



**INSTITUCIONET E PËRKOSSHME 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**

**ADMINISTRATIVE INSTRUCTION NR. 08/2005
ON
WORK ORGNIZING, SYSTEMISING AND MANAGEMENT IN MINISTRY OF
LABOUR AND SOCIAL WELFARE**

Prishtinë, June 2005

In accordance with Article 1 paragraph 1.3, 1.6 and 1.7 of the Regulation on Executive Branch of Provisional Institutions of Self-Government in Kosova Nr.2001/19 of 13.09.2001.

Taking under consideration the appendix VII of the Regulation 2001/19, on Executive Branch of Provisional Institutions of Self Government in Kosova,

With a purpose of increasing the quality and efficacy at work within MLSW, Minister of Ministry of Labour and Social Welfare issues this:

ADMINISTRATIVE INSTRUCTION NR.08/2005
ON
WORK ORGANIZING, SYSTEMIZING AND MANAGEMENT IN MINISTRY
OF LABOUR AND SOCIAL WELFARE

Article 1

The purpose of issuing this Administrative Instruction

1.1 The purpose of issuing this Administrative Instruction is:

- Adjustment and definition of organizing and systemizing of works in MLSW,
- Adjustment of management of organizational structures of MLSW and,
- Adjustment of structuring in functional and institutional principle in MLSW.

Article 2

Pureview and mission of MLSW

2.1 Ministry of Labour and Social Welfare (MLSW):

- Creates policies and strategies in employment field, social welfare, professional qualification and employees' safety at work.
- Drafts and prepares legislation in employment field, social welfare and other laws from its pureview,
- Stimulates and supports nondiscriminatory relationships, by applying labour international standards,
- Oversees the requirement and bidding of labour market, and is engaged in their balancing,
- Provides social support from budgetary funds for families and needy persons,
- Incites employment in accordance with labour legislation, proposes corresponding measures to increase employment and to face social assistance needs,
- Engages in improving working conditions for employees and avoiding the risk at work,
- Investigates inside and outside market, for incitement of employment and decrease of unemployment, by making also inter countries agreement,

- Leads and oversees administrative institutions of labour and social welfare, such as Kosova Employment Organ, Social Policy Organ and cooperates with local government for implementation of labour and social welfare policies,
 - Subsidize and supports in other forms the projects professional qualification for jobseekers and other unemployed to increase their employment possibilities,
 - Sets up and directs social dialogue of social partners (Tripartite Advisory Council) aiming to prevent and solve social conflicts.
- 2.2** Pureview of MLSW in an overall form is determined in appendix VII of the Regulation Nr. 2001/19 on Executive Branch of Provisional Institutions of Self-Government in Kosova, while in a detailed form in Primary and Secondary Legislation of MLSW.
- 2.3** Mission of MLSW is to ensure and guarantee the legal infrastructure, working terms and social welfare for Kosova citizens.

Article 3 **Directorship of MLSW**

- 3.1** Ministry of Labour and Social Welfare is directed from Minister, who organizes all pureview of Ministry and institutions that act within this Ministry.
- 3.2** The Minister carries out work in MLSW in accordance with applicable laws, decisions and Governmental instructions.
- 3.3** The Minister directs and controls the work of Deputy Minister, Cabinet and Permanent Secretary of MLSW.
- 3.4** The rights, competencies and other responsibilities of the Minister are determined in Article 1 of the Regulation 2001/19.

Article 4 **Deputize of Minister**

- 4.1.** Minister of MLSW in the case of his absence is deputized from Deputy Minister.
- 4.2.** The Deputy Minister uses the Minister's authority in the case of his absence, to solve problems and issues that need to be solved.
- 4.3.** Coordinates the work with homologues in the Ministries of Kosova Government and other national institutions for solving mutual problems.

4.4. The rights, competencies and responsibilities of Deputy Minister of MLSW in detailed manners are determined in Administrative Instruction Nr. 01/2005, date 01.02.2005 on determination of responsibilities of Deputy Prime Minister and Deputy Ministers.

Article 5 Administrative Headship of MLSW

5.1 Permanent Secretary of Ministry of Labour and Social Welfare is the main administrative director of the Ministry, for all issues within responsibilities of MLSW.

