities with the Kosovo Academy for Public Safety in implementing educational programs and other related activities;
- 2.7. Maintain and ensure the proper functioning of training and exercise equipment at the center;
- 2.8. Perform any other duties as prescribed by applicable legislation.

3. Reporting – The Head of the Integrated Exercises Center reports to the Director of the Department of Preparedness.
4. Staffing – The Center comprises three (3) civil servants.
5. The Integrated Exercises Center holds the same hierarchical status as a division.

Article 16 **Department of Operations**

1. Mission – The mission of the Department of Operations is to coordinate emergency response operations essential for saving lives, protecting property and the environment, ensuring that responses are timely and effective in communities overwhelmed by natural or other disasters. The Department also coordinates short-term recovery operations aimed at restoring critical services in affected areas and laying the groundwork for long-term recovery.
2. Duties and Responsibilities – The Department shall:
 - 2.1. Coordinate the implementation of emergency response programs;
 - 2.2. Coordinate all emergency management and response operations, response planning, logistics programs, and integration of national and local disaster management initiatives;
 - 2.3. Ensure the efficient and effective distribution of immediate emergency assistance to individuals and communities affected and overwhelmed by natural or other disasters;

- 2.4. Develop and maintain a unified operational picture of all nationwide emergency situations;
- 2.5. Coordinate response and short-term recovery operations;
- 2.6. Collect, analyze, and share relevant information;
- 2.7. Coordinate emergency response efforts and strengthen cooperation with relevant structures at the highest possible level;
- 2.8. Provide continuous and timely updates to the Minister of Internal Affairs through the Executive Director of the Emergency Management Agency (EMA);
- 2.9. Carry out any other duties as prescribed by applicable legislation.

3. Organizational Units – The following divisions operate under this Department:
 - 3.1. Division for Coordination of Response and Recovery Operations;
 - 3.2. The Agency's Operations Center;
 - 3.3. Emergency Operations Centers 112.
4. Leadership – The Department is led by the Director of Operations, who reports to the Executive Director of the Agency.
5. Staffing – The Department of Operations consists of eighty-seven (87) civil servants.

Article 17

Division for Coordination of Response and Recovery Operations

1. Mission – The mission of the Division for Coordination of Response and Recovery Operations is to develop, support, and enhance the coordination and provision of assistance to citizens and institutions in order to save lives, reduce suffering, protect property, and recover from all types of hazards.
2. Duties and Responsibilities – The Division shall:
 - 2.1. Provide and coordinate all emergency operations and action plans during natural and other disasters, in accordance with the standards of the Integrated Emergency Management System (IEMS);
 - 2.2. Ensure that emergency management coordination is conducted as an integral part of the IEMS in Kosovo;

- 2.3. Ensure that the emergency response team delivers rapid situation reports and preliminary damage assessments;
- 2.4. Establish and maintain strong partnerships with government institutions, local authorities, and relevant non-governmental organizations in the field of emergency management;
- 2.5. Undertake research projects within the IEMS and in collaboration with other relevant institutions related to emergency response;
- 2.6. Oversee the development and coordination of Incident Action Plans and Standard Operating Procedures (SOPs);
- 2.7. Draft unified and functional programs for coordinating response operations;
- 2.8. Ensure implementation of emergency preparedness and response plans;
- 2.9. Coordinate the management of recovery activities and the delivery of emergency assistance to local governments and communities affected by natural and other disasters;
- 2.10. Ensure that proposed recovery projects take into account environmental preservation as well as historical and cultural values;
- 2.11. Develop capacity-building programs and exercises in the field of recovery operations;
- 2.12. Ensure an adequate level of recovery preparedness by coordinating planning and emergency response efforts with the Department of Preparedness;
- 2.13. Organize exercises focused on logistics support for response and short-term recovery operations, in coordination with the Division for Logistics, Procurement, and Transport;
- 2.14. Assist in the drafting and harmonization of recovery programs and plans;
- 2.15. Perform any other duties as prescribed by applicable legislation.

3. Reporting – The Head of the Division for Coordination of Response and Recovery Operations reports to the Director of the Department of Operations.

4. The number of employees in the Division for Coordination of Response and Recovery Operations is three (3) civil servants.

