



**Republika e Kosovës**  
**Republika Kosova - Republic of Kosovo**

*Qeveria - Vlada - Government*

*Ministria e Financave, Punës dhe Transfereve - Ministarstvo Finansija, Rada i Trasfera*  
*Ministry of Finance, Labour and Transfers*

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**MANUAL FOR LICENSING OF NON-GOVERNMENTAL ORGANIZATIONS AND  
OTHER PRIVATE LEGAL ENTITIES THAT PROVIDE SOCIAL AND FAMILY  
SERVICES**

Pristina, January 2021

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## 1. INTRODUCTION

The Law on Social and Family Services is the main legal basis for the provision of Social and Family Services in the Republic of Kosovo. This Law also defines the duties and responsibilities of institutions in the field of social and family services, including the Ministry of Labor and Social Welfare, the Department of Social and Family Policy, the Licensing Commission and the Complaints Commission. In addition, licensing procedures for providers at the institutional level are defined by secondary legislation deriving from the Law on Social and Family Services.

Although detailed criteria and procedures are set out in secondary legislation issued by the Ministry of Labor and Social Welfare, secondary legislation has clearly defined that additional details, including additional explanations of the procedures, criteria, role and tasks of the Ministry mechanisms, will to be provided through the Manual for licensing of social and family service providers. The manual will at the same time provide facilities in the implementation of legislation on social and family services, by providing template forms which will facilitate the work of institutional mechanisms in the licensing process, but will also assist social service providers themselves in the process of their application and licensing for the provision of social and family services.

The manual is a dynamic document, and can be completed at any time by the Ministry, to reflect the need for additional clarifications as needed. The manual is organized as follows:

- Licensing of non-governmental organizations and other private legal entities that provide social and family services;
- Annexes - models of forms and other documents.

## 2. LICENSING OF NON-GOVERNMENTAL ORGANIZATIONS AND OTHER PRIVATE LEGAL ENTITIES PROVIDING SOCIAL AND FAMILY SERVICES

### 2.1 Introduction

Licensing of social and family service providers at the institutional level is defined by *Law no. 02 / L-17 on Social and Family Services*. Among other things, Article 2, paragraph 2.3, states that: "Municipalities or other governmental and non-governmental organizations, including private enterprises, may provide social and family services." While the same Law enables the Ministry of Labor and Social Welfare to determine where, how and who performs these services. Consequently, based on the provisions of the Law, the Ministry is responsible to determine and specify the necessary criteria for the provision of social and family services, through bylaws, manuals and procedures necessary for this purpose.

*Administrative Instruction (MLSW) No. 02/2020* on the licensing of non-governmental organizations and private legal entities that provide social and family services, has further defined in detail the entire licensing procedure of social and family service providers for these entities. This Guideline sets out the entire licensing process, including the application procedure, the criteria to be met by social and family service providers, and the documentation that must be submitted to demonstrate compliance with these criteria. Also, there is regulated the procedure for reviewing the request by the licensing commission, complaint procedures and the duties of the institutions and mechanisms of the Ministry in the licensing process of social and family service providers.

### 2.2 Why is the licensing of non-governmental organizations and other private legal entities that provide social and family services done?

Licensing of non-governmental organizations and other private legal entities that provide social and family services, is a process that aims to ensure the fulfillment of legal and technical criteria for the provision of social and family services. The Ministry is responsible for setting and specifying professional resource standards for the provision of social and family services, which must be met by social and family service providers, including the establishment of mechanisms to ensure their achievement. This includes specifying the type and number of professional staff to be employed by social and family service providers. The Ministry through secondary legislation, but also the guidelines and procedures set by the Ministry, aims to ensure that each provider of social and family services meets the minimum criteria set by the standards approved by the Ministry for each type of social services. The whole process aims to ensure that entities providing social and family services provide a defined standard in the provision of social and family services. Therefore, in order to create a regulated environment to exercise the activity of providing social and family services by NGOs and other private legal entities, the Ministry of Labor and Social Welfare, has prepared *Administrative Instruction (MLSW) no. 02/2020 on Licensing of Non-Governmental Organizations and Other Private Legal Entities*

**Providing Social and Family Services.** Through which, within the criteria set by the Law on Social and Family Services, are specified the criteria and procedures for licensing these social and family service providers. However, in this part of the Manual, additional explanations are provided for the necessary process, procedures and documentation.

### 2.3. Legal entities that can provide social services

The Law on Social and Family Services enables legal entities that operate in the field of social and family services to be licensed to provide social and family services. In line with the requirements of the Law on Social and Family Services, the Administrative Instruction on Licensing of Non-Governmental Organizations and Other Private Legal Entities Providing Social and Family Services, provides that all legal entities established under the Law on Business Organizations and those established by law for Freedom of Association in Non-Governmental Organizations, can provide social and family services. Consequently, all these entities can apply for licensing in the provision of social and family services. These legal entities, regardless of the form of their organization, and due to the fact that they are considered legal entities, can be licensed to provide social and family services and include:

- a) Associations;
- b) Foundations;
- c) The Institute;
- d) Limited Liability Companies;
- e) Joint Stock Companies;
- f) Any other form of private legal person, which according to the laws in force is considered a legal person;

Legal entities with social enterprise status, including those holding public benefit status, can also apply for a license.

Without obtaining a license from the Ministry, no entity can provide social and family services.

In each case, legal entities must meet the licensing criteria set by law and bylaws in force.

A legal entity with a local level license may exercise the activity for social and family services, for which it is licensed in at most two (2) municipalities that have border administrative interconnections, where the legal entity has its headquarters and address for which it is licensed. If the legal person plans to exercise the activity for social and family services for

### 2.4. What criteria must be met by legal entities for licensing

Pursuant to Article 5 of the Administrative Instruction on Licensing of Non-Governmental Organizations and Other Private Legal Entities Providing Social and Family Services, the legal entity must meet the legal and technical criteria.

Within the legal criteria that must be met by the legal person, are:

- ❖ Be registered as a legal entity;
- ❖ In the statute of the legal entity, to provide activities in the field of social and family services;
- ❖ Possess the necessary minimum of individual service providers, according to the type of services;
- ❖ Not to be in bankruptcy or extinction proceedings;
- ❖ Not be under investigation;
- ❖ Have a business plan approved, covering the next three (3) year period;
- ❖ Have cooperation agreements on the implementation of projects in the field of social and family services;
- ❖ Have positive business in the last fiscal year;
- ❖ Have no tax liabilities to TAK or have debt settlement agreements;
- ❖ Have experience and cooperation with partners in the field of social and family services.