5.2 Permanent Secretary of MLSW is responsible for the overall administering and managing of the Ministry, by applying functions that are given to him.

5.3 Responsibilities of Executive Agency Chief in Charge for labour Inspectorate are the same as those of Permanent Secretary when we consider the headship and management of Executive Agency for Labour Inspectorate.

5.4. Permanent Secretary of MLSW and Executive Agency Chief in Charge of KLI, directly report to the Minister of MLSW.

5.5. Functions and responsibilities of Permanent Secretary and Executive Agency Chief in Charge of MLSW in a detailed manner are determined in the Article 5 of the Regulation Nr. 2001/19 and with other legal and sub legal acts of MLSW.

Article 6 Headship of other structures in MLSW

6.1. The departments that act and work within MLSW are directed from Department's Directors.

6.2. The created offices within Permanent Secretary Office of MLSW are directed and managed from director or heads of the Offices.

6.3. Divisions within Departments of MLSW are directed from heads of divisions.

6.4. Sections that act within divisions are directed from heads of Sections.

6.5. The institutions that act and work under the administration and supervision of MLSW (Employment Regional Centers, Professional Qualifications Centers, Social Work Centers, Regional Pensional Administration Offices are directed and managed from directors or their responsible persons).

6.6. MLSW Departments' Directors respond and report directly to the Permanent Secretary of MLSW.

6.7. Offices' Directors respond and report to the Permanent Secretary of MLSW.

6.8. Division' Directors respond and report to the Department Directors.

6.9. Sections' Directors respond and report to the Division Director.

6.10. MLSW Institutions' Directors respond to Departments' Directors or Divisions' Directors.

Article 7

Organization and structuring of MLSW

7.1 With a purpose to cover the pureview, organization and structuring of MLSW is done in the functional principle and institutional principle.

7.2. For efficient realization of the works and duties determined in Primary and Secondary Legislation, the Ministry of Labour and Social Welfare internal organization is structured in:

- Permanent Secretary Office
- Executive Agency for Labour Inspectorate and,
- Departments for corresponding fields.

7.3. With a purpose of realizing the objectives that are dedicated for fulfilling the needs of citizens, Ministry of Labour and Social Welfare has established institutions for applying the policies in social welfare field (Social Work Centers and Institutions for solicitude of elder persons and without family care and also those with disabilities – Home for Elder Persons and without Family Care – Prishitinë and Special Institute – Shtime), in employment field (Regional Employment Offices, Municipal Employment Offices and Professional Qualification Offices), pensional administration institutions (Regional Pensional Administration Offices).

7.4. Social work centers and institutions for elder persons' solicitude and those with disabilities are administered and supervised from Social Welfare Department, Regional and Municipal Employment Offices and Professional Qualification Centers, are administered and supervised from Labour and Employment Department, while Regional Pensional Administration Offices are administered and supervised from Pensional Administration Department.

Article 8

Permanent Secretary Office

8.1. Within Permanent Secretary Office, for providing services from MLSW act and work eight (8) offices for different fields.

8.2. Offices that carry out activities within Permanent Secretary Office are:

- MLSW Legal Office;
- Office for Equal Opportunities and Gender Equality;
- Information Office;
- Audit and Internal Control Office- anticorruption
- Enunciation and Appeal Office;
- International Cooperation Office;
- Translation and Lecturing Office;
- Code of Conduct and Anti Discrimination Office.
- Financial Executive Director