Article 18 **Agency Operations Center**

1. Mission – The mission of the Agency's Operations Center is to serve as the central hub for information gathering and coordination, especially during emergencies or critical incidents.

2. Duties and Responsibilities – The Operations Center is responsible for:
 - 2.1. Collecting, processing, and disseminating information regarding natural and other disasters, as well as other significant events and phenomena relevant to disaster protection at the national level;
 - 2.2. Monitoring and, when necessary, collecting or processing data related to meteorological, hydrological, seismological, radiological, ecological, health, traffic, and other conditions through observation networks, data systems from competent institutions and services, or upon the request of those managing such monitoring systems;
 - 2.3. Organizing and maintaining a database of natural and other disasters and the corresponding response operations carried out by protection, rescue, and relief structures;
 - 2.4. Contributing to the maintenance of a unified database of the resources and personnel involved in protection, rescue, and relief operations, including other relevant units, institutions, and services;
 - 2.5. Notifying the appropriate state authorities and other involved agencies of any risk assessments related to disasters or other significant threats, in accordance with the National Response Plan;
 - 2.6. Informing the relevant 112 Centers of official decisions and information regarding risks posed by disasters and ensuring their access to available data, in accordance with the law;
 - 2.7. Issuing alerts to at-risk areas through the 112 Emergency Operations Centers, based on the National Response Plan and decisions made by authorized personnel;
 - 2.8. Activating protection, rescue, and relief structures in accordance with the National Response Plan and decisions made by competent authorities of the Republic of Kosovo;
 - 2.9. Coordinating logistical and other forms of support for protection, rescue, and relief structures during response operations;
 - 2.10. Receiving and forwarding messages related to disasters, liaising with relevant national and international authorities, services, and organizations as provided by the National Response Plan and international agreements;
 - 2.11. Providing communication and information support to the commander of protection, rescue, and relief structures and their team, as well as specialized services to the Emergency Management Agency (EMA);
 - 2.12. Performing all other duties as prescribed by applicable legislation.
3. The information referred to in paragraph 1, as well as other relevant data concerning threats or occurrences of natural and other disasters that require a timely and coordinated response, shall be

coordinated or exchanged by the Agency Operations Center with the Operations Center of the Ministry of Internal Affairs.

4. The Head of the Agency's Operations Center reports to the Director of the Department of Operations. In emergency situations, they report directly to the Executive Director of the Agency.
5. Staffing – The Agency Operations Center employs three (3) civil servants.
6. Organizational Status – The Agency Operations Center is equivalent to a division.

Article 19 **112 Emergency Operations Centers**

1. The 112 Emergency Operations Centers (EOCs) are established in eight (8) cities across Kosovo as follows:

- 1.1. 112 Emergency Operations Center – Pristina;
- 1.2. 112 Emergency Operations Center – Mitrovica;
- 1.3. 112 Emergency Operations Center – Peja;
- 1.4. 112 Emergency Operations Center – Prizren;
- 1.5. 112 Emergency Operations Center – Gjilan;
- 1.6. 112 Emergency Operations Center – Ferizaj;
- 1.7. 112 Emergency Operations Center – Mitrovica; North Gjakova;
2. Mission – The mission of the 112 Emergency Operations Centers is to provide a unified, efficient, and effective response to all emergency situations by coordinating and dispatching the appropriate emergency services to those in need.
3. Duties and Responsibilities – The 112 EOCs are responsible for:
 - 3.1. Serving as the central point for information exchange, emergency coordination, and enhancing inter-municipal cooperation at the highest possible level with regional and local partners, NGOs, and the private sector;

- 3.2. Exercising leadership responsibilities in coordinating actions among emergency response and support structures within the 112 EOCs;
- 3.3. Supporting local emergency management authorities and implementing response actions based on established priorities;
- 3.4. Ensuring effective coordination among all structures involved on the ground and within the internal functions of the EOCs;
- 3.5. Maintaining close communication with local emergency managers and elected officials;
- 3.6. Ensuring the application of risk management procedures and principles across all activities conducted by the 112 EOCs;
- 3.7. Keeping the Director of the Department of Operations informed about all emergency response activities within their respective jurisdictions;
- 3.8. Performing any other duties as prescribed by applicable legislation.

