Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government

REGULATION (OPM) NO. 15/2026 ON INTERNAL ORGANIZATION AND SYSTEMATIZATION OF JOB POSITIONS IN THE MINISTRY OF DIGITALIZATION AND PUBLIC ADMINISTRATION[1]

[1] Regulation (OPM) No. 15/2026 on the Internal Organization and Systematization of Jobs in the Ministry of Digitalization and Public Administration, approved by Decision No. 093/2026, dated 29.10.2026, of the Prime Minister of the Republic of Kosovo.

The Prime Minister of the Republic of Kosovo,

Pursuant to Article 94, paragraph 3 of the Constitution of the Republic of Kosovo, Article 28, paragraph 3 of Law No. 06/L-113 on Organization and Functioning of the State Administration and Independent Agencies, Article 9, paragraph 1 of Regulation (GRK) No. 01/2020 on Standards of Internal Organization, Systematization of Job Positions and Cooperation in Institutions of State Administration and Independent Agencies,

Issues the following:

REGULATION (OPM) NO. 15/2026
ON INTERNAL ORGANIZATION AND SYSTEMATIZATION OF JOB POSITIONS IN THE MINISTRY OF DIGITALIZATION AND PUBLIC ADMINISTRATION

CHAPTER I
GENERAL PROVISIONS

Article 1
Purpose

This Regulation aims to regulate and define the internal organization and the systematization of job positions within the Ministry of Digitalization and Public Administration (hereinafter referred to as the "Ministry").

Article 2
Scope

1. The provisions of this Regulation shall apply to the Ministry and its subordinate administrative units, excluding executive agencies and public service administrations that are part of the Ministry and are subject to special regulations.

2. The scope of the Ministry is defined by the relevant regulation of the Government of the Republic of Kosovo regarding the administrative areas and responsibilities of the Ministries, as well as by the relevant legislation in force.

Article 3
Definitions

1. The expressions, terms, and abbreviations used in this Regulation shall have the same meaning as those used in the relevant legislation regarding the organization and functioning of the state administration and independent agencies, as well as the relevant legislation concerning public officials.

2. Words used in this Regulation in the singular shall include the plural and vice versa, and words in the masculine gender shall include the feminine gender.

CHAPTER II
INTERNAL ORGANIZATION OF THE MINISTRY OF DIGITALIZATION AND PUBLIC ADMINISTRATION

Article 4
Mission of the Ministry

The mission of the Ministry of Digitalization and Public Administration is to design and implement public policies, legislation, and reforms in the fields of digitalization and public administration, with the aim of advancing e-governance; enhancing efficiency, transparency, and accountability in the delivery of public services; and strengthening civil service capacities. Simultaneously, it aims to foster the sustainable development of the information and communication technology sector, ensure cybersecurity, effectively manage administrative reforms, and prevent and reduce administrative burden, all in accordance with the Constitution, applicable legislation, and European Union standards.

Article 5
Organizational Structure of the Ministry

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

1.1. The Cabinet of the Minister;

1.2. The Office of the Secretary General;

1.3. Departments; and

1.4. Divisions.

2. The total number of employees in the Ministry is two hundred and forty-seven (247).

Article 6
The Cabinet of the Minister

1. The Cabinet of the Minister shall consist of:

1.1. The Minister;

1.2. Deputy Ministers;

1.3. Political advisors; and

1.4. Support staff.

2. The duties and responsibilities of the Minister, Deputy Ministers, Political Advisors, and support staff are defined by the Constitution of the Republic of Kosovo, the Law on the Government of the Republic of Kosovo, specific laws, the relevant Regulation on Rules of Procedure of the Government, the relevant Regulation on the Areas of Administrative Responsibility of Ministries, and other legislation in force.

3. The number of employees in the Cabinet of the Minister is nineteen (19).

Article 7
Office of the Secretary General

1. The Office of the Secretary General of the Ministry shall consist of:

1.1. The Secretary General;

1.2. Professional staff; and

1.3. Support staff:

2. The duties and responsibilities of the Secretary General within the Ministry are defined by the relevant Law on the Organization and Functioning of the State Administration and Independent Agencies, the relevant Law on Public Officials, the relevant Regulation on the Areas of Administrative Responsibility of Ministries, as well as other legislation in force.

3. The duties and responsibilities of the professional and support staff of the Office of the Secretary General are defined by the relevant legislation on public officials.

4. The number of employees in the Office of the Secretary General is four (4).

Article 8
Departments and Divisions of the Ministry of Digitalization and Public Administration

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

1.1. The Department of Digital Development and Communication:

1.1.1. The Division of Digital Development; and

1.1.2. The Division of Electronic and Postal Communication.

1.2. The Department for the Digitalization of Education:

1.2.1. The Division of Digital Education Systems; and

1.2.2. The Division of Kosovo Research and Education Network;

1.3. The Department of Public Administration Reform and Digital Governance:

1.3.1. Division of Public Administration Reform Policy and Coordination;

1.3.2. Division of Institutional Organization, Organizational Development, Quality, and Institutional Performance; and

1.3.3. Division of Digital Governance and Cybersecurity Policies.

1.4. Department of Public Services:

1.4.1. Division of Service Standards;

1.4.2. Division of Integrated Service Centres; and

1.4.3. Division for the Prevention and Reduction of Administrative Burden.

1.5. Department for the Management of Public Officials:

1.5.1. Division of Policies, Legislation, and Standards for Public Officials;

1.5.2. Division of Personnel Planning, Systematization, Classification, and Salaries;

1.5.3. Division of Recruitment and Admission to Civil Service;

1.5.4. Division of Talent Management, Career Development and Performance, and

1.5.5. Division for the Administration of the Human Resources Management Information System.

1.6. Department of Non-Governmental Organizations:

1.6.1. Division of Registration of Non-Governmental Organizations; and

1.6.2. Division of Financial Reporting of Non-Governmental Organizations.

1.7. Department of Standards and Policies of Government Building Engineering and Management:

1.7.1. Division of Planning and Standards;

1.7.2. Division of Project Management;

1.7.3. Division of Accommodation in Government Buildings; and

1.7.4. Division of Government Building Management.

1.8. Legal Department:

1.8.1. Division of Drafting and Harmonization of Legislation; and

1.8.2. Division of Legal Support.

1.9. Department of Budget and Finance:

1.9.1. Division of Budget and Planning; and

1.9.2. Division of Finance and Accounting.

1.10. Department of Support Services:

1.10.1. Division of Logistics;

1.10.2. Division of Document Administration;

1.10.3. Division of Information Technology Support; and

1.10.4. Division of Linguistic Support.

1.11. Digital Transformation Unit;

1.12. Internal Audit Unit;

1.13. Division of Public Procurement;

1.14. Division of Contract Management;

1.15. Division of Human Resources Management;

1.16. Division of Strategic Coordination and European Integration;

1.17. Division of Public Communication; and

1.18. Certifying Officer.

Article 9
Department of Digital Development and Communications

1. The mission of the Department of Digital Development and Communications is to develop and advance policies in the field of information and communication technology, including electronic

and postal communications, as well as the digital economy, in accordance with international standards and practices, with the aim of promoting innovation, increasing institutional efficiency, and developing the information society.

2. The duties and responsibilities of the Department of Digital Development and Communications are as follows:

2.1. Propose, draft and ensure the implementation of policy documents and strategies in the sectors of electronic and postal communications, information technology, and the digital economy;

2.2. Propose, draft, and ensure the implementation of legislation in the sectors of electronic and postal communications, information technology, and the digital economy;

2.3. Monitor the implementation of policies and strategies and prepare periodic reports for the respective sectors;

2.4. Identify, propose, and establish standards at the national level for the sectors of electronic communications, postal services, and information technology;

2.5. In the electronic communications sector, review compliance with European standards, promote investment in the development of fixed and mobile broadband infrastructure, and promote increased access to broadband infrastructure for educational and healthcare institutions;

2.6. In the postal sector, review compliance with European standards, including tariffs, quality of services, and technical standards;

2.7. In the information technology sector, develops and supports the use of technologies and innovations, including e-commerce, electronic identification, and access to technology, and promotes the development of information and communication technology capacities; and

2.8. In the digital economy sector, supports the development of advanced technologies, including artificial intelligence, the Internet of Things (IoT), Big Data, Cloud Computing, virtual reality, and other innovative technologies.

3. The Director of the Department of Digital Development and Communications shall report to the Secretary General.

4. The following divisions shall operate within the Department of Digital Development and Communications:

4.1. Division of Digital Development; and

4.2. Division of Electronic and Postal Communications.

5. The number of employees in the Department of Digital Development and Communications is twelve (12).

Article 10
Division of Digital Development

1. The duties and responsibilities of the Division of Digital Development are as follows:

1.1. Propose, draft, and ensure the implementation of policy documents and strategies in the field of information technology and the digital economy;

1.2. Propose, draft, and ensure the implementation of legislation in the field of information technology and the digital economy, in accordance with European standards;

1.3. Monitor the implementation of policy documents, strategies, and legislation and prepare periodic reports on the information technology and digital economy sectors;

1.4. Develop and support the use of information technology and innovations, including e-commerce, electronic identification, and access to technology, and promote the development of capacities in information and communication technology;

1.5. Supports the development of the digital economy, including advanced technologies such as artificial intelligence, the Internet of Things (IoT), Big Data, Cloud Computing, virtual reality, and other innovative technologies; and

1.6. Ensure the integration of European standards into strategic planning and legislation in the field of information technology and the digital economy.

2. The Head of the Division of Digital Development shall report to the Director of the Department of Digital Development and Communications.

3. The number of employees in the Division of Digital Development is six (6).

Article 11
Division of Electronic and Postal Communications

1. The duties and responsibilities of the Division of Electronic and Postal Communications are as follows:

1.1. Propose, draft, and ensure the implementation of policies and strategies in the electronic communications sector and the postal sector;

1.2. Propose, draft, and ensure the implementation of legislation in the electronic communications sector and the postal sector;

1.3. Monitor the implementation of policies, strategies and legislation, and prepare periodic reports for the respective sectors;

1.4. Ensure the integration of European standards into strategic planning and legislation on electronic communications and postal services;

1.5. Manage, administer, maintain, and update the Information System – Single Information Point for Electronic Communications infrastructure, which includes the Broadband Electronic Atlas and the module for the coordination of civil works, infrastructure sharing, and obtaining permits; and

1.6. Promote the development of infrastructure and services in the electronic communications sector, in accordance with state policies and priorities;

1.7. Administers philatelic activities, prepares the annual thematic programme for the issuance of postage stamps, convenes the postage stamp commission, and provides the necessary instructions for their production and placing into circulation by the public operator.

2. The Head of the Division of Electronic and Postal Communications reports to the Director of the Department of Digital Development and Communications.

3. The number of employees in the Division of Electronic and Postal Communications is five (5).

Article 12
Department for the Digitalization of Education

1. The mission of the Department for the Digitalization of Education is to plan, develop, administer, and oversee digital systems, platforms, and infrastructure that support education and scientific research processes, ensuring their sustainable, secure, integrated, and highly available operation.

2. The duties and responsibilities of the Department for the Digitalization of Education are as follows:

2.1. Develop and implement plans, standards, and procedures for the development, administration, maintenance, and improvement of digital systems, platforms, and infrastructure in the field of education and research;

2.2. Coordinate the development, administration, and operation of digital platforms, information systems, and databases used by educational and research institutions;

2.3. Ensure the administration, maintenance, and development of the Kosovo Research and Education Network;

2.4. Coordinate the integration and interoperability of digital education systems and platforms with other government platforms and systems;

2.5. Define technical requirements and standards for the security, protection, storage, backup, and recovery of data, as well as for the continuity of digital education services;

2.6. Coordinate the management of user access, authentication, authorization, and monitoring of the use of digital systems, platforms, and infrastructure in education;

2.7. Cooperate with institutions responsible for education, educational and research institutions, as well as other public institutions, to identify and address needs for digital services and infrastructure;

2.8. Plan budgetary needs and investments for the development, maintenance, licensing, and modernization of digital systems, platforms, and infrastructure in education;

2.9. Prepare requirements, technical specifications, and the necessary documentation for the procurement, development, and advancement of systems and infrastructure under the responsibility of the Department;

2.10. Coordinate cooperation with national and international networks and organizations in the field of educational technology, academic networks, and research infrastructure;

2.11. Monitor the performance, availability, security, and quality of the systems and services under the responsibility of the Department and prepares periodic reports; and

2.12. Provide professional and technical support for the drafting of policies, legislation, and strategic documents on the digitalization of education.