Article 9

9.1. Legal Office in Ministry of Labour and Social Welfare is responsible for:

- The program of legal activities of MLSW,
- Proposing legal projects of MLSW for Labour Program of Kosova Government – Governmental Legislative Strategy,
- Offering and providing legal advices for Permanent Secretary and other structures of MLSW,
- Evaluation of applicable laws from MLSW pureview,
- Drafting of legal instruments, for organizing, structuring and management of MLSW and also for other issues from MLSW pureview,
- Interpretation and cementation of laws and legal instruments from MLSW pureview,
- Legal support for organizational structures of MLSW,
- Assisting in the case of drafting and compiling of laws where the work is carried out from corresponding departments of MLSW,
- Taking care for applicable laws from pureview of MLSW to be in accordance with international standards, especially with aquis communtaire of EU.
- Creating conditions and opportunities for appropriate and efficient implementation of laws and legal instruments of MLSW,
- Drafting and compiling the primary and secondary legislation of MLSW in accordance with Kosova Constitution,
- Incorporation of standards and norms of EU in primary and secondary legislation of MLSW,
- Considering drafting procedures, examining and adopting the draft-laws, legal acts or sub legal acts of MLSW,
- Communication and cooperation with Legal Assistance and Services Office and the OPM European Integration Processes Office.
- Formatting of Draft Laws and other legal acts of MLSW,
- Representation of MLSW in the court contests , in which MLSW is accuser or accused in different courts in our country,
- Representation of MLSW in governmental working groups for drafting and finalizing of draft laws and different legal acts of Kosova Government,
- Verification of different acts of MLSW in their legal context and,

- Other issues from the purview of Legal Office or according to recommendations of Permanent Secretary of MLSW.

Article 10

10.1 Equal Opportunities and Gender Equality Office of Ministry of Labour and Social Welfare is responsible for:

- Proposing and orienting the policies for an equal treatment for the employees of MLSW, of all ethnic groups,
- Identification of irregularities and offering services for minority communities in Kosova and their representation in general structures of employees in MLSW,
- National and gender structure report for the employees in all MLSW sections,
- Undertaking preventive administrative measures against appointed officials and civil servants who with their actions induce violence and interethnic hate,
- Proposing the strategy for decreasing of requirements and dismantling parallel structures, that would have been integrated in PISG structures.
- Provisions' implementation of the Law on Gender Equality and other laws of interest for gender equality,
- Preparing and proposing of promoting gender equality policies in MLSW sections,
- Creating of the data base for gender equality within MLSW, and providing information for broad public relevant to gender equality,
- Preparing programs for gender equality and monitoring of their implementation in MLSW sections,
- Cooperation with NGOs that has to do with gender issues, with gender equality officials of other ministries, local governments, especially with Gender Equality and Equal Opportunities Office of Prime Ministry,
- Engagement and ensuring of gender equilibrium in all sections of MLSW, especially when we have to do with jobseekers' registration, employment of jobseekers, jobseekers qualification, social welfare use etc,
- Providing with training documents and training supervision for gender issues for all MLSW organizational structures.

Article 11

11.1 Information Office of Ministry of Labour and Social Welfare is responsible for:

- Following meetings of the Minister within cabinet and for preparation of public communications, which are sent to the written and electronic Medias.
- Following in an analytical way all the writings that are published in information tools,
- Selection of prepared reports from corresponding departments of MLSW with a purpose of preparing an overall report of MLSW,

- Offering and providing of advices, analyses and different recommendations with a purpose of enhancing the MLSW image,
- Attending and reading daily press, especially newspapers that has to do with pureview of MLSW and also offering of daily press to the Minister's Advisors,
- Saving the daily press in the archive of Information and Public Relation Office, with a purpose of being in disposition for all employees of the Ministry,
- Organization of press conferences for MLSW,
- Delivery of written communications for those issues that are considered that are of interest for the public,
- Organization of interviews and different declarations for officials of MLSW at information tools,
- Contacting with information tools and with broad public through MLSW experts,
- Presenting reactions and eventual confutation against publications and different writings that are evaluated as unreal and tendentious,
- Taking care of and keeping the Minister's Cabinet archive,
- Advancement and development of communication and cooperation with departments and other organizational structures that act within MLSW.

Article 12

12.1 Internal Audit and Control Office-anticorruption of Ministry of Labour and Social Welfare is responsible for:

- Audits – internal controls for verification of financial irregularities in MLSW,
- Control of incomes in MLSW from Kosova Consolidated Budget,
- Drafting and compiling of internal regulation for audit and anticorruption,
- Drafting of strategic plans for long term audit,
- Ensuring quality based on the professional qualification and standards from this field,
- Identifying and evaluation of financial irregularities in MLSW and its institutions,
- Setting up practical processes of control that require and encourage the employees to carry out their duties with honor,
- Auditing the means used to identify and report the financial acting information,
- Fortune audit of MLSW,
- Offering advices for implementation of systems and other new audit procedures,
- Cooperation and coordination of activities with Kosova Internal Audit Office,
- Promptly implementation related to anticorruption legal provisions, undertaking corresponding measures for efficient and appropriate implementation of such provisions.
- Plans, strategies and anticorruption policies,
- Coordination of work with General Audit Office and,
- For other activities that should be in accordance with Primary and Secondary Legislation, of Kosova Government.