4. The Heads of the 112 Emergency Operations Centers report to the Director of the Department of Operations.
5. Staffing – The 112 Emergency Operations Centers collectively employ eighty (80) civil servants.
6. Organizational Status – Each 112 Emergency Operations Center is equivalent to a division.

Article 20 **Department of Inspections**

1. Mission – The mission of the Department of Inspections is to exercise oversight and inspection within the scope of legally defined competencies and authorizations in the areas of fire protection and protection from natural and other disasters.
2. Duties and Responsibilities – The Department of Inspections is responsible for:
 - 2.1. Inspecting the production, trade, supply, storage, and use of explosive materials; the storage, possession, sale, handling, and use of flammable liquids and gases; and facilities where hazardous materials are stored or used in technological processes, for the purpose of determining risk zones, among other responsibilities;
 - 2.2. Supervising and inspecting the implementation of fire protection measures in buildings, parts of buildings, equipment, and installations;

- 2.3. Maintaining required records and preparing reports, briefings, analyses, and other documentation;
- 2.4. Implementing measures to prevent and mitigate the consequences of natural and other disasters;
- 2.5. Verifying the status of preparedness plans and other measures for protection, rescue, and assistance;
- 2.6. Recommending professional training for inspectors;
- 2.7. Participating in international activities related to inspection matters;
- 2.8. Cooperating with other inspection bodies;
- 2.9. Performing any other duties as prescribed by applicable legislation.

3. The Department is led by the Director of the Department of Inspections, who reports to the Executive Director of the Agency.
4. The following divisions operate under the Department:
 - 4.1. Division for Fire Protection Measures;
 - 4.2. Division for Natural and Other Disaster Protection Measures.
5. Staffing – The Department of Inspections comprises forty-eight (48) civil servants.

Article 21 **Division for Fire Protection Measures**

1. Mission – The mission of the Division for Fire Protection Measures is to safeguard life and property by preventing and mitigating the impact of fires and related hazards.
2. Duties and Responsibilities – The Division is responsible for:
 - 2.1. Inspecting the production, trade, supply, storage, and use of explosive materials; storage, possession, sale, handling, and use of flammable liquids and gases; and facilities where hazardous materials are stored or used in technological processes, to identify and define risk zones, among other duties;
 - 2.2. Supervising and inspecting the implementation of fire protection measures in buildings, parts of buildings, equipment, and installations;
 - 2.3. Enforcing administrative measures and procedures during fireworks displays;

- 2.4. Maintaining mandated records and preparing reports, briefings, analyses, and related documents;
- 2.5. Collecting data and information to verify facts and analyze situations within its jurisdiction;
- 2.6. Proposing work plans, conducting annual inspections, and submitting inspection reports;
- 2.7. Recommending professional training for inspectors;
- 2.8. Participating in international activities related to inspection matters;
- 2.9. Performing any other duties as prescribed by applicable legislation.

3. The Head of the Division for Fire Protection Measures reports to the Director of the Department of Inspections.
4. Staffing – The Division for Fire Protection Measures consists of thirty-nine (39) civil servants.

Article 22 **Division for Natural and Other Disaster Protection Measures**

1. Mission – The mission of the Division for Natural and Other Disaster Protection Measures is to ensure the safety of people, property, and the environment by mitigating and preventing the impacts of natural and other disasters.
2. Duties and Responsibilities – The Division is responsible for:
 - 2.1. Implementing measures for the prevention and mitigation of consequences from natural and other disasters;
 - 2.2. Verifying the status of emergency preparedness plans and other protection, rescue, and assistance arrangements;
 - 2.3. Verifying the implementation of monitoring, alerting, and warning responsibilities;
 - 2.4. Assessing the capacities, equipment, and readiness of the Civil Protection System and other emergency services;
 - 2.5. Evaluating administrative and technical procedures related to protection from natural and other disasters;
 - 2.6. Performing any other duties as prescribed by applicable legislation.

3. The Head of the Division for Natural and Other Disaster Protection Measures reports to the Director of the Department of Inspections.
4. The number of employees in the Division for Protection Measures against Natural and Other Disasters is eight (8) civil servants."