3. The Director of the Department for the Digitalization of Education shall report to the Secretary General.

4. The following divisions shall operate within the Department for the Digitalization of Education:

4.1. Division of Digital Education Systems; and

4.2. Division of Kosovo Research and Education Network.

5. The number of employees in the Department for the Digitalization of Education is eight (8).

Article 13
Division of Digital Education Systems

1. The duties and responsibilities of the Division of Digital Education Systems are as follows:

1.1. administer, maintain, develop, and oversee software applications, digital learning platforms, education institution management systems, and other information systems that support work processes in education;

1.2. identify functional and technical requirements for the development, improvement, and updating of digital education systems and platforms;

1.3. coordinate the testing, technical acceptance, commissioning, and updating of systems and applications under the responsibility of the Division;

1.4. ensure the integration and interoperability of information platforms and systems in education with other government systems and platforms;

1.5. administer mechanisms for the collection, processing, verification, reporting, and publication of statistical data produced by public and private educational institutions;

1.6. administer and maintain education databases, ensuring the quality, integration, protection, storage, and regular backup of data;

1.7. develop and implement mechanisms for managing user access, authentication, authorization, and monitoring the use of digital systems and platforms;

1.8. monitor the operation, performance, and availability of digital systems and platforms and coordinates the resolution of technical and functional issues;

1.9. provide technical and functional support to institutions and users of information systems in education;

1.10. develop and implement training programmes, user guides, and support materials for users of digital systems and platforms in education;

1.11. prepare requirements and technical specifications for the development and improvement of systems and platforms under the responsibility of the Division.

1.12. plan budgetary needs for the maintenance, development, and improvement of systems and platforms under the responsibility of the Division;

1.13. develop procedures, technical standards, and guidelines for the administration and use of information systems and digital platforms in education; and

1.14. prepare periodic reports on the operation, use, and development of digital systems and platforms in education.

2. The Head of the Division of Digital Education Systems shall report to the Director of the Department for the Digitalization of Education.

3. The number of employees in the Division of Digital Education Systems is three (3).

Article 14
Division of Kosovo Research and Education Network

1. The duties and responsibilities of the Division of Kosovo Research and Education Network are as follows:

1.1. administer, maintain, develop, and oversee the infrastructure of the Kosovo Research and Education Network (KREN) and the KREN Data Centre, ensuring their sustainable, secure, and highly available operation;

1.2. plan, develop, and implement the technical architecture of the network and the KREN Data Centre, including the core network, network nodes, active equipment, and supporting systems;

1.3. administer national and international network connections, the domain name system, IP addressing, and other basic network services;

1.4. administer authentication services and authorizations for the academic and research community, including eduroam and eduGAIN services;

1.5. ensure the operation, maintenance, and monitoring of the KREN Data Centre, network nodes, communication equipment, and supporting technical systems;

1.6. plan and carry out the expansion and modernization of network and Data Centre capacities in accordance with the needs of educational and scientific research institutions;

1.7. implement cybersecurity measures to protect the KREN network and Data Centre infrastructure, including risk management, access control, and monitoring of events and incidents;

1.8. develop and implement measures for service continuity, backup, and recovery of systems and data in the event of incidents or disruptions;

1.9. coordinate the connection of educational institutions, research institutions, and other authorized institutions to the Kosovo Research and Education Network;

1.10. administer and maintain digital services dedicated to institutions and the academic and research community;

1.11. cooperate with the national research and education network, as well as with relevant international organizations, with the aim of developing, interconnecting, and ensuring the interoperability of services;

1.12. prepare requirements, technical specifications, development plans, and other documentation for the maintenance and modernization of the KREN network and Data Centre;

1.13. plan budgetary needs for the operation, maintenance, expansion, and modernization of the infrastructure under the responsibility of the Division; and

1.14. monitor the performance, availability, capacity, and security of the KREN network and Data Centre and prepare periodic reports.

2. The Head of the Division of Kosovo Research and Education Network shall report to the Director of the Department for the Digitalization of Education.

3. The number of employees in the Division of Kosovo Research and Education Network is four (4).

Article 15
Department of Public Administration Reform and Digital Governance

1. The mission of the Department of Public Administration Reform and Digital Governance is to lead the modernization of public administration and the development of digital governance, with the aim of building professional, efficient, accountable and secure institutions that are results-oriented and responsive to the needs of citizens and businesses.

2. The duties and responsibilities of the Department of Public Administration Reform and Digital Governance are as follows:

2.1. Design and develop policies in the areas of public administration reform, institutional organization, organizational development, quality management, institutional performance, e-Government and cybersecurity;

2.2. Identify and propose priorities for the modernization and improvement of public administration and the development of digital governance;

2.3. Coordinate and contribute to the development, updating and implementation of strategic and planning documents in the areas of responsibility of the Department;

2.4. Ensure the consistency and alignment of policies and strategic and planning documents with the priorities of the Government, applicable legislation, obligations arising from the European integration process and European Union standards;

2.5. Coordinates the inclusion of priorities and activities in the areas of responsibility of the Department in annual and medium-term budget planning documents, the Annual Work Plan of the Ministry and the Government, as well as the Government's Legislative Programme;

2.6. Coordinate, monitor, evaluate and report on the implementation of policies, strategic documents and reform measures in the areas of responsibility of the Department and propose measures to improve implementation;

2.7. Identify and monitor inter-institutional dependencies, risks and obstacles to the implementation of reforms and proposes corrective measures or issues for decision-making by the competent level;

2.8. Support the organization and functioning of governmental and inter-institutional mechanisms for coordinating and steering public administration reform, digital governance and cybersecurity;

2.9. Coordinate the planning, programming, monitoring and evaluation of foreign assistance in the areas of responsibility of the Department, including communication with donors and the identification of priorities for support;

2.10. Develop and advance policies, standards, methodologies and guidelines for the organization and functioning of the state administration, institutional organization, organizational development and accountability lines;

2.11. Coordinate functional and institutional analyses, the review of proposals for institutional organization and reorganization, as well as processes for the rationalization of state administration institutions;

2.12. Draft and develop policies, standards, methodologies and instruments for quality management and institutional performance, continuous improvement and enhanced institutional accountability;

2.13. Draft and develop policies and strategic documents in the field of e-Government and cybersecurity;

2.14. Ensure the alignment of policies in the areas of responsibility of the Department with the European Union acquis, the OECD/SIGMA Principles of Public Administration and international best practices; and

2.15. Coordinate communication, promotion and public awareness activities in the field of public administration reform and digital governance.

3. The Director of the Department of Public Administration Reform and Digital Governance shall report to the Secretary General.

4. The following divisions are part of the Department of Public Administration Reform and Digital Governance:

4.1. Division of Public Administration Reform Policies and Coordination;

4.2. Division of Institutional Organization, Organizational Development, Quality and Institutional Performance; and

4.3. Division of Digital Governance and Cybersecurity Policies.

5. The number of employees in the Department of Public Administration Reform and Digital Governance is fourteen (14).

Article 16
Division of Public Administration Reform Policies and Coordination

1. The duties and responsibilities of the Division of Public Administration Reform Policies are as follows:

1.1. Draft and develop reform policies for public administration, based on needs, analyses and findings from monitoring, reporting and evaluation processes;

1.2. Identify and propose priorities related to the reform and improvement of public administration;

1.3. Coordinate and contribute to the development, updating and implementation of strategic and planning documents for public administration reform;

1.4. Ensures the consistency and alignment of strategic and planning documents for public administration reform with the priorities of the Government, obligations arising from the European integration process, the OECD/SIGMA Principles of Public Administration and European Union standards;

1.5. Coordinate the inclusion of public administration reform priorities and activities in budget planning documents and in the Ministry's and Government's annual and medium-term planning documents;

1.6. Monitor, evaluate and report on the implementation of strategic documents, policies and measures for public administration reform and prepare periodic reports, analyses and recommendations for the management level;

1.7. Coordinate the implementation of reform measures and monitor the fulfilment of deadlines, inter-institutional dependencies, risks and obstacles to implementation;

1.8. Propose corrective measures and prepares matters requiring inter-institutional coordination or decision-making by the competent level;

1.9. Coordinate the inputs and reporting of institutions responsible for the implementation of strategic documents, commitments to the European Union and public administration reform measures;

1.10. Support change management at the public administration reform level and coordinates activities for the implementation and institutionalization of changes;

1.11. Support the organization and functioning of governmental and inter-institutional mechanisms for coordinating and steering public administration reform;

1.12. Coordinate the planning, programming, monitoring and evaluation of foreign assistance in support of public administration reform, including communication with donors and the identification of priorities for support in the areas of responsibility of the Division; and

1.13. Develop and coordinate communication, promotion and public awareness activities on public administration reform, with the aim of increasing transparency, understanding and support for the reform process.

2. The Head of the Division of Public Administration Reform Policies and Coordination shall report to the Director of the Department for Public Administration Reform and Digital Governance.

3. The number of employees in the Division of Public Administration Reform Policies is six (6).

Article 17
Division of Institutional Organization, Organizational Development, Quality and Institutional Performance

1. The duties and responsibilities of the Division of Institutional Organization, Organizational Development, Quality and Institutional Performance are as follows:

1.1. Draft and develop policies, standards, methodologies and guidelines for the organization and functioning of the state administration, institutional organization, organizational development, quality management and institutional performance;

1.2. Analyse the institutional architecture, typology of institutions, mandates, functions, processes, division and grouping of functions, organizational levels, reporting lines and accountability relationships;

1.3. Develop and coordinate horizontal, sectoral and institutional functional analyses and prepare recommendations for improving institutional organization, functioning, efficiency and accountability;

1.4. Review and assess, prior to submission for approval, the functional and institutional aspects of proposals for the organization and reorganization of state administration institutions;

1.5. Assess the compliance of proposals for internal organization with the legal mandate, functions, processes, organizational principles, organizational levels, reporting lines, proportionality, efficiency and accountability;

1.6. Prepare the functional and institutional opinion on proposals for internal organization, as part of the Ministry's consolidated opinion;

1.7. Draft and develop policies and methodologies for the rationalization of executive agencies, public service administrations and other state administration institutions;

1.8. Coordinate and monitor processes of reorganization, rationalization, merger, transformation, transfer of functions or dissolution of institutions and organizational units;

1.9. Monitor the implementation of recommendations and measures arising from functional analyses, reorganization processes and institutional changes and proposes corrective measures for their implementation;

1.10. Draft and develop policies, methodologies and instruments for organizational development, process improvement, change management, knowledge management, innovation and strengthening institutional capacities;

1.11. Support institutions in implementing organizational changes and improving structures, processes, working methods and accountability relationships;

1.12. Draft and develop policies, standards, methodologies and instruments for quality management in public administration, institutional self-assessment, continuous improvement and the development of a quality culture;

1.13. Support institutions in implementing quality management instruments and monitors the implementation of measures for improving institutional quality;

1.14. Draft and develop policies, standards, methodologies and instruments for the institutional performance management system of ministries, executive agencies and public service administrations;

1.15. Develop performance indicators, methodologies for measuring results and mechanisms for planning, monitoring, reporting and evaluating institutional performance;

1.16. Monitor and evaluate the implementation of the institutional performance management system, prepare analytical reports and recommend measures to improve institutional performance and accountability;

1.17. Cooperate with the Department for the Management of Public Officials on assessing the impact of organizational changes on personnel and linking institutional performance with team and individual objectives;

1.18. Cooperate with the Kosovo Institute for Public Administration in identifying and developing the capacities required for institutional organization, organizational development, quality management and institutional performance;

1.19. Ensure the alignment of policies and instruments in the area of responsibility of the Division with the European Union acquis, the OECD/SIGMA Principles of Public Administration and international best practices; and

1.20. Prepare analyses, reports, assessments and recommendations in the areas of institutional organization, organizational development, quality management and institutional performance.

2. The Head of the Division of Institutional Organization, Organizational Development, Quality and Institutional Performance shall report to the Director of the Department of Public Administration Reform and Digital Governance.

3. The number of employees in the Division of Institutional Organization, Organizational Development, Quality and Institutional Performance is three (3).

Article 18
Division of Digital Governance and Cybersecurity Policies

1. The duties and responsibilities of the Division of Digital Governance and Cybersecurity Policies are as follows:

1.1. Develop and advance policies and strategies of digital governance and cybersecurity, in accordance with the priorities of the Government and European Union standards;

1.2. Coordinate and contribute to the development and updating of strategic and planning documents in the field of Digital Governance and cybersecurity;

1.3. Ensure the inclusion of e-Government and cybersecurity activities in budget planning documents and annual and medium-term programmes;

1.4. Promote the digitalization of public services, interoperability between government systems and increased access to electronic services;

1.5. Ensure the development and implementation of national cybersecurity policies, the protection of critical information infrastructure, system security and cyber risk management;

1.6. Monitor and report on the implementation of policies and strategies in the field of digital governance and cybersecurity; and

1.7. Ensures the compliance of digital governance and cybersecurity policies and practices with the European Union acquis and international standards, while supporting the development of institutional capacities in these areas.

2. The Head of the Division of Digital Governance and Cybersecurity Policies shall report to the Director of the Department of Public Administration Reform and Digital Governance.

