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INSTITUCIONET E PËRKOHSHME TË VETËQEVERISJES  
PROVISIONAL INSTITUTIONS OF SELF GOVERNMENT  
PRIVREMENE INSTITUCIJE SAMOUPRAVLANJA

**QEVERIA E KOSOVËS - GOVERNMENT OF KOSOVO - VLADA KOSOVA**

MINISTRIA E PUNËS DHE MIRËQENIES SOCIALE  
MINISTRY OF LABOUR AND SOCIAL WELFARE  
MINISTARSTVO RADA I SOCIJALNE ZAŠTITE

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In accordance with the 5<sup>th</sup> article, paragraph 5.3, point (c) and (d) of the Regulation 2001/19 on the Executive Branch of Provisional Institutions of Self-Government in Kosovo.

With the a purpose of implementation of Kosovo standards, apart from 1<sup>st</sup> standard, which is dedicated to Provisional Institutions of Self Government (PISG) as democratic institutions, efficient and functional, the Permanent Secretary of MLSW extracts this:

**ADMINISTRATIVE INSTRUCTION NR.02/2005  
FOR  
CREATING OF NEW ORGANIZATIONAL STRUCTURE OF MLSW**

**Article 1  
The Purpose of Administrative Instruction**

**1.1** The purpose of Administrative Instruction is creating of new organizational units, in accordance with the rules of Kosovo civil service and the standards for Kosovo.

**1.2** For the implementation and advancement of a proper governing and purview, unbiased, transparent and responsible, that favors the needs and interests of all Kosovo citizens, within the Permanent Secretary office of MLSW are created four (4) other organizational units, which are as follows:

- Equal opportunities and gender equality office
- Enunciations and remonstrance office
- The translators and lecturers office
- The office for courtesy and against discrimination code

**Article 2**  
**Staff recruitment**

**2.1** New staff recruitment in the newly created offices will be in accordance to applicable law for the Kosova civil service.

**2.2** Based on the applicable law, which regulates the ethnic and gender structure, and other employment conditions, the employees in the newly created offices will represent all Kosova ethnic communities in a proportional fashion, and a professional, unbiased and responsible civil service.

**Article 3**  
**The offices' mission**

**3.1** The fundamental mission of these created offices is the implementation of the policies and strategies created from Kosova Government respectively from the Ministry of Labour and Social Welfare relevant to the multiethnic employment, unbiased, language equality in the civil service and the solution of the short enunciations and remonstrance of the citizens and officials of the MLSW.

**Article 4**  
**Offices director ship**

**4.1** The created offices according to the 1<sup>st</sup> article, the paragraph 1.2, are directed and managed from the head of the office.

**4.2** For their work and the purview of the Offices the directors of the offices report and respond to the Permanent Secretary of MLSW.

**Article 5**  
**Communication and work coordination of the offices**

**5.1** With a purpose of programmatic activity realization, and in the function of advancing the issues from their purview, the newly created offices communicate and coordinate their actions with all the departments of MLSW.

**5.2** The MLSW departments, according to official duties, offer the data and notes that are of interest for the purview of these offices.

## **Article 6**

### **The purview of the offices**

**6.1** The purview of newly created offices must be in accordance with the Kosova applicable law and Kosova standards that predict democratization, functionality and efficiency of PISG.

#### **6.2 Equal opportunities and gender equality office**

- Proposes and orientates the policies for an equal treatment for all ethnic groups employees of MLSW,.
- Evaluates in a proper way the services offering from the purview of MLSW for the officials of this Ministry and for all the citizens of ethic communities that seek the services of this Ministry.
- Identifies the irregularities on services offering for the minority communities in Kosova and their representation in a general structure of employees in MLSW.
- Engages that all the ethnic communities have equal access in the case of employment in the MLSW sections.
- Reports for the national and gender structure of employees at all sections of MLSW.
- Undertakes administrative prevention measures against selected officials and the civil office bearers that with their actions trigger the interethnic hate and violence.
- Proposes the strategies for decreasing of demands and undoing of the parallel structures, which would be integrated in the structures of PISG.
- Implements the law dispositions for gender equality and other laws of interest for the gender equality.
- Prepares and proposes the gender equality policies promotion in the sections of the MLSW.
- Creates the database for the gender issues within MLSW and provide information for the broad public relevant to gender issues.
- Participates in the gender equality programs preparation and monitors their implementation in MLSW sections.
- Cooperates with NGOs that are engaged in gender issues, with officials of other ministries for gender equality, with local governments, and separately with the equal opportunity and gender equality office of the Prime Ministry.
- Engages for keeping the gender equilibrium in all sections of MLSW, especially when we have to do with the registration of jobseekers, employment of jobseekers, qualification of jobseekers, utilization of social assistance etc.
- Engages on public sensibility through general make aware for gender equality.