Given the importance of each of these criteria, the following are each elaborated separately:

a) To be registered as a legal entity

According to the laws in force in the Republic of Kosovo, there are several forms of organization of private legal entities. As a company there are two forms of legal entities: Limited liability company; joint stock company. Whereas, according to the provisions of the Law on Freedom of Association in non-governmental organizations, all forms of organization of NGOs are considered legal entities: Association; Foundation; Institutes. Therefore, before applying for a license in the provision of social services in the Ministry of Labor and Social Welfare, the legal entity must register in any of the forms of legal entity. From a formal point of view, the time of registration is not important for the licensing process, but it is important that the entity is registered as a legal entity at the time of applying for a license. Therefore, newly created legal entities, but also those previously established, can apply for a license in the provision of social and family services. *Proof of registration is the certificate of registration from KBRA or DOJQ, therefore, the Commission will assess the fulfillment of this formal criterion, based on the submitted documents and on the basis of verification of the same, accessing public registers for entities registered in KBRA or DOJQ.*

b) The statute of the legal entity to provide for activities in the field of social and family services

The statute of the legal entity is the main governing document of the legal entity. The statute clearly defines the activity of the legal entity. Therefore, although in principle any private legal entity can be licensed to provide social and family services, the right to license will be acquired only by those legal entities that in their statute have as their field of activity any, or some of the areas of provision of social services. The legal provisions and those of the administrative instruction do not prevent the person from engaging in activities other than those of providing social and family services, however, in the field of activity and activities of the legal person, social and family services must occupy considerable space.

Therefore, the Licensing Commission will evaluate the provisions of the statute, to assess whether the applicant with his statute has provided for the exercise of activity in the field of social and family services. Consequently, legal entities that intend to be licensed in the provision of social and family services, but which in their statute do not provide as a field of activity and activities the provision of social and family services should be subject to change in the fields of activity in case they intend to apply for a license in any or some of the areas of provision of social and family services. The Licensing Commission will analyze the provisions of the statute in force of the legal entity, to determine whether this criterion is met or not.

c) The legal entity must have at its disposal the necessary minimum of individual service providers, according to the type of services

The provision of social and family services by a legal entity is impossible if the entity does not possess adequate human capacity to provide such a service. Therefore, depending on the type of social services, the license applicant should provide evidence of staff with appropriate training for each type of services applying for a license. At this stage of the licensing application, a valid employment contract (agreement) is required with the proposed staff in the provision of social and family services, in addition, the applicant must provide a written commitment in the form of a statement by qualified and licensed individuals as individual provider at the time of application for a license of the legal entity, that they will work / provide professional services for the legal entity that has applied for a license. The number of individual providers is defined in the list published by the Ministry, which is an integral part of this Manual and can be updated, including the introduction of new services and the required number of individual providers for each social and family service. An individual provider who has a full-time employment contract with a non-governmental and private legal entity may provide services and engage in other legal entities with a contract for specific services, but his license may not be used for licensing more than to a legal entity that applies for a license or is licensed, while the individual provider who is employed in the public sector, can provide services and engage in other legal entities with a contract for special services, but his license can not be used for licensing more than a non-governmental and private legal entity that applies for a license or is licensed.

For each licensed individual provider provider, the legal entity applying for a license will provide a copy of the provider license certificate, a valid employment contract, and the individual provider commitment in the form of a statement that he / she will provide services. / work for the legal entity that provides social and family services. The commitment will be prepared according to the form attached to the annex to this manual.

#### d) The legal entity must not be in bankruptcy or liquidation proceedings

A legal entity that is in the process of liquidation or bankruptcy can not be licensed as a provider of social and family services. In case of application by a legal entity that is in bankruptcy proceedings, the licensing commission will reject the license application. The provision of social and family services is a sensitive area and in the public interest, therefore, the Ministry has a duty to ensure that beneficiaries of social services are not harmed as a result of any situation related to the bankruptcy or termination of the legal entity providing social services. and family. Consequently, in the case of licensing, the licensing commission will ensure that the legal entity is not in bankruptcy or liquidation proceedings. To prove that the bankruptcy is not in bankruptcy proceedings, the legal entity will provide as part of the application file for licensing a certificate from the competent court that the legal entity is not in bankruptcy proceedings. In order to prove that it is not in the process of voluntary termination, it is not required to submit any document, but it is necessary to fill in the data in the license application form, which will be considered as a statement of the responsible person that the legal person is not in the process of voluntary extinction.

#### e) The legal person is not under investigation;

The Ministry will not license legal entities that are under investigation due to a procedure of committing a criminal offense of a legal entity, in accordance with the legal provisions on criminal liability of legal entities. To prove the fulfillment of this requirement, the legal entity will submit as part of the licensing file the certificate from the competent court on behalf of the legal entity, which confirms that the legal entity is not under investigation.

#### f) The legal entity has approved a business plan covering the next three (3) year period;

In order to facilitate the licensing process of legal entities in the provision of social and family services, in the annex of this Manual is presented a model of business plan which must be submitted by entities that apply for licensing. This business plan, among other things, must contain the following information that belongs to the legal entity and social and family services that the legal entity intends to provide during the three-year period of implementation of this business plan:

- ❖ Mission of the legal entity;
- ❖ Social and family objectives,
- ❖ Information on the structure of the organization,
- ❖ People / employment plan,
- ❖ Analysis of the social services market for which it has applied for licensing,
- ❖ Services and activities as well as their expansion plan in the future,
- ❖ Impact assessment and assessment,

- ❖ Risks,
- ❖ Finances,
- ❖ Other information that the legal entity deems necessary to submit.