3. The number of employees in the Division of Digital Governance and Cybersecurity Policies is four (4).

Article 19
Department of Public Services

1. The mission of the Department of Public Services is to develop, coordinate and oversee policies for the provision of public administrative services, the standardization and improvement of their quality, the development of Integrated Service Centres, as well as the coordination of policies for preventing and reducing the administrative burden and simplifying and digitalizing administrative processes, in accordance with applicable legislation and European Union standards.

2. The duties and responsibilities of the Department of Public Services are as follows:

2.1. Plan, draft and develop policies and standards for improving service delivery in public administration, with the aim of increasing the quality, efficiency and accessibility of public services for citizens and businesses;

2.2. Plan, draft and develop documents, methodologies and instruments for managing and ensuring the quality of public administrative services;

2.3. Plan, draft, develop and implement measures and methodologies for Digital-Ready Legislation, in accordance with applicable legislation and international best practices.

2.4. Plan, draft, develop and implement measures and methodologies for integrating artificial intelligence into the provision of services.

2.5. Coordinate the planning, programming and monitoring of foreign assistance in support of service delivery, including communication with donors and partners.

2.6. Ensure the compliance of administrative procedures and service delivery standards with applicable legislation, particularly legislation on general administrative procedure;

2.7. Coordinate, oversee and support the development and functioning of Integrated Service Centres, promoting the integration and standardization of public services;

2.8. Coordinate the development of the professional capacities of staff of the Integrated Service Centres, with the aim of enhancing the quality-of-service delivery;

2.9. Plan and develop policies, methodologies and measures for preventing and reducing the administrative burden on citizens, businesses and public institutions;

2.10. Coordinate and oversee the implementation of measures for simplifying and digitalizing administrative services and processes, with a view to reducing the administrative burden; and

2.11. Monitor the implementation of policies and standards in the field of public administrative service delivery and prepares reports and recommendations for their continuous improvement.

3. The Director of the Department of Public Services shall report to the Secretary General.

4. The following divisions are part of the Department of Public Services:

4.1. Division of Service Standards;

4.2. Division of Integrated Service Centres; and

4.3. Division for the Prevention and Reduction of Administrative Burden.

5. The number of employees in the Department of Public Services is twenty-one (21).

Article 20
Division of Service Standards

1. The duties and responsibilities of the Division of Service Standards are as follows:

1.1. Plan, draft and develop policies, standards and reforms to improve the delivery of public administrative services, with the aim of increasing the quality, efficiency and accessibility of services for citizens and businesses;

1.2. Plan and draft policies for the establishment, development and standardization of Integrated Service Centres at the central and local levels of public administration;

1.3. Develop the framework, methodologies, standards and guidelines for quality management of public administrative services and monitors their implementation;

1.4. Manage and coordinate the catalogue of public administrative services, and support the improvement of information provided to citizens and businesses regarding public services;

1.5. Coordinate the harmonization of administrative procedures with the legislation in force governing general administrative procedures, in cooperation with the Legal Department;

1.6. Plan, draft and implement methodologies and standards for measuring service quality and the satisfaction of citizens and businesses with public administrative services; and

1.7. Monitor the implementation of policies, standards and guidelines for the delivery of public administrative services and prepare periodic reports with recommendations for their improvement.

2. The Head of the Division of Service Standards shall report to the Director of the Public Services Department.

3. The number of employees in the Division of Service Standards is five (5).

Article 21
Division of Integrated Service Centres

1. The duties and responsibilities of the Division of Integrated Service Centres are as follows:

1.1. Plan, develop and coordinate the network of Integrated Service Centres, defining their operational model, infrastructure standards and service portfolio;

1.2. Manage and oversee the operation of Integrated Service Centres, ensuring the delivery of high-quality, efficient, standardized services that are oriented towards citizens and businesses;

1.3. Draft and implement service delivery standards, operational procedures and mechanisms for ensuring and monitoring the quality of services at Integrated Service Centres;

1.4. Coordinate with public institutions the integration of new services and the development of interconnected inter-institutional services at Integrated Service Centres;

1.5. Monitor service performance and quality, analyses feedback from citizens and businesses, and proposes measures for the continuous improvement of service delivery;

1.6. Coordinate the development of the professional capacities of Integrated Service Centres staff, including training and the implementation of citizen service standards; and

1.7. Coordinate information and promotional activities for Integrated Service Centres, with the aim of raising awareness and increasing the use of services by citizens and businesses.

2. The head of the Division of Integrated Service Centres shall report to the Director of the Department of Services.

3. The number of employees in the Division of Integrated Service Centres is nine (9).

Article 22
Division for the Prevention and Reduction of Administrative Burden

1. The duties and responsibilities of the Division for the Prevention and Reduction of Administrative Burden are as follows:

1.1. Plans and drafts guidelines, methodologies, instruments and standards for the prevention and reduction of administrative burden, including the measurement, monitoring, evaluation and reporting of results, as well as the involvement of users in the design and simplification of administrative procedures;

1.2. Plan and draft, monitor and evaluate the Programme for the Prevention and Reduction of Administrative Burden;

1.3. Plan, coordinate and implement the activities for the prevention and reduction of administrative burden within the Ministry and the Government;

1.4. Plan, coordinate and support the implementation of measures for the prevention and reduction of administrative burden, including the simplification of administrative procedures;

1.5. Plan, coordinate and support the implementation of measures for the digitalization of administrative services and processes, with the aim of reducing the administrative burden on citizens and businesses. Plan, draft, develop and implement measures, methodologies and standards for Digital-Ready Legislation, and monitors and reports on their implementation on a periodic basis.

1.6. Plan, draft, develop and implement measures, methodologies and standards for the integration of artificial intelligence into service delivery, and monitors and reports on their implementation on a periodic basis.

1.7. Coordinate the development of the professional capacities of institutions responsible for implementing policies on the prevention and reduction of administrative burden;

1.8. Cooperate and coordinate activities with public institutions, development partners, civil society and the private sector to develop and implement policies for the prevention and reduction of administrative burden; and

1.9. Monitor the implementation of policies and measures for the prevention and reduction of administrative burden and prepare reports and recommendations for their improvement.

2. The Head of the Division for the Prevention and Reduction of Administrative Burden shall report to the Director of the Department of Public Services.

3. The number of employees in the Division for the Prevention and Reduction of Administrative Burden is six (6).

Article 23
Department for the Management of Public Officials

1. The mission of the Department for the Management of Public Officials is to ensure an integrated, professional, fair and merit-, integrity- and data-based system for the management of public officials, with the aim of developing an impartial, capable and motivated public service that is performance-oriented and focused on serving the citizens and institutions of the Republic of Kosovo.

2. The duties and responsibilities of the Department for the Management of Public Officials are as follows:

2.1. Draft and develop policies, as well as draft legislation, standards, methodologies and instruments for the management of public officials and public sector salaries, within the scope of its competencies as defined by the legislation in force;

2.2. Monitor the implementation of legislation and policies concerning public officials and public sector salaries and propose measures to ensure their uniform and effective implementation;

2.3. Provide professional opinions on draft acts proposed by other institutions that relate to the status, rights, obligations and employment relationships of public officials, as well as to the salary system;

2.4. Provide professional and advisory support to institutions and human resources management units in implementing legislation and policies concerning public officials and salaries;

2.5. Establish professional standards for human resources management, monitor the quality and compliance of institutional practices, and propose measures for their improvement;

2.6. Draft policies and methodologies for workforce planning and coordinates the preparation of the General Personnel Plan and the annual report on the management of public officials;

2.7. Draft and develop policies, standards and methodologies for job systematization, classification, job descriptions and the salary system;

2.8. Review aspects relating to the number, profile, category, grade, description and cost of positions in proposals for internal organization, and prepare the relevant section of the Ministry's consolidated opinion, in cooperation with the Budget Department and other responsible units;

2.9. Organize and manage centralized recruitment procedures, appointment procedures for beneficiaries of scholarship schemes in the civil service, and admission to the civil service, and exercise other competencies in the field of recruitment, in accordance with the legislation in force;

2.10. Draft and develop policies, standards and instruments for individual and team performance management, the competency framework, career development, mobility, talent management, succession planning and staff retention;

2.11. Establish leadership and professional competency standards and identify priority needs for the capacity development of public officials, in cooperation with the Kosovo Institute for Public Administration and relevant institutions;

2.12. Draft policies and standards on ethics, integrity, political impartiality, professional conduct, employee engagement, workplace well-being and the effective functioning of teams;

2.13. Ensure the effective administration of the Human Resources Management Information System, the definition of functional requirements and data standards, and the development of human resources analytics;

2.14. Coordinate the development and technical administration, maintenance, security, continuity, functionality and interoperability of the HRMIS, with the entity responsible for the system's technical services;

2.15. Request, receive, administer and analyse data and information from institutions concerning the status and management of public officials;

2.16. Represent the Government in negotiations and consultations with trade unions and representatives of public officials on general working conditions, in cooperation with the ministry responsible for finance; and

2.17. Assess the impact of institutional organization and reorganization on staffing and ensure the alignment of institutional performance with team and individual objectives, in cooperation with the Department for Public Administration Reform and Digital Governance.

3. The Director of the Department for the Management of Public Officials shall report to the Secretary General.

4. The Department for the Management of Public Officials shall consist of the following divisions:

4.1. Division of Policies, Legislation and Standards for Public Officials;

4.2. Division of Personnel Planning, Systematization, Classification and Salaries;

4.3. Division of Recruitment and Admission to Civil Service;

4.4. Division of Talent Management, Career Development and Performance; and

4.5. Division for the Administration of the Human Resources Management Information System.

5. The number of employees in the Department for the Management of Public Officials is thirty (30).

Article 24
Division of Policies, Legislation and Standards for Public Officials

1. The duties and responsibilities of the Division of Policies, Legislation and Standards for Public Officials are as follows:

1.1. Draft and develop policies and legislation concerning public officials, in accordance with the legislation in force, Government priorities and European Union standards;

1.2. Monitors the implementation of legislation and policies concerning public officials and proposes measures to ensure their uniform and effective implementation;

1.3. Prepare standards, methodologies, guidelines, procedures and manuals for the implementation of legislation concerning public officials and human resources management;

1.4. Draft and develop policies, standards, methodologies and instruments on ethics, integrity, political impartiality, professional conduct, and the rights and obligations of public officials;

1.5. Draft and develop policies and standards on employment relationships, disciplinary matters, accountability, suspension and termination of employment relationships of public officials;

1.6. Monitor and provide professional support for the implementation of procedures relating to the employment relationships of public officials, in accordance with the competencies defined by the legislation in force;

1.7. Provides professional and advisory support to institutions and human resources management units in implementing legislation and policies concerning public officials;

1.8. Monitor the quality and compliance of human resources management practices, and prepare substantive assessments, recommendations and measures for their improvement;

1.9. Provide professional opinions on draft acts relating to the status, rights, obligations and employment relationships of public officials;

1.10. Draft policies and standards for the engagement of interns in public institutions, and monitor their implementation;

1.11. Coordinate the preparation of the annual report on the management of public officials, and draft the overall policy analysis and relevant recommendations, based on data validated by the Division responsible for the administration of the HRMIS and substantive analyses prepared by the responsible divisions;

1.12. Supports the professionalization and capacity development of human resources management units, in cooperation with the Kosovo Institute for Public Administration;

1.13. Support the representation of the Government in negotiations and consultations with trade unions and representatives of public officials, in cooperation with the ministry responsible for finance; and

1.14. Coordinate cooperation with responsible institutions and domestic and international partners in the field of policies concerning public officials.

2. The Head of Division of Policies, Legislation and Standards for Public Officials shall report to the Director of the Department for the Management of Public Officials.

3. The number of employees in the Division of Policies, Legislation and Standards for Public Officials is seven (7).

Article 25
Division of Personnel Planning, Systematization, Classification and Salaries

1. The duties and responsibilities of the Division of Personnel Planning, Systematization, Classification and Salaries are as follows:

1.1. Draft, develop and monitor the implementation of policies, standards, methodologies and instruments for personnel planning, systematization, classification and job descriptions;

1.2. Draft and develop policies, standards and methodologies on salaries, allowances and other compensation in the public sector, in cooperation with the ministry responsible for finance;

1.3. Coordinate the personnel planning process with institutions and prepare the General Personnel Plan;

1.4. Monitor the implementation of the General Personnel Plan and prepare assessments and recommendations for improving personnel planning, based on data and indicators prepared and validated by the Division responsible for the administration of the HRMIS;

1.5. Draft and maintain standards for the naming, classification and description of job positions and ensures their uniform implementation;

1.6. Prepare standards, guidelines, procedures and methodologies for systematization, classification, job descriptions, salaries and compensation, and monitor their implementation;

1.7. Review the systematization, number, profile, category, grade and description of positions in proposals for internal organization;

1.8. Assess the impact of institutional organization and reorganization on the number, structure, profile, classification, systematization and cost of personnel, in cooperation with the Department of Public Administration Reform and Digital Governance and the Budget Department;

1.9. Prepare the section on job systematization, classification and the impact on personnel, as part of the Ministry's consolidated opinion on proposals for internal organization;

1.10. Review institutions' requests for the creation, modification or classification of positions, salaries and compensation, and prepare the relevant professional opinions;

1.11. Provide professional and advisory opinions on job systematization, classification and descriptions, the allocation of positions and the salary system, at the request of public institutions;

1.12. Verify consistency between the mandate and functions of the organizational unit, the position title, job description, category, grade and salary level;

1.13. Monitor the implementation of policies and standards on job systematization, classification, job descriptions and the salary system, and propose measures to ensure their uniform implementation;

1.14. Prepare, update and publish salary tables by category, grade and position, in cooperation with the ministry responsible for finance and the Division responsible for the administration of the HRMIS; and

1.15. Prepare substantive analyses, reports and recommendations on workforce planning, workforce structure, systematization, classification and the salary system, based on data, indicators and statistical analyses prepared by the Division responsible for the administration of the HRMIS.