Article 13

13.1 Office for Enunciations and Appeals in Ministry of Labour and Social Welfare is responsible for:

- Creating an appropriate environment for Kosova citizens of all communities that freely can approach this office through enunciations and appeals that are related to the pureview of MLSW,
- Monitoring of all MLSW policies, especially those that are related with freedom and rights of the citizens,
- Offering of legal assistance and help for citizens and institutions that approach the MLSW,
- Undertaking concrete steps for protection of the rights of the clients of MLSW in accordance with applicable laws,
- Screening all the enunciations and appeals of citizens that are related with MLSW pureview,
- Deciding of subjects on merit bases in full accordance with applicable law for enunciations and appeals of Kosova citizens,
- Screening the requirement of needy citizens who approach the MLSW departments for realizing of different rights and benefits,
- Accepting all the appeals of citizens and institutions that have to with different legal violations,
- Offering and ensuring responses to enunciations and appeals of citizens and of institutions,
- Evaluation of legal provisions' implementation that are of special interest for Kosova citizens, civil society and different institutions,
- Realizations of duties and other responsibilities according to the need or recommendation of Permanent Secretary of MLSW.

Article 14

14.1 Office for International Cooperation of Ministry of Labour and Social Welfare is responsible for:

- Managing the work of Office for International Cooperation,
- Cooperation with the office of conducting mechanism of stabilization association (Prime Minister Office), will have the promoting role for programs and projects of interest in the labour field and social issues,
- Cooperation with Prime Minister Office and other ministries,
- Cooperation and coordination of works with leading agencies and governmental and nongovernmental institutions, local and international ones, the pureviews of which are related with the work of MLSW,
- Organizing important abroad visits for officials of MLSW,
- Planning and care for international organization visits (delegations and groups), the activity of which is important for MLSW.

- Cooperation and coordination of work with Office for Integration and Regional Dialogue which acts within Prime Ministry Office.

Article 15

15.1 Office for Translations and Lecturing of the Ministry of Labour and Social Welfare is responsible for:

- Implementing Kosova Governmental policies respectively of MLSW, that in all sections, be applied official languages equality in Kosova,
- Implementation of Constitutional Framework provisions, that regulate use of official languages in Kosova,
- Providing and implementation of policies for official languages policies in MLSW sections,
- Identification of needs for translation of documents of MLSW in official languages in Kosova,
- Providing of translation for all materials in three languages, (Albanian, English and Serb languages), for all MLSW organizational units,
- Providing direct translation for all civil servants of MLSW,
- Lecturing all prepared materials from MLSW organizational units,
- Cooperation and coordination of activities related to the translations and lecturing with all MLSW organizational units,
- Realization of duties and other activities of lecturing and translation when there is a need for this in MLSW, or according to recommendations of Permanent Secretary or other authorized officials.

Article 17

Executive Agency for Labour Inspectorate

17.1 Executive Agency for labour inspectorate in Kosova is responsible for:

- Practicing the supervision concerning the implement of Labour Law and other applicable provisions, where the employment field is set up, work insurance, protection of employees health and work environment,
- Ensuring information for employers and employees, for efficient implementation of applicable Law from employment field,
- Offering proper advises for employers and employees, where it should be applicable precisely, Labour Law and other provisions from employment field,
- Reporting and informing the Ministry of Labour and Social Welfare or any other high official, authorized by Minister for hurdle on applying the Labour Law or for any other abuse of applicable law from employment field,
- Informing and warning the competent authorities for failings, abuses or judicial gaps that have not been included by current legal provisions from employment field,

- Offering and ensuring advises of relevant mechanisms for all issues concerning the employees' protection in case of reorganizing or restructuring the enterprises.
- Completing other duties from its purview foreseen by applicable Law from employment field, protection in work, protection of employees' health and their environment.