Article 23 **Department of General Services**

1. Mission – The Department of General Services is responsible for providing administrative and technical support to the departments and divisions within the Agency.
2. Duties and Responsibilities – The Department is tasked with:
 - 2.1. Managing and coordinating the provision of general services in accordance with applicable legislation;
 - 2.2. Managing the archival system and office operations;
 - 2.3. Ensuring and administering the provision of translation services;
 - 2.4. Managing the Agency's assets, including inventory; and
 - 2.5. Performing any other duties in accordance with applicable law.
3. The Department comprises the following divisions:
 - 3.1. Division for Logistics and Services;
 - 3.2. Division for Document Administration;
 - 3.3. Division for Information Technology.
4. The Department is led by the Director of the Department of General Services, who reports to the Executive Director of the Agency.
5. Staffing – The Department employs eighteen (18) civil servants.

Article 24 **Division for Logistics and Services**

1. Mission – The Division for Logistics and Services is tasked with providing essential support functions that enable the Agency to operate efficiently.
2. Duties and Responsibilities – The Division shall:
 - 2.1. Provide suitable working and accommodation conditions for Agency staff;

- 2.2. Manage the Agency's inventory and storage facilities;
- 2.3. Receive, inspect, and manage assets and inventory, including preparation of relevant reports;
- 2.4. Monitor the movement of assets, provide relevant information, and prepare documentation regarding asset transfer or disposal;
- 2.5. Provide supplies, goods, and office equipment necessary for Agency operations;
- 2.6. Ensure the provision of transportation services and manage Agency-owned and assigned vehicles;
- 2.7. Provide logistical support for staff meetings and events;
- 2.8. Provide translation services into and from official languages, including the translation of official and other necessary documents;
- 2.9. Provide simultaneous and consecutive interpretation into and from official languages, as required by the Agency;
- 2.10. Offer proofreading services; and
- 2.11. Perform other duties in accordance with applicable legislation.

3. The Head of the Division for Logistics and Services reports to the Director of the Department.
4. Staffing – The Division employs nine (9) civil servants.

Article 25 **Division for Document Administration**

1. Mission – The mission of the Division for Document Administration is to effectively manage and control all documentation within the organization, ensuring accessibility, security, and compliance with relevant regulations.
2. Duties and Responsibilities – The Division is responsible for:
 - 2.1. Implementing procedures for document management and administration;
 - 2.2. Receiving, verifying, classifying, and recording documents;
 - 2.3. Processing and technically administering acts and cases;
 - 2.4. Dispatching documents for further procedural action;

- 2.5. Receiving, opening, and checking incoming mail and ensuring its distribution, including electronic correspondence;
- 2.6. Logging all incoming and outgoing correspondence in the primary protocol register;
- 2.7. Archiving official documents and case files in the Agency's archive;
- 2.8. Sealing documents and case files, and maintaining custody of official seals;
- 2.9. Safeguarding official records in accordance with applicable legislation;
- 2.10. Managing classification systems for documents and case files;
- 2.11. Administering the Agency's archive in accordance with legal requirements;
- 2.12. Performing any other duties as prescribed by law.

3. The Head of the Division for Document Administration reports to the Director of the Department of General Services.
4. The number of employees in the Division for Document Management is three (3) civil servants."

Article 26 **Division for Information Technology**

1. Mission – The Division for Information Technology ensures the delivery of reliable and secure technology resources, services, and support to help the Agency achieve its strategic objectives.
2. Duties and Responsibilities – The Division shall:
 - 2.1. Lead and define its objectives in alignment with the Agency's and National Information Society Agency's strategies, and develop detailed annual work plans;
 - 2.2. Provide professional guidance in the use of IT equipment to ensure quality service delivery;
 - 2.3. Maintain information technology hardware and software;
 - 2.4. Coordinate IT-related activities with the National Information Society Agency (NISA);
 - 2.5. Manage and administer the Agency's official sub-domain and user accounts;

- 2.6. Plan, manage, and monitor all IT-related processes supporting e-Governance within the Agency;
- 2.7. Manage and administer GIS and telecommunications systems;
- 2.8. In coordination with NISA, administer and maintain the Agency's systems and web applications;
- 2.9. Perform any other duties in accordance with applicable legislation.

3. The Head of the Division for Information Technology reports to the Director of the Department of General Services.
4. The number of employees in the Division for Information Technology is five (5) civil servants."