2. The Head of Division of Personnel Planning, Systematization, Classification and Salaries shall report to the Director of the Department for the Management of Public Officials.

3. The number of employees in the Division of Internal Organization and Functional Structures is five (5).

Article 26
Division for Recruitment and Admission to Civil Service

1. The duties and responsibilities of the Division for Recruitment and Admission to Civil Service are as follows:

1.1. Organize and manage competition, recruitment and admission procedures for the civil service for the categories and levels defined by the legislation in force;

1.2. Prepare and publish the calendar of competition procedures and ensure their publication on the dedicated website for competition and appointment procedures;

1.3. Identify and group vacant positions to be included in centralized recruitment procedures, in cooperation with the relevant institutions;

1.4. Conduct the preliminary verification of documentation submitted by candidates and prepare the list of candidates who meet the criteria specified in the vacancy announcement;

1.5. Issue acts concerning candidates who do not meet the competition criteria and ensure that they are notified in accordance with the legislation in force;

1.6. Review and decide on appeals related to the preliminary verification of competition criteria, in accordance with the competencies defined by the legislation in force;

1.7. Organize and manage recruitment procedures for senior management-level positions in state administration institutions;

1.8. Prepare and administer lists of potential members of admission committees and other committees established under the legislation in force;

1.9. Prepare and administer assessment and testing instruments for recruitment procedures, including electronic testing, in cooperation with the responsible units and institutions;

1.10. Coordinate the development, validation, updating and quality control of the question bank and other assessment instruments, in cooperation with committees, experts and responsible units;

1.11. Manage lists of successful candidates, waiting lists and placement processes resulting from competition procedures;

1.12. Manage lists and procedures following the completion of the terms of office of senior management-level civil servants and prepare recommendations for their placement, in accordance with the legislation in force;

1.13. Manage the admission list of beneficiaries of scholarship schemes in the civil service;

1.14. Prepare appointment acts and administer, within its competencies, the confirmation processes following recruitment procedures in the civil service;

1.15. Monitor the results, duration, efficiency, transparency and quality of recruitment procedures and proposes measures for their improvement;

1.16. Prepare substantive analyses, reports and recommendations on the results of recruitment and testing procedures, candidate participation, the filling of vacant positions and the implementation of the merit principle, based on data and indicators prepared and validated by the Division responsible for the administration of the HRMIS;

1.17. Define functional requirements and priorities for the digitalization, development and operation of recruitment, application and electronic testing processes, in cooperation with the Division for the Administration of the Human Resources Management Information System; and

1.18. Provide professional and advisory support to institutions, committees and candidates in implementing recruitment and admission procedures for the civil service, in accordance with the competencies defined by the legislation in force.

2. The Head of the Division for Recruitment and Admission to Civil Service shall report to the Director of the Department for the Management of Public Officials.

3. The number of employees in the Division for Recruitment and Admission to Civil Service is ten (10).

Article 27
Division of Talent Management, Career Development and Performance

1. The duties and responsibilities of the Division of Talent Management, Career Development and Performance are as follows:

1.1. Draft and develop policies, standards, methodologies and instruments for managing the individual performance of public officials;

1.2. Draft standards and instruments for defining and aligning the objectives of organizational units, teams and public officials with institutional objectives;

1.3. Monitor the implementation, functioning and results of the individual performance management system and proposes measures for its improvement;

1.4. Ensure the alignment of institutional performance with the objectives of organizational units, teams and public officials, in cooperation with the Department of Public Administration Reform and Digital Governance;

1.5. Draft, maintain and update the competency framework for the civil service, including general, managerial and professional competencies;

1.6. Develop methodologies and instruments for identifying and assessing competencies and ensure their integration into personnel planning, recruitment and selection, performance management, professional development, mobility and career development;

1.7. Draft and develop policies, standards and instruments for talent management, career development and advancement, the mobility of civil servants, including transfers, succession planning and staff retention;

1.8. Reviews and coordinates mobility and transfers arising from institutional organization, reorganization or restructuring processes, changes in job systematization or the abolition of positions, in accordance with the competencies defined by the legislation in force and in cooperation with the Division of Personnel Planning, Systematization, Classification and Salaries;

1.9. Develop competency and performance standards for managerial positions and propose measures to improve the quality of leadership and develop leadership capacities in the public service;

1.10. Draft policies, standards and instruments for employee engagement and motivation, workplace well-being, cooperation and the effective functioning of teams;

1.11. Draft standards and instruments for the integration of new officials into the workplace, their orientation, transition between positions, and the handover and assumption of duties;

1.12. Identify priority needs for the professional development of public officials, based on the competency framework, performance management results, personnel plans and personnel analyses;

1.13. Establish standards, priorities and expected outcomes for the professional development of public officials and ensures their incorporation into relevant programmes, in cooperation with the Kosovo Institute for Public Administration;

1.14. Ensure the alignment of professional development programmes with the needs of the public service and assess their impact on competency development and performance improvement, in cooperation with the Kosovo Institute for Public Administration;

1.15. Define functional requirements for the digitalization of performance, competency, talent management and career development processes and ensure the provision of relevant data, indicators and analytical reports, in cooperation with the Division for the Administration of the Human Resources Management Information System;

1.16. Prepare substantive analyses, reports and recommendations on performance, competencies, talent management, mobility, advancement, succession planning, employee engagement and staff retention, based on data and statistical analyses prepared by the Division responsible for the administration of the HRMIS; and

1.17. Provide professional and advisory support to institutions in implementing policies, standards and instruments in the areas of performance, competencies, talent management, career development, mobility and team functioning.

2. The Head of Division of Talent Management, Career Development and Performance shall report to the Director of the Department for the Management of Public Officials.

3. The number of employees in the Division of Talent Management, Career Development and Performance is three (3).

Article 28
Division for the Administration of the Human Resources Management Information System

1. The duties and responsibilities of the Division for the Administration of the Human Resources Management Information System are as follows:

1.1. Functionally administer the Human Resources Management Information System for the categories, processes and data defined by the legislation in force;

1.2. Administer public officials' data through the HRMIS and ensure its completeness, accuracy, consistency, integrity and regular updating;

1.3. Define functional requirements, data standards and structures, user roles, access levels and data quality controls;

1.4. Define priorities for the development and digitalization of human resources management processes through the HRMIS, based on the requirements of the divisions responsible for the respective processes;

1.5. Coordinate the technical development and administration, maintenance, security, continuity, technical functionality and interoperability of the HRMIS with the entity responsible for the system's technical services;

1.6. Test and validate new or modified HRMIS features before their deployment, in cooperation with the division responsible for the relevant process;

1.7. Functionally administer the electronic modules and processes for recruitment, application, testing, personnel planning, systematization, classification, salaries, performance, competencies, mobility and other human resources management processes;

1.8. Monitor the operation of HRMIS modules and applications and coordinate the handling of functional requirements and technical issues with the entity responsible for the system's technical services;

1.9. Provide support to institutions, human resources management units, committees and other users in using the HRMIS;

1.10. Provides support to candidates in creating profiles and completing the electronic application process;

1.11. Provide support to admission committees in conducting electronic testing stages and other electronic recruitment procedures, in cooperation with the Division of Recruitment and Admission to Civil Service;

1.12. Prepare, standardize and make available to the responsible divisions data, indicators, tables, statistical reports and analytical dashboards on the status and management of public officials;

1.13. Prepare and validate data, indicators and statistical analyses for the annual report on the management of public officials;

1.14. Prepare and validate data and indicators for the General Personnel Plan and the recruitment plan, as well as for monitoring their implementation;

1.15. Prepare and verify data for the publication of salary tables by category, grade and position, in cooperation with the Division of Workforce Planning, Systematization, Classification and Salaries;

1.16. Develop human resources analytics through statistical analyses, trend analyses, projections and predictive models relating to workforce structure, staffing needs, mobility, turnover and workforce risks;

1.17. Provide validated data, indicators, and technical and statistical analyses to the responsible divisions, while substantive interpretation of results, policy evaluation and the formulation of recommendations are carried out by the division responsible for the respective area;

1.18. Ensure the processing and use of data in accordance with legislation on personal data protection, information security and authorized access levels;

1.19. Coordinate the interconnection of the HRMIS, as the state register of public officials, with other electronic systems, in cooperation with the responsible institutions and entities; and

1.20. Monitors data quality in the HRMIS and requests institutions to correct, complete and update their data.

2. The Head of the Division for the Administration of the Human Resources Management Information System shall report to the Director of the Department for the Management of Public Officials.

3. The number of employees in the Division for the Administration of the Human Resources Management Information System is four (4).

Article 29
Department of Non-Governmental Organizations

1. The mission of the Department of Non-Governmental Organizations is to create appropriate conditions for the implementation of the rules governing the establishment, registration, operation, suspension, dissolution, prohibition of activities and deregistration of non-governmental organizations in the Republic of Kosovo.

2. The duties and responsibilities of the Department of Non-Governmental Organizations are as follows:

2.1. Conduct analyses and develop policies relating to freedom of association in the Republic of Kosovo, including the registration and financial reporting of non-governmental organizations and cooperation with relevant institutions and non-governmental organizations;

2.2. Receive, review and decide on applications for the registration of non-governmental organizations, ensuring compliance with legal and procedural requirements;

2.3. Receive, review and decide on applications by non-governmental organizations for obtaining Public Benefit Status (PBS), in accordance with the relevant legislation;

2.4. Issue registration certificates and certificates confirming Public Benefit Status (PBS) to NGOs, as well as other relevant documents for non-governmental organizations;

2.5. Receive, review and approve applications submitted by NGOs for changes to their registered data and for their deregistration following their autonomous decision to dissolve.

2.6. Receive, analyse and verify annual reports and financial statements submitted by non-governmental organizations, monitor compliance with legal obligations and take legal action against NGOs holding Public Benefit Status (PBS), depending on their compliance or non-compliance with annual reporting obligations;

2.7. Administer, update and maintain the database of registered non-governmental organizations, ensuring the accuracy, integrity and accessibility of the data;

2.8. Cooperates with the Information Society Agency in administering the Electronic NGO System (ENGOS), in accordance with the legislation in force; and

2.9. Prepare periodic reports and carry out other responsibilities in accordance with the legislation in force.

3. The Director of the Department of Non-Governmental Organizations shall report to the Secretary General.

4. The Department of Non-Governmental Organizations consists of the following divisions:

4.1. Division for the Registration of Non-Governmental Organizations; and

4.2. Division for the Financial Reporting of Non-Governmental Organizations.

5. The number of employees in the Department of Non-Governmental Organizations is twelve (12).

Article 30
Division of Registration for the Non-Governmental Organizations

1. The duties and responsibilities of the Division for the Registration of Non-Governmental Organizations are as follows:

1.1. Receive, review and verify applications for the registration of non-governmental organizations (NGOs), assessing compliance with the conditions and criteria established by the legislation in force;

1.2. Receive, review and assess applications for obtaining Public Benefit Status (PBS), ensuring their compliance with legal and procedural requirements, and drafts the relevant correspondence regarding PBS;

1.3. Register non-governmental organizations that meet the legal requirements, and prepare and issue the relevant documentation for the registration and legal status of NGOs;

1.4. Receive, review and verify NGO requests for changes to their data, and draft correspondence concerning NGO deregistration requests following their autonomous decision to dissolve;

1.5. Cooperate with relevant local and international institutions, as well as with non-governmental organizations, on matters related to their registration, operation and oversight; and

1.6. Prepare periodic reports on the registration of non-governmental organizations.

2. The Head of the Division for the Registration of NGOs shall report to the Director of the Department for Non-Governmental Organizations.