The business plan is a dynamic plan, and can be supplemented and amended on an annual basis to address eventual changes.

g) The legal entity has cooperation agreements on the implementation of projects in the field of social and family services

For legal entities applying for the first time for licensing, it is not necessary to provide cooperation agreements for the implementation of projects in the field of social and family services. However, this does not exclude the right of the legal entity to submit commitments from other institutions or entities that in the future after licensing, the entity will implement projects and provide services in partnership with the entity that has applied for licensing. In the case of an application for relicensing by a legal entity, as provided by the provisions of the Administrative Instruction on Licensing of Non-Governmental Organizations and Private Legal Entities Providing Social and Family Services, the legal entity must submit such agreements with the legal entities. others. Upon application, a copy of such cooperation agreement on the implementation of projects in the field of social and family services will have to be submitted. This may include existing agreements in force, or agreements that have been signed to be implemented in the future, including agreements with municipal or central level institutions.

h) The legal entity has a positive business in the last fiscal year;

Legal entities applying for relicensing are required to submit a copy of their last fiscal year financial statements as part of their licensing file. The licensing commission, when extending the license, must take into account the financial situation of the legal entity in the last fiscal year. The fact that the legal entity operated with debts at the end of the fiscal year should not be construed as non-compliance with this requirement. *The commission must also analyze the business plan submitted by the legal entity, to conclude whether the legal entity will be able to improve the financial situation, in accordance with the plans set out in the business plan.*

j) There are no tax liabilities to TAK or there is a debt settlement agreement

In case the entity applies for relicensing, this criterion must be met by submitting a certificate issued by the Tax Administration of Kosovo that the legal entity has no tax obligations to TAK, or if it has obligations, to submit an agreement with TAK- in connection with the performance of tax obligations. In cases where newly established legal entities apply for a license, it is not necessary to submit such a certificate.

#### i) Has experience and cooperation with partners in the field of social and family services

The applicant for a license, when submitting the application must submit all cooperation agreements with public authorities or other entities, proving that he has experience in one or more areas of social services, for which he has applied for a license. .

### 2.5. Technical Criteria to be met by social and family service providers

Based on the requirements of the Law on Social and Family Services and secondary legislation, the provider of social and family services as a legal entity must meet the following technical requirements:

#### a. The legal entity must have an office for exercising the activity

The legal entity must have an office in which it exercises its activity as a legal entity. This means the facility in which the legal entity keeps the documentation and meetings with clients and public authorities can take place. Upon application, the legal entity will submit as part of the application file a certificate of ownership for cases where the office is in the name of the legal entity. In other cases, proof must be submitted in the form of a notarized office lease agreement for the exercise of the activity (the same is submitted as a notarized copy).

#### b. The legal entity must possess sufficient facilities, suitable for the provision of services and the development of professional and recreational activities for clients

The legal entity must possess sufficient facilities, suitable for the provision of social and family services and the development of professional and recreational activities for clients. This means the facility in which the legal entity provides social and family services and conducts activities with clients. Upon application, the legal entity will submit a certificate of ownership, *as part of the application file, in cases where the office is in the name of the legal entity. In case the legal entity does not own objects, proof must be submitted in the form of a notarized lease agreement for the object in which the activity will be performed (the same is submitted as a notarized copy).*

Depending on the type of services, according to the list of the type of services and the number of clients that will be provided services, the legal entity must provide sufficient usable space to provide certain services, in proportion to the number of clients and services that will be provided by the legal entity providing social services. The standards set and published by the Ministry, define the requirements regarding the spaces for providing specific services. In relation to this criterion, other requirements of the legislation in force in the Republic of Kosovo, and international standards regarding location, physical access for persons with special needs must be met. The premises must meet the sanitary, safety, and adequate equipment requirements according to the type of service applied for licensing. *The licensing commission will assess whether for the provision of such service, the facilities available to the*

*legal entity are sufficient, adequate and appropriate for the provision of such services to customers, according to the standards for the provision of such services and the development of professional and recreational activities for clients.*

c) The legal entity must possess adequate equipment for handling and providing services to customers

This criterion must be met in the event that for the provision of specific services for which the legal entity has applied, the fulfillment of additional criteria for the exercise of such activity is required. For example, in case health services are provided, adequate equipment must be provided to provide such services to clients. Upon application, the legal entity must submit a list of all available equipment that is necessary for the provision of such social and family service / services. In case services are provided to people with special needs, evidence must also be provided of adequate equipment to provide services to customers.

The licensing commission will assess whether the equipment available to the legal entity for the provision of such a service is sufficient and adequate according to the standards for the provision of such a service.

*Depending on the type of service and the number of customers, the applicant must provide evidence that there is a minimum of transport vehicles suitable for carrying out activities and services for customers. For example, if it provides transportation for people with special needs. The Commission will assess whether this criterion is met depending on the type of services and the number of clients that the legal entity will provide services to.*

## 2.5 Realization of the application for licensing of legal entities

Administrative Instruction (MLSW) No. 02/2020 on Licensing of Non-Governmental Organizations and Private Legal Entities Providing Social and Family Services, in article 14 has foreseen the application procedure, while in article 15 is foreseen the manner of submitting the application request.

- The application is made by submitting the license application and the relevant documentation set out in the Administrative Instruction.
- The request for licensing is addressed to the Licensing Commission, which operates within the Ministry.

Administrative Instruction (MLSW) No. 02/2020 has provided the possibility of application physically and electronically. Article 15, paragraph 6 of Administrative Instruction no. 02/2020, has foreseen the application in physical form, submitting the completed application and the physically requested documentation to the Department of Social and Family Policies, of the Ministry of Labor and Social Welfare. Whereas, according to paragraph 7 of the same article, the possibility of application is provided electronically, by submitting the request through the electronic platform and attaching the required documents. Currently it is only possible to apply in physical form, until the Ministry can create an electronic platform through which the application and attached documents can be submitted electronically. As soon as such

an application is possible, the Ministry will publish on its website information on how to apply using such an electronic platform.

## 2.6 Documents to be submitted as part of the application for licensing of legal entities

Upon application, the completed application form must be submitted, which is an integral part of this Manual. The applicant must specify the type of social and family service / services for which he / she is applying for a license. The request must be complete with all the required information in each part of it. Attached to the application form is a checklist of documentation to be submitted, depending on the type of services, which the applicant checks before submitting the application.