Article 27 **Division for International Relations**

1. Mission – The Division for International Relations aims to foster and manage the Agency's international engagement, including strategic partnerships, mutual collaborations, and development programs in the field of emergency management.
2. Duties and Responsibilities – The Division is responsible for:
 - 2.1. Cooperating with foreign state authorities and international organizations on matters related to the Agency's field of activity;
 - 2.2. Coordinating international agreements through the Legal Department of the Ministry of Internal Affairs;
 - 2.3. Coordinating donor and foreign project activities supporting the Agency through the European Integration Department of the Ministry of Internal Affairs;
 - 2.4. Supporting the identification and evaluation of opportunities for participation in international projects relevant to the Agency's mandate;
 - 2.5. Supporting all international cooperation activities within the Agency's field of work;
 - 2.6. Supporting collaboration with international bodies and potential partners from the private sector;
 - 2.7. Performing any other duties in accordance with applicable legislation.

3. The Head of the Division for International Relations reports to the Executive Director of the Agency.

4. The number of employees in the Division for International Relations is three (3) civil servants.

Article 28 Legal Division

1. Mission – The Legal Division provides legal guidance, ensures compliance with applicable laws, and safeguards the legal interests of the Agency. This includes offering legal advice, and participating in the drafting and review of legislation.

2. Duties and Responsibilities – The Legal Division is tasked with:

2.1. Collaborating with the Legal Department of the Ministry of Internal Affairs in drafting legal acts related to the Agency's mandate;

2.2. Providing legal advice to the Agency on matters relevant to its operations;

2.3. Assisting the Agency's organizational units in identifying issues requiring legal regulation;

2.4. Collaborating with the Ministry of Justice in preparing matters related to legal representation in court cases involving the Agency;

2.5. Providing legal support in drafting proposed decisions, agreements, memoranda, and contracts;

2.6. Performing any other duties in accordance with applicable law.

3. The Head of the Legal Division reports to the Executive Director of the Agency.

4. Staffing – The Division employs three (3) civil servants.

Article 29 Division for Human Resources

1. Mission – The mission of the Human Resources Division is to effectively manage human resource processes, including recruitment, capacity building, performance evaluation, and compensation, ensuring employees can contribute meaningfully to the Agency's success.

2. Duties and Responsibilities – The Human Resources Unit shall:

2.1. Provide support to the highest administrative officer of the institution in matters related to human resources;

- 2.2. Prepare the annual staffing plan in line with the institution's budget planning process;
- 2.3. Assist relevant units in drafting job descriptions, classification, and organizational structure of job positions;
- 2.4 Periodically identifies and assesses, in coordination with the unit head, the training needs of the institution's civil servants to enhance and develop professional capacities through professional development training;
- 2.5. Manage processes related to appointments, termination of employment, transfers, suspensions, retirements, and all other public employment-related actions;
- 2.6. Support performance evaluation procedures, recommend transfers, and manage employee attendance;
- 2.7. Manages individual plans and files through the Civil Servants Management Information System (SIMBNj);"
- 2.8. Administer payroll in accordance with applicable law;
- 2.9. Perform any other duties assigned by law.

3. The Head of the Human Resources Division reports to the Executive Director of the Agency.
4. Staffing – The Division employs five (5) civil servants.

Article 30 **Division for Public Communication**

1. Mission – The mission of the Division for Public Communication is to effectively convey information to the public, stakeholders, and relevant audiences, promoting understanding, trust, and engagement with the Agency.
2. Duties and Responsibilities – The Division is responsible for:
 - 2.1. Providing information to the public and media on the Agency's activities;
 - 2.2. Representing the Agency's work and activities to national and international institutions;
 - 2.3. Collecting, processing, and publishing information related to the Agency's operations;
 - 2.4. Overseeing and editing the Agency's official website;
 - 2.5. Coordinating the preparation and distribution of printed materials and brochures for the public regarding the Agency's activities;

- 2.6. Collaborating with the media in organizing press conferences and interviews, providing information, and compiling summaries of media coverage;
- 2.7. Issuing press releases, notifications, reports, and other public announcements;
- 2.8. Performing any other duties as prescribed by law.