3. The number of employees in the Division for the Registration of NGOs is seven (7).

Article 31
Division for the Financial Reporting of Non-Governmental Organizations

1. The duties and responsibilities of the Division for the Financial Reporting of Non-Governmental Organizations are as follows:

1.1. Receive and administer annual reports and financial statements of non-governmental organizations, both domestic and international, that hold Public Benefit Status (PBS), ensuring that they are recorded and retained in accordance with legal requirements;

1.2. Analyse and assess the annual reports and financial statements of NGOs holding Public Benefit Status (PBS), verifying compliance with legal obligations, and prepares recommendations and proposals for further action, as appropriate; and

1.3. Notify in writing non-governmental organizations holding Public Benefit Status (PBS) and public institutions of decisions taken concerning the continuation, suspension or revocation of the status, in accordance with the procedures and deadlines established by the legislation in force.

2. The Head of the Division for the Financial Reporting of Non-Governmental Organizations shall report to the Director of the Department of Non-Governmental Organizations.

3. The number of employees in the Division for the Financial Reporting of Non-Governmental Organizations is four (4).

Article 32
Department of Engineering Standards and Policies and Government Building Management

1. The mission of the Department of Engineering Standards and Policies and Government Building Management is to establish, develop and maintain functional infrastructure for government institutions, in accordance with technical standards, legal requirements and contemporary technological trends in the region and Europe, with the aim of ensuring efficient, sustainable and safe conditions for the operation of the public administration.

2. The duties and responsibilities of the Department of Engineering Standards and Policies and Government Building Management are as follows:

2.1. Develop and lead planning policies in the field of government building infrastructure, in accordance with the Law on Spatial Planning, the Construction Law and other legislation in force in the Republic of Kosovo;

2.2. Develop strategies and development documents for the implementation of state priorities in the field of government and critical building infrastructure, including medium- and long-term planning;

2.3. Lead and oversee the implementation of strategies and policies in the field of construction infrastructure, in accordance with the relevant legislation, technical standards and international best practices;

2.4. Manage and oversee government building infrastructure within and outside the territory of the Republic of Kosovo, ensuring its maintenance, functionality and efficient use;

2.5. Develop and establish technical standards and guidelines for the rational, functional and safe use of government buildings by the relevant institutions;

2.6. Promote and integrate standards for energy efficiency, environmental sustainability and the rational use of resources in the construction and management of government buildings;

2.7. Develop and support the use of digital systems and innovative technologies for the management of government buildings, including asset management and facility performance monitoring); and

2.8. Cooperate with relevant local and international institutions to develop and implement advanced standards and practices in the field of government building infrastructure.

3. The Director of the Department of Engineering Standards and Policies and Government Building Management shall report to the Secretary General.

4. The following divisions are part of the Department of Engineering Standards and Policies and Government Building Management:

4.1. Division of Planning and Standards;

4.2. Division of Project Management;

4.3. Division of Accommodation in Government Buildings; and

4.4. Division of Government Building Management.

5. The number of employees in the Department of Engineering Standards and Policies and Government Building Management is sixty-seven (67).

Article 33
Division of Planning and Standards

1. The duties and responsibilities of the Division of Planning and Standards are as follows:

1.1. Define the applicable rules, norms, standards and instruments, and provides guidance on procedures for the use, development and existing and future planning of government spaces and buildings, in accordance with the needs of ministries and government offices, both within and outside the country;

1.2. Lead and develop policies in the field of planning and standardization of capital investments in government and critical building infrastructure and their systems;

1.3. Coordinates activities related to the management of Government assets by coordinating actions within the Department and with the relevant institutions;

1.4. Prepare technical documentation and define the basic rules for planning and implementing activities related to the design, construction and management of government buildings and critical infrastructure, within and outside the territory of the Republic of Kosovo;

1.5. Define guidelines and standards for the planning, design, reconstruction, construction and management of Government assets, ensuring compliance with the legislation and technical standards in force;

1.6. Collect, process and update development documentation in accordance with the Law on Spatial Planning, the Construction Law and the sub-legal acts issued pursuant thereto;

1.7. Carry out planning based on the needs of requesting units, developing concepts and the content of design programmes; and

1.8. Develop and establish standards for design programmes, ensuring quality, functionality and efficiency in project implementation.

2. The Head of the Division of Planning and Standards shall report to the Director of the Department of Engineering Standards and Policies and Government Building Management.

3. The number of employees in the Division for Planning and Standards is seven (7).

Article 34
Division of Project Management

1. The duties and responsibilities of the Division of Project Management are as follows:

1.1. Manage investment projects, including their planning, organization, direction and control, in accordance with the established objectives and deadlines;

1.2. Conduct feasibility analyses and studies for projects, assessing costs, benefits and expected impacts, and prepares the relevant reports;

1.3. Manage capital projects related to the construction, renovation and adaptation of government buildings of the Republic of Kosovo, ensuring compliance with the applicable legislation and relevant technical standards;

1.4. Supervise and coordinate the implementation of capital investment projects for government buildings, ensuring their efficient, high-quality and timely completion; and

1.5. Collect, manage and archive technical documentation for the database related to the management of the construction of government buildings and critical infrastructure, including equipment and systems installed in government buildings, ensuring the accuracy and integrity of the data.

2. The Head of the Division of Project Management shall report to the Director of the Department of Engineering Standards and Policies and Government Building Management.

3. The number of employees in the Project Management Division is fourteen (14).

Article 35
Division of Government Buildings Management

1. The duties and responsibilities of the Government Buildings Management Division are as follows:

1.1. Collect, update and archive technical documentation for the database related to property, buildings, equipment and systems installed in government buildings, ensuring the accuracy and integrity of the data;

1.2. Plan, organize and implement maintenance activities for government buildings, ensuring their functionality, safety and longevity;

1.3. Monitor the implementation of plans for the management and regular maintenance of systems and equipment, ensuring compliance with technical and operational standards; and

1.4. Provide professional advice to building users on the implementation of regulations and practices for the management and administration of government buildings, with regard to technical maintenance; and

1.5. Carry out needs-based planning in accordance with the requirements of requesting units, developing concepts and programme content for the maintenance of capital investments, including smart systems such as Building Management Systems (BMS), etc.

2. The Head of the Division of Government Buildings Management shall report to the Director of the Department of Engineering Standards and Policies and Government Building Management.

3. The number of employees in the Government Buildings Management Division is thirty-eight (38).

Article 36
Division of Government Buildings Accommodation

1. The duties and responsibilities of the Division Government Buildings Accommodation are as follows:

1.1. Plan, organize and implement accommodation activities in government buildings and their infrastructure, ensuring their functionality, safety and compliance with applicable standards;

1.2. Provide professional advice to building users on the implementation of regulations and practices for the management and administration of government buildings with regard to accommodation;

1.3. Carry out needs-based planning in accordance with the requirements of requesting units, developing concepts and programme content for accommodation in government buildings;

1.4. Collect, update and archive technical documentation for the database related to accommodation in government buildings, including equipment and systems;

1.5. Carry out needs-based planning in accordance with the requirements of requesting units, developing concepts and programme content for accommodation in government buildings, including critical infrastructure systems, etc.

2. The Head of the Division of Government Buildings Accommodation shall report to the Director of the Department of Standards and Policies for Engineering and Government Building Management.

3. The number of employees in the Government Buildings Accommodation Division is seven (7).

Article 37
Legal Department

1. The mission of the Legal Department is to coordinate the process of drafting and translating the Ministry's policies into normative acts and international agreements, in accordance with the constitutional and legal order, applicable legislation, the *Acquis* of the European Union and international standards, while ensuring compliance with legislative drafting techniques and standards, and providing professional support, legal advice and recommendations to the Ministry's structures to ensure the proper and effective exercise of its competencies.

2. The duties and responsibilities of the Legal Department are as follows:

2.1. Draft and coordinate the process of drafting legislation within the scope of the Ministry, ensuring compliance with the constitutional and legal order, applicable legislation, and legislative drafting techniques and standards;

2.2. Ensure the harmonization and approximation of the Ministry's legislation with the *Acquis* of the European Union and other international standards;

2.3. Provide legal assistance in the process of negotiating and ratifying international agreements within the scope of the Ministry;

2.4. Provide legal advice and professional support to the management and organizational structures of the Ministry in all decision-making processes;

2.4. Review and provide legal opinions on draft acts, agreements, contracts and other legal documents of the Ministry;

2.6. Monitor the implementation of applicable legislation and identify the need for legal amendments and supplements;

2.7. Review complaints and submissions or provide legal support in their review;

2.8. Conduct the administrative review of municipal acts in accordance with the applicable legislation on the administrative review of municipal acts;

2.9. Represent the Ministry or coordinate its representation in administrative and judicial proceedings, in accordance with the relevant authorizations; and

2.10. Ensure cooperation with relevant local and international institutions on legal matters and the harmonization of legislation within the scope of the Ministry.

3. The Director of the Legal Department shall report to the Secretary General.

4. The Legal Department comprises the following divisions:

4.1. Division of Legislation Drafting and Harmonisation; and

4.2. Division of Legal Support.

5. The number of employees in the Legal Department is nine (9).

Article 38
Division of Legislation Drafting and Harmonisation

1. The duties and responsibilities of the Division of Legislation Drafting and Harmonisation are as follows:

1.1. Coordinate the process of preparing and updating the Draft Laws Programme and the Sub-Legal Acts Plan, and monitor progress in their implementation;

1.2. Draft and coordinate the drafting of the Ministry's normative acts;

1.3. During the drafting of normative acts, identify the relevant *Acquis* and determine the level of compliance, in accordance with the National Programme for the Implementation of the SAA and other European integration documents, and prepare the Compliance Statement and Compliance Tables for normative acts;

1.4. Ensure that the Ministry's normative acts comply with constitutional provisions, applicable legislation, and legislative drafting techniques and standards;

1.5. Coordinate the consultation process and prepares the relevant documents for the approval of normative acts, and ensure their publication in the Official Gazette of the Republic of Kosovo;

1.6. Review and ensure the finalization of the final versions of draft normative acts;

1.7. Participate in the drafting and negotiation of international agreements within the scope of the Ministry, ensure their compliance with the Constitution of the Republic of Kosovo, and facilitate their ratification in accordance with applicable legislation; and

1.8. Prepare and publish consolidated versions of normative acts within the scope of the Ministry.

2. The Head of the Division of Legislation Drafting and Harmonization shall report to the Director of the Legal Department.

3. The number of employees in the Legislation Drafting and Harmonization Division is five (5).

Article 39
Division of Legal Support

1. The duties and responsibilities of the Division of Legal Support are as follows:

1.1. Conduct legal analyses, identifying legal gaps or deficiencies, implementation problems, as well as the need for amendments and supplements to existing legislation;

1.2. Draft and/or provide legal support in the preparation of draft decisions and draft agreements within the scope of the Ministry;

1.3. Provide legal opinions, recommendations and professional advice within the scope of the Ministry, unless otherwise provided for by this Regulation;

1.4. Provide professional support to the Ministry's administrative units and other institutions regarding the implementation of legislation within the Ministry's area of responsibility;

1.5. Review submissions and second-instance appeals filed by natural and legal persons against first-instance decisions, in accordance with the deadlines and procedures established by applicable legislation, in cases where no separate commission has been established;

1.6. Propose the establishment of second-instance commissions for the review of submissions and appeals, and organize and manage their work;

1.7. Implement procedures for the administrative review of municipal acts in accordance with the applicable legislation on the administrative review of municipal acts;

1.8. Provides professional assistance in the Ministry's judicial disputes, ensuring and administering the relevant material and electronic evidence; and

1.9. Handle submissions from the Ombudsperson and other similar institutions.

2. The Head of the Division of Legal Support shall report to the Director of the Legal Department.

3. The number of employees in the Division of Legal Support is three (3).

Article 40
Department of Budget and Finance

1. The mission of the Department of Budget and Finance is to support the Ministry in the effective planning and management of the budget, as well as in the implementation of policies, standard accounting procedures and financial rules, in accordance with the relevant legislation on public financial management and other applicable legislation.

2. The duties and responsibilities of the Department of Budget and Finance are as follows:

2.1. Plan the Ministry's budget in coordination with the relevant organizational units, in accordance with priorities and planning documents;

2.2. Prepare the Ministry's request for the Medium-Term Expenditure Framework (MTEF) and the annual draft budget, ensuring compliance with institutional requirements and applicable legislation;

2.3. Ensure the execution of budget expenditures in accordance with the Ministry's plans and Treasury rules, pursuant to the Law on Public Financial Management;

2.4. Prepare the Ministry's financial statements, in cooperation with its budgetary units, ensuring the accuracy and transparency of financial reporting;

2.5. Take measures to manage budgetary savings and implements decisions of the Government and the Ministry of Finance related to the budget and expenditures;

2.6. Harmonize and regulate the Ministry's budget allocations with its budgetary units, in accordance with public financial management legislation;

2.7. Prepare and monitor the cash flow plan, in accordance with Treasury rules and instructions;

2.8. Prepare periodic and annual financial reports, as well as budget impact assessments for draft laws, sub-legal acts and strategic documents, in accordance with legal requirements; and

2.9. Administer the commitment and allocation of budget funds, reconcile accounts with the Treasury regarding expenditure execution, and perform other duties in accordance with applicable legislation and management requirements.