According to the Administrative Instruction (MLSW) no. 02/2020 on Licensing of Non-Governmental Organizations and Private Legal Entities Providing Social and Family Services, the submission of the following documents is required:

- ❖ Written request, completed in physical or electronic form and signed by the authorized representative (its form attached to this Manual);
- ❖ Certificate of registration of the legal entity in the relevant Ministry (notarized copy);
- ❖ Copy of the statute of the legal entity, including changes if applicable. The statute must be in line with the activities in the field of social and family services, for which the license is applied;
- ❖ Copies of licenses of individual providers licensed by KPSHSF, the minimum of individual providers differs depending on the type of service applied for licensing (see the list in the annex of this Manual);
- ❖ Certificate from the competent body that the legal entity is not in bankruptcy - original or notarized copy;
- ❖ Certificate from the competent court that the legal person is not in the procedure under investigation. The certificate must be no older than 30 days before the date of application - original or notarized copy;
- ❖ Copy of the three-year business plan (Model attached to this Manual);
- ❖ Declarations signed by each individual provider, that they agree to provide services to the legal entity in case it is licensed (original) and their employment contracts - copy, (declaration form attached to the annex of this Manual);
- ❖ Cooperation agreement on the implementation of projects in the field of social and family services - copy; (mandatory when applying for relicensing);
- ❖ Financial statements of the last fiscal year, copy;
- ❖ Certificate or agreement from TAK regarding the fulfillment of tax obligations - copy; (It is not applicable to newly established legal entities and applying for a license for the first time, while it is mandatory when applying for relicensing);
- ❖ Letter of recommendation from the partners that has a cooperation agreement, or has had a cooperation agreement - copy;
- ❖ Certificate of ownership or notarized lease agreement for office for exercising the activity (notarized copy);

- ❖ Ownership certificate, lease contract, and / or other document proving the possession of sufficient space (including m2), and suitable for the provision of services and the development of professional and recreational activities for clients according to the type of services (copy notarized); (mandatory for that type of social and family services where it is required to have facilities for the provision of relevant social and family services);
- ❖ List of adequate equipment owned or possessed for the treatment and provision of services to clients, submitted in the form of a statement signed by the head of the legal entity; (mandatory for those social services for which the possession of equipment for the provision of such services is required, or the realization of professional or recreational activities with clients);
- ❖ Copy of vehicle / vehicle booklet, or lease contract (if required for a type of service applied for licensing);
- ❖ Copy of the payment slip certifying the payment of the administrative fee of the application
- ❖ The applicant may submit additional documents, if he considers that they are relevant to the licensing process.

## 2.7. Role, duties and responsibilities of the Licensing Commission

Administrative Instruction (MLSW) No. 02/2020, in Article 7 has provided in detail the composition, manner of establishment, role and duties of the Licensing Commission. Consequently, the Commission is established as a Commission with a three-year mandate with the possibility of extension. The Licensing Commission conducts an administrative procedure which is conducted at the request of the parties. Each application for a license is reviewed in an administrative procedure by the Commission, and a decision is made within 30 days. The Licensing Commission is the only body responsible for reviewing applications.

For the establishment of the licensing commission, the relevant Department proposes three DPSF officials and at the same time requests from NGOs and CSWs, the delegation of their representatives based on the conditions and criteria set out in Article 7 of Administrative Instruction no. 02/2020. The Commission must have such a composition that reflects the professionalism and composition required by Article 7 of AI no. 02/2020.

By decision of the Secretary General, an AD-HOC commission is established, which will evaluate the documentation for the members proposed by the respective institutions and entities. The AD HOC Commission evaluates and proposes to the Secretary General the list of candidates, while the Secretary General issues a decision on the establishment of the commission.

The Ministry notifies the relevant institutions and members of the composition of the commission, through electronic means of communication.

The Ministry notifies the relevant institutions and members of the composition of the Commission, through electronic means of communication.

## 2.8. The role, duties and responsibilities of the Appeals Commission

The Appeals Commission established by the decision of the Secretary General, has the duty to review any appeal of legal entities against the decision of the Licensing Commission.

Complaints are filed and handled according to the requirements of the Law on General Administrative Procedure. Complaints are filed within 30 days from the day the party received the decision of the Licensing Commission. The appeal must clearly indicate the appellate claims against the decision of the Licensing Commission.

The same rules concerning the prevention of conflict of interest, which apply to the Licensing Commission, also apply to the Complaints Commission.

## 2.9. License and license extension

The content of the license, the validity terms and other issues around the license are defined in detail by the AI.

Regarding the extension of the license, the Licensing Commission follows the same procedure when applying for the license renewal, consequently, the same decision-making procedure is applied.

- The request for extension must be submitted no later than sixty (60) days before the expiration of the validity of the existing license.
- Along with the request for license extension, evidence and reports are submitted for the services provided by the legal entity during the period of validity of the license, such as: letter of recommendation (s), cooperation agreements and reports on activities carried out and services provided.
- The Licensing Commission verifies, including the field visit if necessary to ascertain the fulfillment of technical criteria.
- The Commission should also consider the monitoring or inspection report, if during the period of license possession there was monitoring or inspection.

The Commission may decide to extend an existing license, refuse to renew a license, or grant a restricted license based on a monitoring or inspection report.

## 2.10 License revocation

Revocation of the license may occur due to violation of applicable law, minimum standards and the code of ethics for social and family services, as evidenced by the monitoring or inspection report. The license is withdrawn by decision of the Licensing Commission.

Revocation of the license means that the legal entity does not meet the legal or technical criteria for exercising activity in the field of social and family services, and can not exercise activity in the field of social and family services without a new license.

In case of revocation of the license, the application for a license can be made only after the expiration of 6 months from the decision to withdraw the license, only if the irregularities, legal and professional violations have been eliminated, which must be ascertained with the report made monitoring or inspection, or by decision of the relevant authority, depending on where the procedure was initiated.



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**LIST OF SOCIAL AND FAMILY SERVICES FOR LICENSING OF  
PROVIDERS FROM THE NON-GOVERMENTAL AND PRIVAT  
SECTOR, INCLUDING THE MINIMUM OF INDIVIDUAL  
PROVIDERS AND THE MINIMUM SPACE FOR EXERCISING THE  
ACTIVITY**

No.	Name and type of social and family services for licensing	Minimum of individual providers of social and family services	Minimum space for exercising the activity of the legal entity
1.	Housing and child protection services without parental care.	<b>National level:</b> Professional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 3 <input type="checkbox"/>	48 m <sup>2</sup>
		<b>Local level:</b> Professional - 1 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High- 1 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	32 m <sup>2</sup>
2.	Housing and protection services for abused, abused, neglected children and child victims of trafficking, at low risk.	<b>National level:</b> Profesional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 3 <input type="checkbox"/>	48 m <sup>2</sup>

		<p><b>Local level:</b></p> <p>Professional - 1 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	32 m <sup>2</sup>
3.	Accommodation and childcare services in heavy and hazardous work	<p><b>National level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 3 <input type="checkbox"/></p>	48 m <sup>2</sup>
		<p><b>Local level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 1 <input type="checkbox"/></p>	32 m <sup>2</sup>
4.	Day care services for children in heavy and dangerous work.	<p><b>National level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	40 m <sup>2</sup>