3. The Head of the Division for Public Communication reports to the Executive Director of the Agency.

4. Staffing – The Division employs three (3) civil servants.

Article 31 **Division for Budget and Finance**

- 1.
1. Mission – The mission of the Division for Budget and Finance is to provide financial leadership, planning, and oversight to ensure the responsible and efficient use of public funds, in support of the overall objectives of the Agency.
2. Duties and Responsibilities – The Division for Budget and Finance shall:
 - 2.1. Plan the Agency's budget;
 - 2.2. Develop programs and sub-programs based on departmental requirements;
 - 2.3. Prepare budget analyses and reports on budget expenditures;
 - 2.4. Align budget planning with the Agency's strategic objectives;
 - 2.5. Prepare periodic reports on budget execution;
 - 2.6. Implement budget expenditures in accordance with the Agency's plans;
 - 2.7. Conduct financial analyses and oversee budget execution;
 - 2.8. Prepare periodic and annual change reports;
 - 2.9. Provide data and documentation to internal and external auditors during audits;
 - 2.10. Perform any other duties in accordance with applicable legislation.
3. The Head of the Division for Budget and Finance reports to the Executive Director of the Agency.
4. The number of employees in the Division for Budget and Finance is eight (8) civil servants.

Article 32 **Division for Procurement**

1. Mission – The mission of the Procurement Division is to efficiently and effectively procure the goods and services necessary for the Agency, ensuring best value, compliance, and ethical practices throughout the procurement process.
2. Duties and Responsibilities – The Procurement Division shall:
 - 2.1. Prepare, coordinate, and implement the Agency's annual procurement plan;
 - 2.2. Ensure that goods, services, and works are procured in the most economical, efficient, and effective manner;
 - 2.3. Advise requesting units on appropriate procurement methods and practices;
 - 2.4. Organize and manage procurement activities, including determining the procurement methodology and procedures for tender evaluation;
 - 2.5. Accept or reject proposed recommendations and sign contracts following reconfirmation that financial data have not substantially changed;
 - 2.6. Providing management support in decision-making regarding contentious issues that may arise during contract execution;"
 - 2.7. Monitor contractor non-compliance as reported by Project Managers, and oversee appropriate compensation claims, damage recovery, and contract termination arrangements;
 - 2.8. Prepare the annual procurement report at the end of each fiscal year for all signed contracts;
 - 2.9. Perform any other duties in accordance with applicable legislation.
3. The Head of the Procurement Division reports to the Executive Director of the Agency.
4. Staffing – The Division employs three (3) civil servants.

Article 33 **Professional Firefighting and Rescue Units**

1. The Professional Firefighting and Rescue Units are organized as public service units under the Emergency Management Agency.

2. These units are operational in thirty-five (35) municipalities of the Republic of Kosovo.
3. The establishment, internal organization, operational procedures, and staffing levels of the Professional Firefighting and Rescue Units shall be regulated by a specific act in accordance with the applicable Law on Firefighting and Rescue.

Article 34
Units of the Structures for Protection, Rescue, and Assistance

1. The Units of the Structures for Protection, Rescue, and Assistance are organized as public service units under the Emergency Management Agency.
2. The duties and responsibilities of these structures are defined by the applicable Law on Protection from Natural and Other Disasters.
3. Their internal organization, operational procedures, and staffing levels shall be regulated by a specific act in accordance with the relevant law on Protection from Natural and Other Disasters.

CHAPTER II
TRANSITIONAL AND FINAL PROVISIONS

Article 35
Final Provisions

1. Audit services shall be carried out by the competent structures of the Ministry of Internal Affairs.
2. Staff mobility within the institution, in accordance with the legislation on public officials, is permitted when deemed necessary for the efficient functioning of the Agency.
3. Any increase or decrease in staffing, in line with the Annual Budget Law, shall not require an amendment to this Regulation, except in cases where organizational structures are created or dissolved.
4. An integral part of this Regulation is the annex titled “Organizational Structure of the Emergency Management Agency.”

Article 36
Repeal

Upon entry into force of this Regulation, Regulation No. 03/2016 on the Internal Organization and Systematization of Job Positions within the Emergency Management Agency shall be repealed.

Article 37
Entry into Force

This Regulation shall enter into force seven (7) days after its publication in the Official Gazette of the Republic of Kosovo.