3. Administer the commitment and allocation of budgetary funds, reconcile accounts with the Treasury for the execution of expenditures, and perform other duties in accordance with applicable legislation and management requirements.

4. The Department of Budget and Finance comprises the following divisions:

4.1. Division of Budget and Planning; and

4.2. Division of Finance and Accounting.

5. The Director of the Department of Budget and Finance shall report to the Secretary General.

6. The number of employees in the Department of Budget and Finance is nine (9).

Article 41
Division of Budget and Planning

1. The duties and responsibilities of the Division of Budget and Planning are as follows:

1.1. Plan the Ministry's budget in coordination with the relevant organizational units, ensuring alignment with institutional priorities and planning documents;

1.2. Address the Ministry's requirements within the Medium-Term Expenditure Framework (MTEF), in accordance with the requirements of the Ministry and its budgetary units, as well as the guidelines of the Ministry of Finance;

1.3. Establish and develop budget programmes and sub-programmes based on the requirements of the budgetary units, in cooperation with the Budget Department of the Ministry of Finance;

1.4. Implement accounting standards and ensure the accurate and proper maintenance of accounting records, in accordance with the applicable legislation;

1.5. Coordinate activities with the Ministry of Finance, the Treasury and banking institutions on matters related to financial management and budget implementation;

1.6. Prepare and monitor the cash flow plan, in accordance with the rules and guidelines of the Treasury;

1.7. Record revenues, donations and all financial transactions, and ensure the accurate recording of accounting data; and

1.8. Prepare budget analyses and reports on budget expenditure, and monitor the implementation of projects related to the Ministry's budget.

2. The Head of the Budget Division shall report to the Director of the Department of Budget and Finance.

3. The number of employees in the Budget Division is four (4).

Article 42
Division of Finance and Accounting

1. The duties and responsibilities of the Finance Division are as follows:

1.1. Ensure the execution of budget expenditures in accordance with the Ministry's plans and in compliance with the Treasury rules established by the Law on Public Financial Manage;

1.2. Coordinate activities with the Treasury and prepares periodic reports on the expenditure of funds, based on data from the budget organization and the Treasury;

1.3. Manage and monitor the relationship between funds allocated, committed and spent during the fiscal year;

1.4. Prepare financial analyses and reports on the execution of budget expenditures, ensuring transparency and accuracy in reporting;

1.5. Manage cash flow in accordance with the annual budget plan and Treasury guidelines;

1.6. Coordinate with the organizational units within the Ministry for the preparation of financial statements;

1.7. Perform reconciliation of accounts related to the execution of expenditures between the Ministry and the Treasury; and

1.8. Prepare various periodic and annual reports, in accordance with legal and institutional requirements.

2. The Head of the Division of Finance and Accounting shall report to the Director of the Department of Budget and Finance.

3. The number of employees in the Division of Finance and Accounting is four (4).

Article 43
Department of Support Services

1. The mission of the Department of Support Services is to provide integrated logistical, administrative, technological and language support for the efficient functioning of the Ministry, through the management of assets and infrastructure, administration of documentation, provision of information technology support services, translation and language support services, in accordance with the applicable legislation and professional standards.

2. The duties and responsibilities of the Department of Support Services are as follows:

1.1. Ensures appropriate working conditions and accommodation for the Ministry's staff, including the management of premises, equipment and support services;

1.2. Manage the Ministry's inventory, warehouses and assets, including the recording, control, movement and administration of stocks, in accordance with the applicable rules;

1.3. Ensure the supply of goods, equipment and services required by the Ministry, as well as manages transport services and the administration of official vehicles;

1.4. Implement and administer the document management system, including the receipt, classification, recording, archiving and access to official documentation;

1.5. Manage the Ministry's archives and records office, ensuring the preservation, processing and transfer of archival material in accordance with the relevant legislation;

1.6. Provide support services for information technology systems, including infrastructure, networks and applications, as well as technical support for staff;

1.7. Provide translation, proofreading and language support services for the Ministry's documents and activities, ensuring linguistic quality and accuracy; and

1.8. Provide general administrative and logistical support for the Ministry's activities, including the organization of meetings, coordination of internal services and ensuring the uninterrupted operation of support processes.

3. The Director of the Department of Support Services reports to the Secretary General of the Ministry.

4. The following divisions shall operate within the Department of Support Services:

4.1. Division of Logistics;

4.2. Division of Document Administration;

4.3. Division of Information Technology Support; and

4.4. Division of Language Support.

5. The number of employees in the Department of Support Services is eighteen (18).

Article 44
Division of Logistics

1. The duties and responsibilities of the Division of Logistics are as follows:

1.1. Ensure working conditions and accommodation for the Ministry's staff, including the organization and maintenance of work premises and related equipment;

1.2. Manage the Ministry's inventory, warehouses and assets, including the receipt, inspection, recording and administration of stocks, as well as the preparation of relevant reports;

1.3. Monitor and administer the movement of the Ministry's assets, preparing the relevant documentation for transfers, disposal and recording of changes in the inventory;

1.4. Ensure the supply of inventory, goods and office equipment required by the Ministry, ensuring the efficient and rational use of resources;

1.5. Manage and organize transport services, including the administration of the Ministry's vehicles and vehicles in use, as well as their maintenance and use; and

1.6. Provide logistical and administrative support for the Ministry's needs, including the organization of meetings, provision of general services and secretarial support to departments and divisions.

2. The Head of the Division of Logistics shall report to the Director of the Department of Support Services.

3. The number of employees in the Division of Logistics is eight (8).

Article 45
Division of Document Administration

1. The duties and responsibilities of the Division of Document Administration are as follows:

1.1. Implement procedures for the management and administration of documents, in accordance with the relevant legislation and rules;

1.2. Inform and guide staff on administrative procedures and rules for handling official documentation;

1.3. Receive, open, check, classify and record incoming and outgoing documents, including electronic mail;

1.4. Technically process and administer official acts and files, and ensures their submission for further processing;

1.5. Record documents in the main protocol register and administer the system for registering and classifying files and official acts;

1.6. Ensure the stamping of documents and the administration of official seals, in accordance with the applicable rules;

1.7. Manages the records repository and the archiving of documents, including the preservation and selection of obsolete material and the transfer of archival files to the competent archive; and

1.8. Manage the Ministry's archives and ensure the preservation, administration and access to official documentation, in accordance with the applicable legislation.

2. The Head of the Division of Document Administration shall report to the Director of the Department of Support Services.

3. The number of employees in the Division of Document Administration is three (3).

Article 46
Division of Information Technology Support

1. The duties and responsibilities of the Division of Information Technology Division are as follows:

1.1. Ensure the efficient and effective functioning of Information Technology (IT) services and provide continuous technical support to the Ministry's staff, in accordance with institutional needs;

1.2. Implement and promote international standards and best practices in the field of Information Technology, in cooperation with the relevant units within and outside the Ministry;

1.3. Ensure the maintenance, functionality and security of all IT equipment and infrastructure, including computers, peripheral devices, photocopying equipment and access control systems;

1.4. Administer and maintain information systems and internal networks, ensuring the integrity, availability and protection of data;

1.5. Provide IT services for the development, implementation and improvement of electronic systems and applications aimed at increasing institutional efficiency;

1.6. Monitor system performance and take preventive and corrective measures to ensure the continuity of IT system operations; and

1.7. Provide professional advice and support to organizational units in the use and development of IT solutions.

2. The Head of the Division of Information Technology shall report to the Director of the Department of Support Services.

3. The number of employees in the Division of Information Technology is three (3).

Article 47
Division of Language Support

1. The duties and responsibilities of the Division of Language Support are as follows:

1.1. Ensure the provision of translation services for official documents and other documents required by the Ministry, into and from the official languages, as well as into and from other languages, in accordance with institutional requirements;

1.2. Provide simultaneous and consecutive interpreting services in the official languages, as well as into and from other languages, for the purposes of meetings, activities and processes of the Ministry;

1.3. Provide proofreading and linguistic editing services for documents, ensuring accuracy, clarity and compliance with language standards; and

1.4. Provide other services related to the administration of translations and language support, including the coordination of requests, terminology management and ensuring the quality of translations.

2. The Head of the Division of Language Support shall report to the Director of the Department of Support Services.

3. The number of employees in the Division of Language Support is three (3).

Article 48
Digital Transformation Unit

1. The mission of the Digital Transformation Unit is to coordinate, review and provide strategic guidance on policies, initiatives and projects in the field of information technology and digitalization, with the aim of aligning them with the Government's priorities, developing life-event-based electronic services, and ensuring effective cooperation with public institutions, donors and development partners.

2. The Digital Transformation Unit is organized at division level and has the following duties and responsibilities:

2.1. Coordinate policies, initiatives and strategic priorities in the field of information technology and digitalization with the institutions of the Republic of Kosovo;

2.2. Review and assess proposals for strategic initiatives and projects in the field of information technology and digitalization, ensuring their alignment with the Government's priorities;

2.3. Monitor and assess the implementation of strategic projects in the field of information technology and digitalization, and proposes measures to improve their implementation;

2.4. Coordinate the planning, development and implementation of projects supported by donors and development partners in the field of information technology and digitalization;

2.5. Coordinate the development and implementation of government electronic services organized around life events, in cooperation with the responsible institutions;

2.6. Identify, prepare and propose strategic priorities in the field of digitalization, in accordance with the Government's policies and strategic documents;

2.7. Prepare analyses, assessments and recommendations on specific issues in the field of information technology and digitalization; and

2.8. Review proposals for funding from donors and development partners in the field of digitalization and assesses their alignment with strategic priorities and institutional needs.

3. The Digital Transformation Unit is an organizational unit equivalent to a division.

4. The Head of the Digital Transformation Unit shall report to the Secretary General.

5. The number of employees in the Digital Transformation Unit is four (4).

Article 49
Internal Audit Unit

1. The mission of the Internal Audit Unit is to provide reasonable assurance and independent and objective advice to management, with the aim of improving the effectiveness, efficiency and economical use of public resources, as well as strengthening internal control, risk management and governance, while also seeking to assess and improve digital processes and systems, ensure compliance with standards and best practices, and enhance transparency, accountability and the protection of the public interest.

2. The duties and responsibilities of the Internal Audit Unit are as follows:

2.1. Perform the internal audit function in accordance with the applicable legislation and standards, by organizing, conducting and overseeing all audit activities within the Ministry, ensuring the proper and effective implementation of audit processes;

2.2. Assess the economy, efficiency and effectiveness of management and internal control systems, identify deficiencies and provide recommendations for improvement;

2.3. Ensure compliance with and implementation of applicable laws, rules, policies, guidelines and procedures;

2.4. Prepare and submit the Strategic Plan and Annual Internal Audit Plan, based on risk assessment, and prepares periodic audit reports;

2.5. Assess financial and operational procedures and provides advice on improving internal control, including the development of new policies, systems and processes;

2.6. Review and assess the functioning of internal control, risk management and compliance systems across all units of the Ministry, and determines the objectives, scope and methodology of the audit;

2.7. Cooperate with relevant institutions and reports to senior management and competent bodies on any indicators of fraud or corruption, while ensuring full access to all data and documents necessary for conducting the audit; and

2.8. Ensure full access to all technical, financial and economic data and documents necessary for the effective performance of the internal audit function.

3. The internal audit unit is an organizational unit equivalent to a division.

4. The Head of the Internal Audit Unit shall report operationally to the Minister on matters related to internal audit, and administratively to the Secretary General.

5. The number of employees in the Internal Audit Unit is three (3).

Article 50
Division of Public Procurement

1. The mission of the Public Procurement Division is to develop and implement public procurement procedures with the aim of ensuring value for money and the efficient use of public funds, while guaranteeing transparency, fairness and equal competition, in full compliance with the principles and provisions of the applicable legislation on public procurement.

2. The duties and responsibilities of the Division of Public Procurement are as follows:

2.1. Prepare, coordinate and update the annual procurement plan, in cooperation with the requesting units, in accordance with the applicable legislation;

2.2. Implement procurement activities in accordance with the annual plan and ensure their efficient and timely execution;

2.3. Ensure that all procurement requests are prepared in accordance with the applicable rules, procedures and legal standards;

2.4. Determine the procurement methodology, including tendering procedures and the criteria/procedures for the evaluation of bids;

2.5. Propose and coordinate the appointment of committees for the opening and evaluation of bids, in accordance with legal requirements;

2.6. Cooperate and coordinate activities with the organizational units of the institution, with the aim of harmonizing needs and implementing procurement processes;

2.7. Provide advice and assist management in decision-making regarding disputed matters and during contract execution;

2.8. Review complaints submitted by economic operators and represent the institution in appeal proceedings before the relevant bodies;

2.9. Prepare procurement reports, including the final report, for the needs of the institution and the relevant authorities; and

2.10. Perform other duties in accordance with the applicable legislation on public procurement.

3. The Head of the Division of Public Procurement at the Ministry of Digitalization and Public Administration shall report to the Secretary General.