Article 18

Departments of MLSW

18.1 Within Ministry of Labour and Social Welfare, its purview belong to these departments:

- Department of Central Service Administration,
- Department of Social Welfare,
- Department of Labour and Employment,
- Department of Pensional Administration,
- Department of Social Policy Institute,
- Department of Heroes' Families and War Invalids and,
- Department of Public Procurement.

Article 19

Department of Central Service Administration

19.1 Department of Central Service Administration of Ministry of Labour and Social Welfare is organized and structured on: Division of Administration, Staff Division, Division of Infrastructure and Logistics which comprises Recruitment Section, Human Recourses Development Section, Infrastructure and Logistic Section, Payment and Database Section and Archive Section, in Division of Budget and Finances which comprises Finances' and Payments' Section, Budgetary and Accounting Section and Regional Financial Section.

19.2 Department of Central Service Administration of Ministry of Labour and Social Welfare is responsible for:

- All issues related to the personnel and development of human recourses for all employees in MLSW, as well as the implementation of relevant legislation,
- Drafting instructions for development of human recourses in Ministry,
- Coordinating all departments in Ministry, related to recruitment, issue of staff transfer, issue of advancements, issue of staff assessments and so forth,

- Drafting and compiling of description of duties and responsibilities for organizational structures of MLSW and its employees,
 - Participating in recruitment process for all work positions directly or indirectly and inform Permanent Secretary and Minister for any opened position in Ministry,
 - All issues concerning budget and finances,
 - Maintenance of notes for all inventory of fortunes in possession of Ministry and for their periodic verification,
 - Keeping all notes for Development of RNJ in Ministry and coordinate all departments for increasing the institutional capacity of employees in Ministry,
 - Actions and engagements of civil officers of MLSW that should be in accordance with Kosova Civil Ethical Code of Conduct.
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- Proposal of commissions for any discipline action against staff or research for any dissatisfaction or complaint of staff in Ministry,
 - Coordination of activities about budgetary procedures of MLSW as a whole in cooperation with directors of other departments within MLSW and its use in developing the infrastructure of institutions, which are under the responsibility of MLSW,
 - Offering instruction and advises for different multidisciplinary teams ,
 - Offering professional advises to Minster's Cabinet,
 - Supporting and developing the initiatives and activities of civil servants that have to do with progress of work, professional training and progress in carrier,
 - Advertising analysis and studies that are made by CSA,
 - Organizing the maintenance of an archive in accordance with legal requests for keeping the papers, eliminating and sending to Kosova Archive after a certain period,
 - Organizing workshops concerning administrative, budget and finances issues, procurement of goods and services related to information technology as well as to other archive issues.
 - Logistic organizing and coordination for the MLSW needs.

Article 20

Department of Social Welfare

20.1. Department of Social Welfare is organized and structured on: Division of Budget Analysis and Poverty Assessment which comprises Budgetary Planning Section and Poverty Assessment Section, the Social Assistance Division which comprises from Social Assistance Section, Appeal Section and Control and Supervision Section, the Division of Social Services which comprises Family Protection Section, Social Care and Children Protection Section, Appeal and Legislation Section, the Division of Institutional Care which comprises Disability Section, Elder Persons' and without Family Care Section and Appeal Section.

20.2. Department of Social Welfare is responsible for:

- Developing and promoting the social policies for Kosova as well as implementing the relevant legislation,
- Strategic planning for all relevant units within SWD, including also direction of CSW, institutions for temporary 24 hours shelter ect.
- Managing the budget of SWD as well as its use for developing the infrastructure of institutions which are under the liability of SWD,
- Communication and cooperation with organizational structures of MLSW, especially with KAPD and Legal Office of MLSW,
- Implementing the development and administration of different funds by the donors that currently are dealing with program of World Bank and other local and international institutions.
- Managing and implementing the project of STAKES and Consulting Group of Helsinki (long-term programs),
- Managing and implementing the donations for establishing the new data-base for social services and social assistance which are set up through CSW, ,
- Offering instructions and ensuring the advices for different multidisciplinary groups,
- Offering of proposals, advices and recommendations to the MLSW and Kosova Government related to the policies' development that have to do with family services, social services, social assistance and social care,
- Issuing Instructions and other acts related to the standardization of social services, family services, social assistance and social care,
- Examining annual reports and approving annual plans of institutions those are under supervision of SWD.
- Development of procedures and deciding according to the appeals related to social services, family services and institutional care,
- Inspection, controlling and monitoring of institutions' work which act and work within SWD,
- Drafting, preparing and advertising the analysis of studies and purview of SWD for social policies and advancement of social welfare for citizens..