Albin KURTI

Acting Prime Minister of the Republic of Kosovo
26 January 2026

Emergency Management Agency (EMA) Organization Chart

Position/Structure	Class	Group (general or specific)	Number
1. Office of the Executive Director at EMA			Total: 6
Executive Director	Senior Manager		1
Deputy Executive Director	Senior Manager		2
Senior Executive Officer	Professional 1	Social Sciences Group	1
Senior Certifying Officer	Professional 1	Economics Group	1
Administrative Officer	Professional 2	General Administration Group	1
2. Department of Prevention			Total: 11
Director of the Prevention Department	Middle manager		1
2.1. Disaster Risk Assessment Division			Total: 3
Head of Risk Assessment Division	Low-level manager		1
Senior Risk Identification and Assessment Officer	Professional 1	General Administration Group	1
Senior Risk Assessment Officer	Professional 1	General Administration Group	1
2.2. Disaster Risk Reduction Division			Total:4
Head of Disaster Risk Reduction Division	Low-level manager		1
Senior Risk Analysis Officer	Professional 1	General Administration Group	3

2.3. Division of Fire Data Processing and Public Awareness of Fire Hazards			Total: 3
Head of Fire Data Processing and Public Awareness of Fire Hazards	Low-level manager		1
Data Collection and Processing Officer	Professional 2	General Administration Group	2
3. Preparedness Department			Total: 32
Director of the Preparedness Department	Middle manager		1
3.1. Division for Emergency Preparedness Planning and Coordination			Total: 4
Head of the Division for Emergency Preparedness Planning and Coordination	Low-level manager		1
Senior Officer for Analysis and Planning	Professional 1	Security group	2
Senior Officer for Emergency Services Coordination	Professional 1	Security group	1
3.2. Division for Firefighting and Rescue Programs and Standards			Total: 3
Head of the Fire and Rescue Programs and Standards Division	Low-level manager		1
Senior Fire and Rescue Standardization Officer	Professional 1	General Administration Group	1
Officer for Fire and Rescue Organization and Devel	Professional 2	General Administration Group	1
3.3. Search and Rescue Training Center			Total: 21
Head of the Search and Rescue Training Center	Low-level manager		1
Senior Officer for Standardization, Training and Licensing	Professional 1	General Administration Group	1
Senior Officer for Training	Professional 1	Social Sciences Group	15
Administrative Officer	Professional 2	General Administration Group	2

Administrative Officer / Technical and Support Officer			2
3.4. Integrated Exercise Center			Total: 3
Head of Integrated Exercise Center	Low-level manager		1
Senior Standards and Curriculum Officer	Professional 1	Social Sciences Group	1
Exercise Program and Readiness Assessment Officer	Professional 2	General Administration Group	1
4. Operations Department			Total: 87
Director of Operations Department	Middle manager		1
4.1. Division for Coordination of Response and Recovery Operations			Total: 3
Head of the Division for Coordination of Response and Recovery Operations	Low-level manager		1
Senior Emergency Officer	Professional 1	Security group	2
4.2. Agency Operational Center			Total: 3
AME Center Leader	Low-level manager		1
Senior Emergency Operations Center Officer	Professional 1	Security group	1
Emergency Operations Center Liaison Officer	Professional 2	Security group	1
4.3. Emergency Operations Center 112 - Pristina			Total: 10
Head of QOE 112 Pristina	Low-level manager		1
Emergency Officer	Professional 2	Security group	9
4.4. Emergency Operations Center 112 - Mitrovica			Total: 10
Head of QOE 112 Mitrovica	Low-level manager		1
Emergency Officer	Professional 2	Security group	9