4. The number of employees in the Division of Public Procurement is four (4).

Article 51
Division of Contract Management

1. The mission of the Division of Contract Management is to manage and provide professional support in the administration of the Ministry's contracts, in its capacity as the contracting authority, in relation to contract managers and/or economic operators, in accordance with the relevant legislation on public procurement.

2. The duties and responsibilities of the Division of Contract Management are as follows:

2.1. Monitor and analyse the implementation of the Ministry's contracts, in accordance with the relevant legislation on public procurement, ensuring that contractual provisions are implemented effectively, in a timely manner and with the required quality;

2.2. In cooperation with the requesting units and the Public Procurement Division, contribute to the preparation and implementation of contract management plans, including organizational, economic, technical and legal aspects;

2.3. Support and advise contract managers and/or project managers on the management of contract implementation and the assessment of the performance of economic operators, in accordance with the applicable legislation;

2.4. Monitor the procedures for the inspection, acceptance and delivery of goods, services and works, including quality control, deadlines, safety and the management of contract changes/variations;

2.5. Ensures monitoring of cost, quality and deadlines for contract implementation, as well as oversees the management of payments, requests, complaints procedures and the implementation of mechanisms provided for in the contract;

2.6. Prepare and compile periodic and final reports on the progress, implementation dynamics and quality of contract implementation, including the warranty period, and submits them to the relevant management;

2.7. Collect and analyse relevant data on contracts, including during the pre-tendering phase, and promotes best practices in risk and contract management; and

2.8. Ensure the accurate recording and administration of all contract management activities in the relevant electronic systems, and perform other duties in accordance with the applicable legislation.

3. The Head of the Division of Contract Management shall report to the Secretary General.

4. The number of employees in the Division of Contract Management is three (3).

Article 52
Division of Human Resources Management

1. The mission of the Human Resources Management Division is to ensure effective human resources management through the development and implementation of procedures, programmes and services that contribute to achieving the objectives of the institution and its employees, while ensuring an appropriate balance between employees' needs and institutional needs, and exercising its functions and powers in accordance with the applicable legislation and bylaws in the field of human resources.

2. The duties and responsibilities of the Division of Human Resources are as follows:

2.1. Support and advise the administrative units of the Ministry in the field of human resources management, including the prevention and resolution of disputes between employees.

2.2. Lead, plan, supervise and coordinate the activities of the human resources unit, ensuring efficient operation and alignment with institutional objectives;

2.3. Ensure the implementation of applicable legislation and sub-legal acts in the field of human resources, and exercise its powers in accordance with the relevant authorizations;

2.4. Analyse staffing needs and prepare the annual and medium-term personnel plan, in accordance with the budget planning process;

2.5. Coordinate and develop recruitment, movement within the same category and promotion procedures, in accordance with the applicable legislation on public officials and other relevant legislation;

2.6. Support the Ministry's organizational units in preparing job descriptions and in the classification and systematization of positions;

2.7. Ensure the implementation of human resources management processes, including performance appraisal, attendance, training, leave, disciplinary procedures, suspension and termination of employment, as well as the exercise of employees' rights and obligations;

2.8. Identify staff professional development needs, organize training and evaluate their impact on strengthening institutional capacities;

2.9. Administer personnel files and electronic human resources management systems, and manage salaries, compensation, rewards and salary supplements, in accordance with the applicable legislation, with particular emphasis on compliance with the applicable legislation on the protection of personal data; and

2.10. Prepare work plans, annual reports and other records related to human resources management, in accordance with institutional and legal requirements.

3. The Head of the Division of Human Resources Management at the Ministry of Digitalization and Public Administration shall report to the Secretary General.

4. The number of employees in the Division of Human Resources Management is three (3).

Article 53
Division of Strategic Coordination and European Integration

1. The mission of the Division of Strategic Coordination and European Integration is to coordinate the Ministry's strategic and institutional planning processes, monitor and report on the implementation of planning and strategic documents, and coordinate the fulfilment of the Ministry's obligations within the European integration process, in accordance with the Government's priorities and European Union standards.

2. The duties and responsibilities of the Division of Strategic Coordination and European Integration are as follows:

2.1. Coordinate the strategic and institutional planning process at the level of the Ministry and its administrative units, and monitors and reports on the implementation of planning documents;

2.2. Contribute to the preparation of concept documents, strategic documents and other planning documents of the Ministry, ensuring their alignment with the Government's priorities, national strategic documents and obligations arising from the European integration process;

2.3. Ensure coordination between the process of developing strategic documents and the budget planning process, ensuring alignment with the Medium-Term Expenditure Framework and other planning documents;

2.4. Coordinate the preparation, monitoring and reporting on the implementation of the Ministry's Work Plans and other Government planning documents;

2.5. Coordinate the planning, monitoring and reporting on the implementation of the Ministry's obligations arising from the European integration process, including the National Programme for European Integration, the Stabilisation and Association Agreement and other relevant documents;

2.6. Coordinate cooperation with institutions responsible for European integration and prepares the Ministry's contribution to reports, mechanisms and coordination processes within the framework of European integration;

2.7. Provide professional support for monitoring and evaluating the implementation of the Ministry's strategies, policies and planning documents, and prepare periodic reports and recommendations for their improvement.

3. The Head of the Division of Strategic Coordination and European Integration shall report to the Secretary General.

4. The number of employees in the Division of Strategic Coordination and European Integration is three (3).

Article 54
Division of Public Communication

1. The mission of the Division of Public Communication is to undertake actions to ensure the most objective and comprehensive presentation of the policies and activities of the Ministry of Digitalization and Public Administration through appropriate and timely communication, with the aim of informing the public about the Ministry's policies, its rights and responsibilities towards institutions, and enabling the public to express its views through communication with decision-makers.

2. The duties and responsibilities of the Division of Public Communication are as follows:

2.1. Provide professional support to the Minister, the Ministry Spokesperson and Ministry staff in the field of communication and information, by providing advice on the effective presentation of policies and activities;

2.2. Propose, prepare, update and ensure the implementation of the Ministry's communication plans, in accordance with the Ministry's Work Plan and strategic priorities;

2.3. Inform the public about and promotes the Ministry's policies, activities and achievements through various communication channels and effective techniques;

2.4. Organize press conferences, interviews and public events, and prepare and disseminate press releases, statements, reports and other media publications;

2.5. Manage and update the Ministry's official website, social media and electronic communication channels, ensuring the accuracy, accessibility and credibility of information;

2.6. Prepare, disseminate, and archive visual and audio-visual materials (photographs, videos and similar materials) relating to the Ministry's main activities;

2.7. Coordinate communication activities with relevant institutions, prepare the activity calendar and contribute to the development of information and awareness-raising campaigns, and report on the implementation of communication plans; and

2.8. Receive, review and coordinate requests for access to public documents, and prepare reports on the implementation of the relevant legislation, while also performing other duties in accordance with the applicable legislation.

3. The Head of the Division of Public Communication shall report to the Secretary General.

4. The number of employees in the Division of Public Communication is three (3).

Article 55
Certifying Officer

1. The mission of the Senior Certifying Officer is to undertake actions to ensure that the expenditure of public funds is carried out in accordance with the applicable legislation on public finances.

2. The Senior Certifying Officer at the Ministry shall operate outside the Ministry's organizational structure and shall report directly to the Secretary General.

3. The number of employees as Certifying Officers is one (1).

CHAPTER III
FINAL PROVISIONS

Article 56
Staff mobility and the impact of the annual budget

1. Staff mobility within the institution, in accordance with the legislation governing the civil service, is permitted where deemed necessary for the proper functioning of the work.

2. An increase or decrease in the number of staff in accordance with the annual budget law does not create a need to supplement or amend this Regulation, except in cases where organizational structures are established and/or abolished.

3. In accordance with paragraph 2 of this Article, the provisions of the annual budget law constitute an integral part of this Regulation.

Article 57
Organogram of the Ministry

The Organizational Chart of the Ministry is attached as an annex to this Regulation, setting out the structures, classes and groups of employees within these structures, as well as the authorized number of employees for each organizational unit of the Ministry.

Article 58
Entry into force

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

Albin KURTI

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Prime Minister of the Republic of Kosovo
29 October 2026

Annex 1 – Organizational structure and the total number of all employees

ORGANOGRAM OF THE MINISTRY OF DIGITALISATION AND PUBLIC ADMINISTRATION			
Structure	**Class**	**Group (general or special)**	**Number**
1. CABINET OF THE MINISTER			**Total 19**
- Minister	N/A	N/A	1
- Deputy Minister	N/A	N/A	2
- Senior Policy Advisor	N/A	N/A	1
- Policy Advisor	N/A	N/A	7
- Executive Assistant of the Minister	N/A	N/A	1
- Administrative Assistant of the Minister	N/A	N/A	1
- Administrative Assistant of the Deputy Minister	N/A	N/A	2
- Personal Chauffeur of the Minister – Security Guard	N/A	N/A	2
- Personal Chauffeur of the Deputy Minister – Security Guard	N/A	N/A	2
2. OFFICE OF THE SECRETARY GENERAL			**Total 4**
- Secretary General	Senior Director 1	N/A	1
- Senior Executive Officer	Professional 1	Group of Social Sciences	2
- Administrative Officer	Professional 2	Group of General Administration	1
3. DEPARTMENT FOR DIGITAL DEVELOPMENT AND COMMUNICATION			**Total 12**
- Director of Department for Digital Development and Communication	Medium Level Director	N/A	1
3.1. Division of Digital Development			***Total 6***
- Head of Division of Digital Development	Low Level Director	N/A	1

Senior IT Officer for Electronic Identification	Professional 1	Group of Engineering Sciences of Electrical Technology	1
Senior Officer for Electronic Identification	Professional 1	Group of Information Technology	1
- Senior Officer for Digital Policies	Professional 1	Group of Information Technology	1
- Senior Officer for Digital Economy	Professional 1	Group of General Administration	1
- Network Officer	Professional 2	Group of Information Technology	1
3.2. Division for Electronic and Postal Communication Policies			***Total 5***
- Head of the Division for Electronic and Postal Communication Policies	Low Level Director	N/A	1
- Senior Officer for Electronic Communication Policies	Professional 1	Group of Data Technology	1
- Senior Officer for Electronic Communication Infrastructure	Professional 1	Group of Information Technology	1
- Officer for Electronic Communication Infrastructure	Professional 2	Group of Information Technology	1
- Senior Officer for Postal Policies	Professional 1	Group of Information Technology	1
4. DEPARTMENT FOR EDUCATION DIGITALISATION			**Total 8**
- Director of Department for Digitalisation of Education	Medium Level Director	N/A	1
4.1. Division of Digital Education Systems			***Total 3***
- Head of the Division of Digital Education Systems	Low Level Director	N/A	1
- Senior Officer for Digital Education Systems	Professional 1	Group of Information Technology	1
- Senior Officer for the Data and Interoperability in Education	Professional 1	Group of Information Technology	1
4.2. Division for Kosovo Research and Education Network			***Total 4***

- Head of the Division for Kosovo Research and Education Network	Low Level Director	N/A	1
- Senior Officer Network and Infrastructure of KREN	Professional 1	Group of Information Technology	2
- Senior Officer for Data Centre and Services of KREN	Professional 1	Group of Information Technology	1
5. DEPARTMENT FOR PUBLIC ADMINISTRATION REFORM AND DIGITAL GOVERNANCE			**Total 14**
- Director of the Department for Public Administration Reform and Digital Governance	Medium Level Director	N/A	1
5.1. Division for Public Administration Reform Policies and Coordination			***Total 6***
- Head of the Division for Public Administration Reform Policies and Coordination	Low Level Director	N/A	1
- Senior Officer for Policies and Planning of the Public Administration Reform	Professional 1	Group of Political Sciences	2
- Senior Officer for Supervision, Assessment and Coordination of Public Administration Reform	Professional 1	Group of Political Sciences	2
- Officer for Support to Public Administration Reform	Professional 2	Group of Political Sciences	1
5.2. Division for Institutional Organisation, Organisational Development, Institutional Quality and Performance			***Total 3***
- Head of the Division for Institutional Organisation, Organisational Development, Institutional Quality and Performance	Low Level Director	N/A	1
- Senior Officer for Institutional Organisation and Organisational Development	Professional 1	Group of Political Sciences	1
- Officer for Institutional Quality and Performance	Professional 2	Group of Political Sciences	1
5.3. Division for Digital Governance and Cybersecurity Policies			***Total 4***
- Head of the Division for Digital Governance and Cybersecurity Policies	Low Level Director	N/A	1