Article 21

Department of Labour and Employment

21.1 Department of Labour and Employment is organized and structured on: Division of Professional Qualification which comprises: Professional Qualification Institutions Section, Section of Program Planning and Development, Section for Control of Training Quality and Certificate and Section for Coordination of non statutory bidders for Professional Qualification, Public works Section, and Abroad Employment and Returnees Section, the Labour Law Division which comprises Section of Social dialogue and Labour Law and Work Relations Section.

21.2 Department of labour and employment is responsible for:

- Wording, compiling and implementing employment policies without any discrimination,
- Compiling and implementing approved employment strategy by higher instances,
- Drafting and compiling of primary and secondary legislation from employment field,
- Communication and cooperation with Legal Office of MLSW and other units of Ministry,
- Administering and supervising employment institutions (Regional Office for employment, Centers for professional training and municipal Offices for employment),
- Compiling and implementing the strategy for professional training, approved by higher instances,
- Compiling and implementing the necessary legislation from employment field.
- Ensuring technical assistance and monitoring the divisions related to implementation of employment policies,
- Administering and supervising the trainings so that appointed duties and works be accomplished successfully,
- Ensuring that services that offer be liable for whole Kosova region,
- Full efficient communication and cooperation between all factors that have to deal with employment and work field,
- Maintenance of regular contacts with donors concerning with designing and implementing of local projects and international mechanisms from work and employment field,
- Coordination and cooperation with social partners for developing and advancing the social dialogue in Kosova, in accordance with Primer Legislation which is applicable for these issues.

Article 22

Department of Pensional Administration

22.1 Department of Pensional Administration is organized and structured in Division of Pensions' Schema which comprises PAK Regional Centers Section, Registration Section, Decision and Requirement Approving Section and Medical Commission Section, the Pensional Payment Schemes Division which comprises Payment Section, Archive Section, Control and Maintenance Section and Appeal Section, the Division of Pensional – Invalid Insurance according to International Conventions which comprises Pensional Insurance Section and Invalid Insurance and children bonuses.

22.2 Department of Pensional Administration is responsible for:

- Planning, organizing and directing the general program of pensional schemas in accordance with applicable laws in Kosova, in between state agreements and international conventions,

- Setting the objectives and compiling the instructions and priorities of work for divisions and regional centers of Pensional Administration on purpose of developing and advancing the pensional system in Kosova,
- Assessing the programs and policies in implementing laws and sub-legal acts concerning the pensional system in Kosova,
- Communication and cooperation with organizational units of MLSW, especially with Department of War Invalids and MLSW Legal Office,
- Supervising and offering technical assistance which is related to implementing the schemas of programs of pensional system on the regional and municipal level of our country,
- Operating the policies and drafting the papers with strategic importance for advancement of pensional system in Kosova,
- Caring for policies and programs of work which hare in accordance with applicable decisions and competences and responsibilities of DPAK,
- Planning budget of DPAK appointing and justifying the budget requests for projects of Department, ,
- Implementing the rules about Kosova Civil Service,
- Setting up the contacts with local and international organizations for advancement of pensional system in Kosova,
- Coordinating the work concerning the implementation of international conventions from the field of social insurances,
- Establishing a stable system if Social Insurances in Kosova,
- Precise maintenance of evidence for funds for basic pensional payments, pensions of disabled and other pensional schemas,
- Solving and administering the pensions for citizens of Kosova who have won the right for the pension abroad,
- Undertaking all means and activities for advancing and developing a pensional system in Kosova.