- Provides with the training documents and supervise the training for gender issues for all organizational structures of MLSW.
- Offers assistance and advices the MLSW sections for the processes of female and male recruitment in accordance with the actual legislation.
- Helps the Permanent Secretary for creating of programmatic and implementation policies for gender equality within MLSW.
- Realizes other duties and responsibilities in accordance with applicable laws, sub law acts and determined competencies in this Administrative Instruction.

### **6.3 Enunciations and remonstrance office**

- Creates a convenient environment for Kosova citizens of all communities that freely approach this office through enunciations and remonstrance related to the purview of MLSW.
- Monitors all the policies of MLSW, especially those that are related with the rights and freedoms of the citizens.
- Offers services and legal assistance for the citizens and civil office bearers of MLSW.
- Undertakes preventive steps for the protection of the rights of civil office bearers of MLSW in accordance with the civil service law and other applicable laws.
- Analyzes all the citizens' enunciations and remonstrance that are related with purview of MLSW.
- Decides based on merits in a full accordance with the applicable law for enunciations and remonstrance of Kosova citizens.
- Analyses the demands of needy citizens that approach the MLSW departments, for realization of the rights or different benefits.
- Accept the enunciations of office bearers of MLSW, which has to do with different lawbreaking.
- Decides relevant to remonstrance of civil office bearers of MLSW who disagree with the decisions of disciplinary commission of MLSW.
- Evaluates the implementation of those legal dispositions that are of special interest for the Kosova citizens and civil office bearers of MLSW.
- Realizes the other duties and responsibilities according to the need or recommendation of MLSW Permanent Secretary.

### **6.4 The office for courtesy and against discrimination code**

- Ensures the appropriate, efficient and unbiased implementation of courtesy rules, in all the MLSW sections.

- Evaluates the courtesy rules implementation in all MLSW departments.
- Undertakes concrete measures that the civil office bearers of MLSW work and act in accordance with leading principles of Kosova civil service.
- Monitors and instructs the MLSW civil office bearers, that their actions and attitudes with the governmental officials, their colleges and broad public, be in accordance with the general principles of civil service.
- Informs the staff manager of MLSW, relevant to illegitimate actions and procedural braking of civil office bearers of MLSW that has to do with the courtesy rules of Kosova civil service.
- Undertakes concrete activities to implement the courtesy Code in practice in MLSW.
- Evaluates the implantation of recommendation' results of revision office and internal control of MLSW.
- Implements with accuracy the dispositions of law against the corruption, undertaking corresponding measures for the efficient and appropriate implementation of the dispositions of this law
- Proposes the strategy against corruption within the MLSW, including the recommendations against corruption.
- Cares for a general inclusion of the communities in the MLSW sections, without discriminative bases.
- Promotes the interethnic entente and tolerance principle to civil myrmidons of MLSW.
- Engages for equal treatment, by eliminating discrimination on the bases of gender, ethnic, language, trade unions, party, social etc. in all sections of MLSW.
- Cares for implementation of law against discrimination apart, toward those dispositions that regulate the employment conditions, access to professional qualification, salaries, membership on employees' organizations, social protection, education, personal insurance etc.
- Informs the Permanent Secretary and other officials for notifying of occurrences (phenomenon) that trigger the discrimination.
- Undertakes concrete measures for preventing direct and indirect discrimination, irritation, victimizing and separation on ethnic bases.
- Promotes the affirmative measures against discrimination in all sections of MLSW
- Offers and provides reports, analyses and strategies from the purview which consist on courtesy and against discrimination code.

## **6.5 The translators and lecturers office**

- Applies the Kosova Government policies, respectively the MLSW, that in all its sections, be implemented the official language equality in Kosova.

- Cares for implementation of Constitutional Frame dispositions, which regulate the use of official languages in Kosova.
- Provides the policies implementation for official languages equality in MLSW sections.
- Identifies the needs for documents translation in Kosova official languages.
- Takes care of translating all the materials in three official languages, (Albanian, English, and Serb Croatian languages) for all organizational units of MLSW.
- Provides with direct translation for all the civil office bearers of MLSW.
- Lecturing all the prepared materials in organizational units of MLSW.
- Evaluates and controls the lingual manner in all aspects, the prepared materials from office bearers of MLSW.
- Cooperates and coordinates the activities relevant to translations ant lecturing with all organizational units of MLSW.
- Realizes other works and activities of lecturing and translations when there is a need for this in MLSW, or according to recommendations of Permanent Secretary or other authorized officials.

**Article 7**  
**Restructuring of the offices**

**7.1** With a purpose of efficient functioning and increase of quality in the created offices, those can be restructured as in the functional aspect also in the organizational aspect.

**Article 8**  
**Enter reinforce**

**10.1** This Administrative Instruction will enter reinforce with the endorsement of Permanent Secretary of MLSW.

**Prishtina, February 2005**

**Permanent Secretary o MLSW**  
**Ramiz Fazliu**

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