- Senior Officer for Digital Governance and Cybersecurity Policies	Professional 1	Group of General Administration	2
- Officer for Supervision of Digital Governance and Cybersecurity	Professional 2	Group of General Administration	1
6. DEPARTMENT OF PUBLIC SERVICES			**Total 21**
- Director of the Department of Public Services	Medium Level Director	N/A	1
6.1. Division of Standards of Services			***Total 5***
- Head of the Division of Standards of Services	Low Level Director	N/A	1
- Senior Officer for Public Services Policies and Standards	Professional 1	Group of Social Sciences	2
- Officer for Supervision, Measurement and Assessment of Public Services	Professional 1	Group of Social Sciences	2
6.2. Division of Integrated Service Centres			***Total 9***
- Head of the Division of Integrated Service Centres	Low Level Director	N/A	1
- Senior Officer for Planning and Coordination	Professional 1	Group of Social Sciences	2
- Senior Officer for Supervision and Assessment	Professional 1	Group of Social Sciences	1
- Officer for Service Provision to Parties	Professional 2	Group of General Administration	5
6.3. Division for Prevention and Reduction of Administrative Burden			***Total 6***
- Head of the Division for Prevention and Reduction of Administrative Burden	Low Level Director	N/A	1
- Senior Officer for Prevention and Reduction of Administrative Burden	Professional 1	Group of Social Sciences	3
- Senior Officer for Digitalisation	Professional 1	Group of General Administration	1
- Senior Officer for Legislation Ready for Digitalization	Professional 1	Group of Social Sciences	1
7. DEPARTMENT FOR THE MANAGEMENT OF PUBLIC OFFICIALS			**Total 30**
- Director of the Department for the Management of Public Officials	Medium Level Director	N/A	1

7.1. Division for Policies, Legislation and Standards applicable to Public Officials			***Total 7***
- Head of the Division for Policies, Legislation and Standards applicable to Public Officials	Low Level Director	N/A	1
- Senior Officer for Human Resource Policies	Professional 1	Group of Human Resources	2
- Senior Officer for Supporting the Management of Public Officials	Professional 1	Legal Group	3
Officer for Standards of Employment Relationship, Ethics and Integration of Public Officials	Professional 2	Group of Human Resources	1
7.2. Division for Personnel Planning, Systematization, Classification and Salaries			***Total 5***
- Head of the Division for Personnel Planning, Systematization, Classification and Salaries	Low Level Director	N/A	1
- Senior Officer for Personnel Planning and Systematization	Professional 1	Group of Human Resources	1
- Senior Officer for Job Classification	Professional 1	Group of Human Resources	1
-Senior Officer for Personnel Analysis, Job Classification, and Salaries	Professional 1	Group of General Administration	1
- Officer for Personnel Analysis and Salaries	Professional 2	Group of Human Resources	1
7.3. Division for Recruitment and Admission to Civil Service			***Total 10***
- Head of the Division for Recruitment and Admission to Civil Service	Low Level Director	N/A	1
- Senior Officer for Recruitment Development	Professional 1	Group of Human Resources	8
- Human Resources Assistant	Professional 3	Group of General Administration	1
7.4. Division for Management of Talent, Career Development and Performance			***Total 3***
- Head of the Division for Management of Talent, Career Development and Performance	Low Level Director	N/A	1
- Senior Officer for Management of Talent, Career Development and Performance	Professional 1	Group of Human Resources	1

- Officer for Supporting Performance and Career Development	Professional 2	Group of Human Resources	1
7.5. Division of Administration of Human Resources Management Information System			***Total 4***
- Head of the Division of Administration of Human Resources Management Information System	Low Level Director	N/A	1
- Senior Officer for Administration of the Human Resource Management Information System	Professional 1	Group of Information Technology	2
- Officer for Administration of the Human Resource Management Information System	Professional 2	Group of Information Technology	1
8. DEPARTMENT FOR NON-GOVERNMENTAL ORGANISATIONS			**Total 12**
Director of the Department for Non-Governmental Organisations	Medium Level Director	N/A	1
8.1. Division of Registration of Non-Governmental Organisations			***Total 7***
- Head of the Division of Registration of Non-Governmental Organisations	Low Level Director	N/A	1
- Senior Officer for Registration of Non-Governmental Organisations	Professional 1	Group of General Administration	5
- Senior Officer for Review of the Public Benefit Status of Non-Governmental Organizations	Professional 1	Group of General Administration	1
8.2. Division of Financial Reporting of Non-Governmental Organisations			***Total 4***
- Head of the Division of Financial Reporting of Non-Governmental Organisations	Low Level Director	N/A	1
- Senior Officer for Financial Analysis of Reports of Non-Governmental Organisations	Professional 1	Group of Budget and Finances	3
9. DEPARTMENT OF STANDARDS AND POLICIES OF GOVERNMENT BUILDING ENGINEERING AND MANAGEMENT			**Total 67**

- Director of the Department of Standards and Policies of Government Building Engineering and Management	Medium Director	N/A	1
9.1. Division of Planning and Standards			***Total 7***
- Head of the Division of Planning and Standards	Low Director	N/A	1
- Senior Officer for Construction Planning and Standards	Specialist	Group of Construction Engineering	1
- Senior Officer for Mechanical Planning and Standards	Specialist	Group of Mechanical Engineering	1
- Senior Officer for Electrical Planning and Standards	Specialist	Group of Electricity Engineering	1
- Senior Officer for Electronical Planning and Standards	Specialist	Group of Electronic Engineering	1
- Senior Officer for Architecture Planning and Standards	Specialist	Group of Architecture	1
- Senior Officer for Hydrotechnical Planning and Standards	Specialist	Group of Construction Engineering	1
9.2. Division of Project Management			***Total 14***
- Head of the Division of Project Management	Low Director	N/A	1
- Senior Officer for Construction Project Management	Specialist	Group of Construction Engineering	2
- Senior Officer for Mechanical Project Management	Specialist	Group of Mechanical Engineering	2
- Senior Officer for Electrical Project Management	Specialist	Group of Electricity Engineering	2
- Senior Officer for Electronical Project Management	Specialist	Group of Electronic Engineering	2
- Senior Officer for Architecture Project Management	Specialist	Group of Architecture	3
- Senior Officer for Geodesy	Specialist	Group of Geodesy	1
- Senior Officer for Hydrotechnical Project Management	Specialist	Group of Construction Engineering	1

9.3. Division of Government Building Management			***Total 38***
- Head of the Division of Government Building Management	Low Director	N/A	1
- Senior Officer of Construction for System Maintenance Management	Specialist	Group of Construction Engineering	1
- Senior Officer of Hydrotechnics for System Maintenance Management	Specialist	Group of Construction Engineering	1
- Senior Officer of Mechanics for System Maintenance Management	Specialist	Group of Mechanical Engineering	3
- Senior Officer of Electricity for System Maintenance Management	Specialist	Group of Electricity Engineering	2
- Senior Officer of Electronics for System Maintenance Management	Specialist	Group of Electronic Engineering	2
- Senior Officer of Mechatronics for System Maintenance Management		Group of Electronic Engineering	2
- Senior Officer of Architecture for System Maintenance Management	Specialist	Group of Architecture	2
- Senior Officer for System Maintenance Management	Professional 1	General Group of Engineering	12
- Administrative Assistant	Professional 3	Group of General Administration	12
9.4. Division of Government Building Accommodation			***Total 7***
- Head of the Division of Government Building Accommodation	Low Director	N/A	1
- Senior Officer of Construction for the Government Building Planning and Accommodation	Specialist	Group of Construction Engineering	1
- Senior Officer of Architecture for the Government Building Planning and Accommodation	Specialist	Group of Architecture	1
- Senior Officer of Construction for the Government Building Planning and Accommodation	Professional 1	Group of Construction Engineering	1

- Senior Officer of Architecture for the Government Building Planning and Accommodation	Professional 1	Group of Architecture	1
- Administrative Assistant	Professional 3	Group of General Administration	2
10. LEGAL DEPARTMENT			**Total 9**
- Director of the Legal Department	Medium Level Director	N/A	1
10.1. Division for Drafting and Harmonization of Legislation			***Total 5***
- Head of the Division for Drafting and Harmonization of Legislation	Low Level Director	N/A	1
- Senior Legal Officer	Professional 1	Legal Group	4
10.2. Division for Legal Support			***Total 3***
- Head of the Division for Legal Support	Low Level Director	N/A	1
- Senior Legal Officer	Professional 1	Legal Group	2
11. DEPARTMENT FOR BUDGET AND FINANCES			**Total 9**
- Director of the Department for Budget and Finances	Medium Level Director	N/A	1
11.1. Division for Budget and Planning			***Total 4***
- Head of the Division for Budget and Planning	Low Level Director	N/A	1
- Senior Officer for Budget and Financial Planning	Professional 1	Group of Budget and Finances	3
11.2. Division for Finances and Accounting			***Total 4***
- Head of the Division for Finances and Accounting	Low Level Director	N/A	1
- Senior Officer for Finances and Accounting	Professional 1	Group of Budget and Finances	3
12. DEPARTMENT OF SUPPORTING SERVICES			**Total 18**

- Director of the Department of Supporting Services	Medium Level Director	N/A	1
12.1. Division of Logistics			***Total 8***
- Head of the Division of Logistics	Low Level Director	N/A	1
- Senior Officer for Supply and Transport	Professional 1	Group of General Administration	1
- Senior Officer for Administration of the Central Warehouse	Professional 1	Nr. 53 – Group of General Administration	1
- Officer for Logistics	Professional 2	Group of General Administration	1
- Officer for Transport	Professional 2	Group of General Administration	1
- Assistant for Transport	Professional 3	Group of General Administration	1
- Receptionist	Professional 3	Group of General Administration	1
- Assistant of Warehouse	Professional 3	Group of General Administration	1
12.2. Division of Document Administration			***Total 3***
- Head of the Division of Document Administration	Low Level Director	N/A	1
- Senior Officer for Document Administration	Professional 1	Group of Archive - Documentation	1
- Officer for Document Administration	Professional 2	Group of Archive - Documentation	1
12.3. Division for Supporting Information Technology			***Total 3***
-Head of the Division for Supporting Information Technology	Low Level Director	N/A	1
- Senior Officer for Electronic Post	Professional 1	Group of Information Technology	1
- Senior Officer for IT and Support	Professional 1	Group of Information Technology	1

12.4. Division for Linguistics Support			***Total 3***
- Head of the Division for Linguistics Support	Low Level Director	N/A	1
- Senior Officer for Translations	Professional 1	Group of Translation and Interpretation	1
- Senior Officer for Proofreading	Professional 1	Group of Public Relation and Information	1
13. Digital Transformation Unit			**Total 4**
- Head of the Digital Transformation Unit	Low Level Director	N/A	1
- Senior Officer for Strategic Coordination and Digital Transformation	Professional 1	Group of Information Technology	1
- Senior Officer for Digital Projects	Professional 1	Group of Information Technology	1
- Senior Officer for Electronic Services and Digital Transformation Support	Professional 1	Group of Information Technology	1
14. Internal Audit Unit			**Total 3**
- Head of the Internal Audit Unit	Low Level Director	N/A	1
- Internal Auditor	Professional 1	Internal Audit Group	2
15. Division of Public Procurement			**Total 4**
- Head of the Division of Public Procurement	Low Level Director	N/A	1
- Senior Officer of Public Procurement	Professional 1	Group of Public Procurement	2
- Officer of Public Procurement	Professional 2	Group of Public Procurement	1
16. Division for Contract Management			**Total 3**
- Head of the Division for Contract Management	Low Level Director	N/A	1
- Senior Officer of Contract Management	Professional 1	Group of Public Procurement	1

- Officer of Contract Management	Professional 2	Group of Public Procurement	1
17. Division for Management of Human Resources			**Total 3**
- Head of the Division for Management of Human Resources	Low Level Director	N/A	1
- Senior Officer of Personnel	Professional 1	Group of Human Resources	1
- Senior Officer of Payroll	Professional 1	Group of Human Resources	1
18. Division for Strategic Coordination and European Integration			**Total 3**
- Head of the Division for Strategic Coordination and European Integration	Low Level Director	N/A	1
- Senior Officer for Strategic Coordination and Monitoring	Professional 1	Group of Political Sciences	1
- Senior Officer for European Integration and Institutional Coordination	Professional 1	Group of Political Sciences	1
19. Division of Public Communication			**Total 3**
- Head of the Division of Public Communication	Low Level Director	N/A	1
- Senior Officer for Public Communication	Professional 1	Group of Public Relation and Information	1
- Officer for Public Communication	Professional 2	Group of Public Relation and Information	1
20. Senior Certifying Officer			**Total 1**
- Senior Certifying Officer	Professional 1	Economics Group	1