Article 23

Department of Social Policy Institution

23.1 Department of Social Policy Institution is organized and structured in Councilors' Division which comprises Social Services Standards Section, International Social Service Section and Section of Work Coordination with NGOs and Governmental Organizations and in Researchers' Division which comprises Data Processing and Publication Section, Social Analyses Section and Researchers Section

23.2 Department of Social Policy Institute is responsible for:

- Studies, research and other analytical activities for all issues on the field of social welfare according to the international standards,
- Promoting, developing and enriching the knowledge and skills according to professional skills on the field of social welfare,

- Research on the field of social and family services,
- Empowering the quality and increasing the professionalism of social welfare panel through trainings,
- Searching and researching the problems on a certain point of social and family services,
- Offering services and professional assistance to SWD and other institutions of social welfare,
- Promoting professional knowledge, skills and increasing the quality of work of relevant institutions of social welfare,
- Licensing and registering the professional experts who work in social and family services,
- Undertaking means and activities for advancing and developing the system of competences from social welfare.
- Publishing the manuals, analysis and reports of different research and studies from a social field.

Article 24

Department of Heroes' Families and War Invalids

24.1. Department of Heroes' Families and War Invalids is organized and structured in Schemes Division which comprises Regional Offices Section, Registration Section, Decision Section and Medical Commission Section, the Rights' Realization Division which comprises Pensions' Payment Section, Special Rights Section and Complaints Section.

24.2. Department of Heroes' Families and War Invalids is responsible for:

- Establishing and developing the active policies for a better welfare of invalids, heroes' families and other people who contributed during the last war,
- Taking care of institution for all categories of population who contributed in the last war of KLA,
- Coordinating duties from purview of Department in accordance with governmental and nongovernmental mechanisms which are interrelated with this field,
- Establishing a computer data base for potential users of pensions and war benefits of KLA,
- Administering, monitoring and managing the pensions of war and other benefits for war invalids, heroes families, war veterans, families of the disappeared, civil invalids of war and other categories of population who have contributed in KLA war,
- Administering and supervising the payment for pensions and other benefits of war,
- Organizing and supervising the work of medical commissions for appointing and assessing the level of invalidity for war invalids and war civil invalids.

- Reviewing and setting up according to the procedures of survey, on the quality of organ of first level of administration,
- Supervising the processes of implementation of Primary Legislation from this field.
- Searching for new opportunities for ensuring the donations in case there is a lack of funds,
- Arranging and cooperating the work with other departments of MLSW, especially with DPAK,
- Coordinating the activities with local power concerning the precaution and increase of welfare for war invalids of KLA, heroes' families and other people who contributed during the KLA war.

Article 25 Public Procurement Department

25.1 Public Procurement Department is organized and structured in the Division for Furnishing and Services and Division for Managing the Procurement Works, where are included Special Projects' Section and Property Control Section and Stocktaking.

25.2 Public Procurement Department is responsible for:

- Carrying out procurement activities in MLSW,
- Development of Activities that have to do with furnishing, working services, work with concession, projects contests etc.,
- Using public funds and other sources in a transparent, appropriate and efficient way,
- Using rational financial funds according to the requirements and procedures of procurement,
- Preparing the tendering documents and publishing them according to the rules of Procurement Law,
- Investigation, verification and evaluation of more valuable bids for MLSW in accordance with Procurement Law provisions,
- And for all other procurement activities, that should be in full accordance with Procurement Law provisions,

Article 26 Modifications and Supplements

26.1 Modifications and supplements to this Administrative Instruction can initiate Minister of MLSW through Permanent Secretary of MLSW.

Article 27 Implementation

27.1 For implementation of this Administrative Instruction will take care the Permanent Secretary of MLSW, who with the authorization of the Minister for right and efficient implementation can issue decisions or Administrative Ordinances.

Article 28
Other acts

28.1 In accordance with provisions of this Administrative Ordinance, organizational structure of MLSW or institutions of this Ministry can issue acts and other sub legal acts for work organizing, systemizing and management.

Article 29
MLSW Organ gram

29.1 As component of this Administrative Instruction is MLSW Organgram that is approved from Minister of MLSW.

Article 30
Entry into force

30.1 This Administrative Instruction enters into force on the day of endorsement from MLSW.

Prishtinë, June 2005

Minister of MLSW
Ibrahim Selmanaj