		<p><b>Local level:</b></p> <p>Professional - 1 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	32 m <sup>2</sup>
5.	Accommodation and care services for people with disabilities: a) Children, b) Adults.	<p><b>National level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 2 <input type="checkbox"/> or High - 2 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	48 m <sup>2</sup>
		<p><b>Local level:</b></p> <p>Professional - 1 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	32 m <sup>2</sup>
6.	Social and day care services for people with disabilities: a) Children, b) Adults.	<p><b>National level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	40 m <sup>2</sup>

		<p><b>Local level:</b></p> <p>Professional - 1 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	32 m <sup>2</sup>
7.	Housing and services with semi-independence program, or independent alternative care living.	<p><b>National level:</b></p> <p>Professional - 3 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 1 <input type="checkbox"/></p>	40 m <sup>2</sup>
		<p><b>Local level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 1 <input type="checkbox"/></p>	32 m <sup>2</sup>
8.	Family housing preparation and training services. Preparation and training services for potential families for adoption.	<p><b>National level:</b></p> <p>Professional - 3 <input type="checkbox"/></p> <p>Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/></p> <p>Basic - 0 <input type="checkbox"/></p>	24 m <sup>2</sup>

9.	Preparation and training services for potential families for adoption.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/> Basic - 0 <input type="checkbox"/>	24 m <sup>2</sup>
10.	Temporary emergency shelter for child protection.	<b>National level:</b> Professional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	40 m <sup>2</sup>
		<b>Local level:</b> Professional - 1 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	32 m <sup>2</sup>
11.	Housing and protection services for children and adults, victims of domestic violence.	<b>National level:</b> Professional - 4 <input type="checkbox"/> Medium - 2 <input type="checkbox"/> or High - 2 <input type="checkbox"/> Basic - 4 <input type="checkbox"/>	80 m <sup>2</sup>

		<p><b>Local level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	40 m <sup>2</sup>
12.	<p>Housing and protection services for victims of trafficking.</p> <p>a. Children, b. Adults.</p>	<p><b>National level:</b></p> <p>Professional - 3 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 3 <input type="checkbox"/></p>	56 m <sup>2</sup>
		<p><b>Local level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	40 m <sup>2</sup>
13.	Housing and services for persons and families for emergencies in a state of social need.	<p><b>National level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	48 m <sup>2</sup>

		<p><b>Local level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	40 m <sup>2</sup>
14.	Therapeutic counseling services for people with trauma, depression, thought and suicide attempts.	<p><b>National level:</b></p> <p>Professional - 3 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 0 <input type="checkbox"/></p>	32 m <sup>2</sup>
		<p><b>Local level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 0 <input type="checkbox"/></p>	32 m <sup>2</sup>

15.	Rehabilitation and reintegration services for children:  a) With antisocial behavior, b) In conflict with the law without criminal liability, c) In conflict with the law on criminal liability.	<b>National level:</b> Professional - 3 <input type="checkbox"/>  Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/>  Basic- 2 <input type="checkbox"/>	40 m <sup>2</sup>
		<b>Local level:</b> Professional - 2 <input type="checkbox"/>  Medium – 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/>  Basic - 2 <input type="checkbox"/>	32 m <sup>2</sup>
16.	Rehabilitation and reintegration services for people addicted to psychoactive substances, for:  a) Children, b) Adults.	<b>National level:</b> Professional - 3 <input type="checkbox"/>  Medium - 2 <input type="checkbox"/> or High - 2 <input type="checkbox"/>  Basic - 1 <input type="checkbox"/>	48 m <sup>2</sup>
		<b>Local level:</b> Professional - 2 <input type="checkbox"/>  Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/>  Basic - 1 <input type="checkbox"/>	32 m <sup>2</sup>

17.	Protection, reintegration services for unaccompanied repatriated children.	<p><b>National level:</b>  Professional - 3 <input type="checkbox"/>  Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/>  Basic - 1 <input type="checkbox"/></p>	40 m <sup>2</sup>
		<p><b>Local level:</b>  Professional - 2 <input type="checkbox"/>  Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/>  Basic - 1 <input type="checkbox"/></p>	32 m <sup>2</sup>
18.	Services and rehabilitation of children with: a) Internet addiction, b) Antisocial behavior, c) School dropout.	<p><b>National level:</b>  Professional - 3 <input type="checkbox"/>  Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/>  Basic - 2 <input type="checkbox"/></p>	40 m <sup>2</sup>
		<p><b>Local level:</b>  Professional - 3 <input type="checkbox"/>  Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/>  Basic - 1 <input type="checkbox"/></p>	32 m <sup>2</sup>

19	Housing and social services for the protection of victims of sex crimes: a) Children, b) Adults.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 1 <input type="checkbox"/>	40 m <sup>2</sup>
		<b>Local level:</b> Professional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 1 <input type="checkbox"/>	32 m <sup>2</sup>
20	Psycho-social services and support for the independence of the blind: a) Children, b) Adults.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 1 <input type="checkbox"/>	40 m <sup>2</sup>
		<b>Local level:</b> Professional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 1 <input type="checkbox"/>	32 m <sup>2</sup>

21	Housing and services for girls, pregnant women and single parents with children up to the age of three (3).	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	48 m <sup>2</sup>
		<b>Nivel lokal:</b> Professional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 1 <input type="checkbox"/>	32 m <sup>2</sup>
22	Housing and residential care services in the community, for people in need: a) Adults, b) The elderly.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 2 <input type="checkbox"/> or High - 2 <input type="checkbox"/> Basic - 3 <input type="checkbox"/>	64 m <sup>2</sup>
		<b>Local level:</b> Professional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	40 m <sup>2</sup>

23	Day care services and activities for the elderly.	<b>National level:</b> Professional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	40 m <sup>2</sup>
		<b>Local level:</b> Professional - 1 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	32 m <sup>2</sup>
24	Rehabilitation and vocational education or training services for people with disabilities.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic -2 <input type="checkbox"/>	48 m <sup>2</sup>
		<b>Local level:</b> Professional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic -1 <input type="checkbox"/>	32 m <sup>2</sup>