4.5. Emergency Operations Center 112 – North Mitrovica			Total: 10
Head of QOE 112 North Mitrovica	Low-level manager		1
Emergency Officer	Professional 2	Security group	9
4.6. Emergency Operations Center 112 – Peja			Total: 10
Head of QOE 112 Peja	Low-level manager		1
Emergency Officer	Professional 2	Security group	9
4.7. Emergency Operations Center 112 – Prizren			Total: 10
Head of QOE 112 Prizren	Low-level manager		1
Emergency Officer	Professional 2	Security group	9
4.8. Emergency Operations Center 112 – Gjilan			Total: 10
Head of QOE 112 Gjilan	Low-level manager		1
Emergency Officer	Professional 2	Security group	9
4.9. Emergency Operations Center 112 – Ferizaj			Total: 10
Head of QOE 112 Ferizaj	Low-level manager		1
Emergency Officer	Professional 2	Security group	9
4.10 Emergency Operations Center 112 – Gjakova			Total: 10
Head of QOE 112 Gjakova	Low-level manager		1
Emergency Officer	Professional 2	Security group	9
5. Inspection Department			Total: 48
Director of the Inspection Department	Middle manager	Security group	1
5.1. Fire Protection Measures Division			39

Head of the Fire Protection Measures Division	Low-level manager		1
Fire Prevention Inspector	Professional 1	Security group	38
5.2. Division of Protection Measures against Natural Disasters and Other Disasters			Total: 8
Head of the Division of Protection Measures against Natural and Other Disasters	Low-level manager		1
Inspector of Protection Measures against Natural and Other Disasters	Professional 1	Security group	7
6. Department of General Services			Total: 18
Director of the General Services Department	Middle manager		1
6.1. Logistics and Services Division			Total: 9
Head of Logistics and Services Division	Low-level manager		1
Senior Logistics Officer	Professional 1	General Administration Group	1
Senior Supply and Transport Officer	Professional 1	General Administration Group	1
Transport Officer	Professional 2	General Administration Group	1
Vehicle Administration Officer	Professional 2	General Administration Group	1
Goods and Services Officer	Professional 2	Economics Group	1
Goods Receiving Officer	Professional 2	General Administration Group	1
Logistics Officer	Professional 2	General Administration Group	2
6.2. Document Management Division			Total: 3
Head of the Records Management Division	Low-level manager	Archive-documentation group	1
Senior Archives Officer	Professional 1	Archive-documentation group	1

Records Management Officer	Professional 2	Archive-documentation group	1
6.3. Information Technology Division			Total: 5
Head of Information Technology Division	Low-level manager		1
Senior Electronic Communications and IT Officer	Professional 1	Data technology group	1
Senior IT Systems Officer	Professional 1	Information technology group	1
Senior GIS Officer	Professional 1	Cartography and GIS Group	1
IT Support Officer	Professional 2	Information technology group	1
7. International Relations Division			Total: 3
Head of the International Relations Division	Low-level manager		1
Senior Officer for Cooperation with International Organizations	Professional 1	Social Sciences Group	1
Senior Officer for Coordination with IPA	Professional 1	Social Sciences Group	1
8. Legal Affairs Division			Total: 3
Head of Legal Division	Low-level manager		1
Senior Legal Officer	Professional 1	Legal group	1
Legal Officer	Professional 2	Legal group	1
9. Human Resources Management Unit			Total: 5
Head of Human Resources Management Unit	Low-level manager		1
Senior Human Resources Officer	Professional 1	Human resources group	1
Senior Human Resources and Payroll Officer	Professional 1	Human resources group	1
Human Resources Officer	Professional 2	Human resources group	1

Human Resources and Payroll Officer	Professional 2	Human resources group	1
10. Public Relations Division			Total: 3
Head of Public Relations Division	Low-level manager		1
Senior Public Relations Officer	Professional 1	Public relations and information group	1
Information Officer	Professional 2	Public relations and information group	1
11. Budget and Finance Division			Total: 8
Head of Budget and Finance Division	Low-level manager		1
Senior Budget and Finance Officer	Professional 1	Budget and Finance Group	3
Budget and Finance Officer	Professional 2	Budget and Finance Group	1
Budget, Finance and International Projects Officer	Professional 2	Economics Group	1
Senior Asset Officer	Professional 1	Economics Group	1
12. Procurement Division			Total: 3
Head of Procurement Division	Low-level manager		1
Senior Procurement Officer	Professional 1	Public procurement group	1
Procurement Officer	Professional	Public procurement group	1

Total number of employees:	297
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Note: This organization chart also includes the current number of 4 fire and rescue units in four northern municipalities, as a result of integration under the Brussels Agreement. The number of members in these units is 70 members

AME ORGANIZATIONAL CHART