25	Day care services, counseling and occupational therapeutic treatment, for specific categories of children with: a) Autism, b) Down Syndrome, c) Other _____.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 2 <input type="checkbox"/> or High - 2 <input type="checkbox"/> Basic - 3 <input type="checkbox"/>	64 m <sup>2</sup>
		<b>Nivel lokal:</b> Professional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	40 m <sup>2</sup>
26	Psycho-social services for the development of cognitive, functional and communication skills.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	40 m <sup>2</sup>
		<b>Local level:</b> Professional - 2 <input type="checkbox"/> Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	32 m <sup>2</sup>

27	Parenting counseling and training.	<b>Nivel nacional:</b> Professional - 3 <input type="checkbox"/> Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	40 m <sup>2</sup>
		<b>Local level:</b> Professional - 3 <input type="checkbox"/> Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/> Basic - 1 <input type="checkbox"/>	32 m <sup>2</sup>
28	Counseling and support in strengthening the family, in overcoming family and socio-economic difficulties.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 1 <input type="checkbox"/>	40 m <sup>2</sup>
		<b>Local level:</b> Professional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 1 <input type="checkbox"/>	32 m <sup>2</sup>

29	Day or half day care services, in rehabilitation and social integration for children with behavioral and learning difficulties.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	40 m <sup>2</sup>
		<b>Local level:</b> Professional - 2 <input type="checkbox"/> Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/> Basic - 2 <input type="checkbox"/>	32 m <sup>2</sup>
30	Day or half day care services for people with disabilities, to ensure and improve the quality of life: a) Children, b) Adults.	<b>Local level:</b> Professional - 2 <input type="checkbox"/> Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/> Basic - 1 <input type="checkbox"/>	32 m <sup>2</sup>
31	Psycho-social services and legal advice for persons and families with social problems.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/> Basic - 0 <input type="checkbox"/>	24 m <sup>2</sup>

		<p><b>Local level</b></p> <p>Professional - 3 <input type="checkbox"/></p> <p>Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/></p> <p>Basic - 0 <input type="checkbox"/></p>	24 m <sup>2</sup>
32.	<p>Providing direct social care services at home, and material assistance to people who can not take care of themselves:</p> <p>a) Elderly, b) With disabilities.</p>	<p><b>National level:</b></p> <p>Professional - 2 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	40 m <sup>2</sup>
		<p><b>Local level:</b></p> <p>Professional - 1 <input type="checkbox"/></p> <p>Medium - 1 <input type="checkbox"/> or High - 1 <input type="checkbox"/></p> <p>Basic - 2 <input type="checkbox"/></p>	32 m <sup>2</sup>
33.	<p>Research and preparation of analyzes for social phenomena and phenomena.</p>	<p><b>National level:</b></p> <p>Professional - 3 <input type="checkbox"/></p> <p>Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/></p> <p>Basic - 0 <input type="checkbox"/></p>	24 m <sup>2</sup>

34.	Evaluation and monitoring of social and family services.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/> Basic - 0 <input type="checkbox"/>	24 m <sup>2</sup>
35.	Counseling, training and mentoring of social and family services.	<b>National level:</b> Professional - 3 <input type="checkbox"/> Medium - 0 <input type="checkbox"/> or High - 0 <input type="checkbox"/> Basic - 0 <input type="checkbox"/>	24 m <sup>2</sup>

## **EXPLANATION:**

Terms used in the section minimum of individual social and family service providers licensed by KPSHSF, have this meaning:

- **Professional** - Provider of social and family services of professional level, with school preparation in accordance with the Law on Social and Family Services and means the engagement and involvement of multidisciplinary staff, depending on the type of service.
- **Senior** - Nurse with bachelor's degree education;
- **Secondary** - Nurse with upper secondary education;
- **Basic** - Guardian with primary school education, lower secondary level, upper secondary, vocational training up to the fourth level of the national qualifications framework

## 1. ANNEX - MODELS OF FORMS AND OTHER DOCUMENTS

Annex 2: License Application Form for Provision of Social and Family Services to NGOs and Other Legal Entities



### Republika e Kosovës Republika Kosova - Republic of Kosovo

*Qeveria - Vlada - Government*

*Ministria e Financave, Punës dhe Transfereve - Ministarstvo Finansija, Rada i Trasfera  
Ministry of Finance, Labour and Transfers*

#### **APPLICATION FOR LICENSE OF SOCIAL AND FAMILY SERVICES**

**(applicable to all types of legal entities)**

#### **1. DATA OF THE LEGAL ENTITY / ORGANIZATION**

1.	Name of Legal Entity / Organization						
2.	No. of Registration / UNIQUE ID ID						
3.	Status of Legal Entity (put -X- in any of the following sections :)	Association	FOUNDATION	<i>Institute</i>	<i>SH.P.K.</i>	<i>SH.A.</i>	Other
4.	Registration date						
5.	No. Fiscal (when applicable eg to NGOs)						
6.	Public benefit status (Yes / No)	YE <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, Date of acquisition: _____			
7.	Social enterprise status (Yes No)	YE <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, Date of acquisition: _____			
8.	No. VAT Declarant (if applicable)						
9.	Address of the Legal Entity / organization						
10.	Municipality where it operates						

11.	ZIP code	
12.	No. Phone.	
13.	Email address (e-mail)	
14.	Legal Entity / Partnership Organization:	YES <input type="checkbox"/> NO <input type="checkbox"/> If the answer is Yes, please give a details for the leagl statute of partnership including the service offer: _____
15	Is the legal person in the investigation procedure	YES <input type="checkbox"/> NO <input type="checkbox"/>
16.	Is the legal entity in bankruptcy proceedings?	YES <input type="checkbox"/> NO <input type="checkbox"/>
17.	Is the legal entity in voluntary termination procedure?	YES <input type="checkbox"/> NO <input type="checkbox"/>

## **2. OFFICIAL REPRESENTATIVE OF THE LEGAL ENTITY / ORGANIZATION**

1.	Name (Parent Name) Surname	
2.	Position / Responsibility in the Organization	
3.	Birthday	
4.	Birth place	
5.	Personal number	
6.	Gender	Male <input type="checkbox"/> Female <input type="checkbox"/>
7.	Residence address	
8.	Municipality	
9.	Kodi postar	
10.	No. tel. Oficial	
11.	No. Mobile phone	
12.	Email address (e-mail)	
13.	Has a disciplinary action ever been taken against the official representative?	NO <input type="checkbox"/> Yes <input type="checkbox"/> If yes PO, please describe the details: _____
14.	Attach the court certificate that you are not under investigation and convicted	NO <input type="checkbox"/> YES <input type="checkbox"/>

### 3. WORK EXPERIENCES - PROFESSIONAL HISTORY OF THE LEGAL ENTITY / ORGANIZATION

No .	NAME OF EMPLOYER / DONOR	PLACE / Location	Name of the Project and type of social and family service / services	FROM: mm/vvv v	DURING ON: mm/vvvv

### 4. SOCIAL SERVICES REQUIRED FOR LICENSING

1.	Specify the details of the social or family service / s for which you are applying for a license.	
2.	Geographical area where services are provided	National level <input type="checkbox"/> Local level <input type="checkbox"/> Please provide additional clarifications: <hr/> <hr/>
3.	Legal entities / other organizations involved in providing services in partnership:	
4.	Identification of the priority group / s that will be provided with the services: (Please provide details)	
5.	Maximum number of service beneficiaries:	
6.	List and description of any other services that have a direct impact on the provision of services for which the service provider applies for a license (if any)	

## 5. LIST OF MANAGEMENT, ADMINISTRATIVE AND FINANCIAL STAFF

NO.	NAME/SURNAME	EDUCATION	WORK POSITION IN THE ORGANIZATION	START DATE: according to the contract (m / v)	COMPLETION DATE according to the contract: (m / v)
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

NO.	NAME/SURNAME	EDUCATION - PROFESSION	WORK POSITION IN THE ORGANIZATION	DATE OF START: (m/v)	COMPLETION DATE according to the contract: (m / v)	FULL WORKING HOURS	Part-time work (part-time)	LICENSED YES/NO
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								

## 7. PERSONAL DECLARATION

I, the undersigned, .....  
(Name and Surname)

DECLARE:

- ALL THE INFORMATION GIVEN ABOVE IS CORRECT.
- I UNDERSTAND THAT THE SOCIAL POLICY AND FAMILY DEPARTMENT IN MLSW WILL CONTROL / INVESTIGATE MY STATEMENTS.
- ANY VIOLATION WHICH IS NOT REPORTED AND ANY INFORMATION OR WRONG INFORMATION WILL SUSPECT THE LICENSE OF THE ENTITY / ORGANIZATION I REPRESENT.
- ANY VIOLATION WHICH HAS NOT BEEN REPORTED AND ANY INFORMATION OR WRONG INFORMATION WILL DOUBT THE LICENSE OF THE ENTITY / ORGANIZATION I REPRESENT.
- I ASK TO NOTIFY THE DEPARTMENT OF SOCIAL AND FAMILY POLICIES / MLSW, AS SOON AS POSSIBLE ABOUT:
  - any disciplinary action taken against me and the legal entity / organization I represent,
  - any decision on a criminal offense and formal warning to me and the staff of the organization,
  - Any changes in my personal data and the data of the legal entity / organization presented in this application.
- I HAVE READ, UNDERSTANDED AND AGREE TO THE CODE OF ETHICS FOR SOCIAL AND FAMILY SERVICE PROVIDERS.

NAME AND SURNAME : \_\_\_\_\_.

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

SIGNATURE: \_\_\_\_\_

**Attention:** The request will be considered only if it is completed in full, attached to the required documents and signed by the official person.

### Documents submitted together with this request

NO.	Name of the submitted document	Place X
1.	Written request, completed in physical or electronic form and signed by the authorized representative.	
2.	Legal entity registration certificate; <b>(notarized copy)</b> .	
3.	<b>Copy</b> of the statute of the legal entity, including changes if applicable. The statute must be in line with the activities in the field of social and family services, for which the license is applied.	
4.	Three-year copy of the business plan, according to the required model.	
5.	<b>Copies</b> of licenses of individual providers licensed by KPSHSF (minimum of individual providers varies depending on the type of service applied for licensing).	
6.	Statements signed by each individual provider that they agree to provide services to the legal entity if licensed <b>(original)</b> .	
7.	Certificate from the competent body that the legal entity is not in extinction and bankruptcy - <b>the original or a notarized copy</b> .	
8.	Certificate from the competent court that the legal entity is not under investigation. The certificate must be no older than 30 days before the date of application - <b>the original or a notarized copy</b> .	
9.	Cooperation agreement on the implementation of projects in the field of social and family services - copy.	
10.	Financial statements of the last fiscal year, copy.	
11.	Certificate or agreement from TAK regarding the fulfillment of tax obligations - <b>copy</b> .	
12.	Letter of recommendation from partners who have a cooperation agreement or have had a cooperation agreement - <b>copy</b> .	
13.	Ownership certificate or notarized lease agreement for office, for exercising the activity <b>(notarized copy)</b> .	
14.	Certificate of ownership, lease contract, and / or other document proving the possession of space (including m2) sufficient, and suitable for the provision of services and development of professional and recreational activities for clients according to the type of services <b>(notarized copy)</b> ).	
15.	List of adequate equipment owned or possessed for handling and providing services to clients, submitted in the form of a statement signed by the head of the legal entity.	
16.	<b>Copy</b> of vehicle / vehicle booklet, or lease contract (if required for some type of service).	
17.	Copy of the receipt proving the payment of the administrative fee of the application.	
18.	Other - please specify _____	

**Annex 3: Declaration form of the individual licensed provider of social services, that it will provide services to the legal entity applying for a license**

**STATEMENT**

**of individual licensed provider of social and family services**

**I, the following, as an individual provider of social services, licensed to provide social and family services {Enter the category of licensed provider}, according to license no. xxxxx: for social and family services: (enter the list of social services for which you are licensed)**

---

*(name and surname, and personal number of the licensed individual provider)*

*I declare and confirm that I have agreed to provide social and family services to the legal entity listed below, which is in the process of applying for a license. If the legal entity is licensed to provide social services for which it applies, I declare and confirm that I will be part of the staff of the legal entity for the provision of social and family services. I also declare that I have no other engagement that conflicts with my engagement with the legal entity that applied for the license.*

---

*(Enter the name of the legal entity and the registration number)*

**Date**

\_\_\_\_/\_\_\_\_/\_\_\_\_/

**Name, Surname**

\_\_\_\_\_

**Signature**

\_\_\_\_\_

**Logo and name of the Legal Entity**

**BUSINESS PLAN [name of organization]**

**FOR THE THREE-YEAR PERIOD 20\_\_ - 20\_\_**

**Approved by [the body of the legal entity responsible for approving the business plan according to the statute of the legal entity]**

**(to be completed in block letters and clearly)**

**Name of Legal Entity:** \_\_\_\_\_

**Abbreviations:** \_\_\_\_\_

**No. Of Register:** \_\_\_\_\_

**Date of Register:** \_\_\_\_\_

**Legal form of organization: (put -X- in any of the following sections :)**

<b>Association</b>	<b>Fundation</b>	<b>Institute</b>	<b>SH.P.K.</b>	<b>SH.A.</b>	<b>Other Specify:</b>

**Official address / Municipality:** \_\_\_\_\_

**Name / Surname of the authorized representative:** \_\_\_\_\_

**No. by phone of the authorized representative:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

***This business plan model outlines the essential issues that need to be addressed, as well as brief explanations of what information such a business plan should contain.***

***I. Executive Summary***

*A brief summary with important information for readers to understand the concept of the whole business plan. This part should also have an emphasis on financial information, as it is a business plan. The business plan should contain information oriented towards the provision of social and family services for which the non-governmental organization or other legal entity has applied for a license.*

## **I. Mission**

*A non-governmental organization or other legal entity must have clearly stated its mission and vision in the field of social and family services.*

## **II. Social and Family Objectives**

*The non-governmental organization or other legal entity, which carries out activities in the field of social and family services, should have clear social objectives related to its mission.*

## **III. Background and structure of the organization**

*Legal form of organization, governance, history, programs and an overview of the organization.*

## **IV. People / employment plan**

*The people involved are very important, especially to investors and donors. Key emphasis: staff, advisors, supporters / partners, involvement of organizational and human resources, and a clear human resources plan.*

## **V. Market analysis**

*Market analysis is focused on the outside of the organization. Therefore, a market research is needed to understand the current market situation, target market (etc.), customer characteristics, their needs and why those customers will consume a specific service. This includes analyzing the competition in the market for the services provided.*

## **VI. Services and activities as well as expansion plan**

*This section includes information on all the key services that the organization intends to engage in. The facilities and costs required are important details. Include timelines according to the organization plan. In this part the future options are also good to include.*

## **VII. Impact assessment and assessment**

*This section includes data on the social benefits generated, how they are measured, and their monitoring / tracking. Both qualitative and quantitative information is very important.*

## **VIII. The Risks**

*Determine the main risks and how they are mitigated through a plan to address them. This should include internal and external risks. Always indicate possible solutions that you have thought of.*

## **IX. finances**

*This section provides historical, current, and projected overviews for the next three years for the organization. In this part you should include the initial needs, continuous profit / loss, and even simultaneously. Revenue sources must be specified. This part should be detailed.*

## **X. Other information**

*In this section you can include other information which is not covered in the chapters above. Additionally, you can use templates and other software to present the business plan, or parts of it properly.*

Name of the body responsible for the Legal Entity for the Approval of the Business Plan:

\_\_\_\_\_

Approved on: \_\_\_\_\_

Name of the Responsible Person acting on behalf of the body responsible for approving the Business Plan:

\_\_\_\_\_

Signature: \_\_\_\_\_

## Annex 4: Model Rules of Procedure of the Licensing Commission



### **Republika e Kosovës** **Republika Kosova - Republic of Kosovo**

*Qeveria - Vlada - Government*

*Ministria e Financave, Punës dhe Transfereve - Ministarstvo Finansija, Rada i Trasfera*  
*Ministry of Finance, Labour and Transfers*

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#### **Licensing Commission (decides the name depending on the commission:**

o licensing of non-governmental organizations and other private legal entities that provide social and family services.

Pursuant to Article xxx, paragraph. xxx, of Administrative Instruction no. xxxxxx, Decision no. Xxxx for the establishment of the Licensing Commission (name of the commission depending on the type of licensing:) The Commission in the first meeting held on (\_\_\_\_\_) approves:

#### **RULES OF WORK**

##### **of the Licensing Commission e**

#### **(decides the name depending on the commission:**

o licensing of non-governmental organizations and other private legal entities that provide social and family services;

#### **Article 1**

##### **Purpose of adopting the rules**

1. The working rules of the Licensing Commission shall regulate the manner of performance of duties, the rights and obligations of the members of the Commission, decision-making and other issues within the competencies of the Commission.
2. The Commission shall work in accordance with the rules in force, in particular the Law on Social and Family Services and the administrative instructions for its implementation.

## **Article 2**

### **Powers of the Commission**

1. The Commission has the duty to assess each application whether or not it meets the general procedural conditions set out in the Law on Social and Family Services and the bylaws for its implementation.
2. The Commission will keep minutes / report on the reviewed applications, listing all the applications and indicating whether or not they meet the licensing criteria.
3. The Commission decides on the division of tasks within the Commission, and determines whether each of the members will evaluate each application, or the division of responsibilities will take place.
4. Even in cases where tasks are divided within the Commission, responsibility and decision-making are collective.
5. The Commission shall ensure that each of the members has a proportionate division and burden of duties within the Commission.
6. In case any of the members of the Commission presents a conflict of interest, then the Commission should examine such a case, and ask the head of the institution to replace him.

## **Article 3**

### **Duties of the members of the Commission**

1. Each of the members of the Commission will have the duty to evaluate the applications, as follows:
  - 1.1. Evaluate each application submitted;
  - 1.2. Analyze all submitted documentation;
  - 1.3. Determine whether applications have met the formal requirements, including the use of standardized forms and their completion by applicants;
  - 1.4. Determine whether applicants have submitted all required documents;
  - 1.5. If necessary, request from applicants to provide additional information / documentation, as well as checking and verifying this additional information / documentation;
  - 1.6. The Chairman of the Commission and the registrar, to draft and sign the minutes of the meeting, determining whether or not each of the applications individually meets the conditions according to the Administrative Instruction. In the same minutes, the decisions taken will be mentioned. The content of the minutes is determined by Administrative Instruction;

- 1.7. Sign a statement of impartiality and confidentiality;
- 1.8. To make the assessment according to the forms provided by the legal regulations in force;
- 1.9. Make an impartial, objective and uninfluenced assessment by other entities, explaining in writing their assessment, and referring to the explanations of this documentation of the applicant.
- 1.10. Recommend the provision of additional documentation if they deem it necessary.

## **Article 4**

### **Composition of the Commission and duties of the members**

1. The Licensing Commission has 4 members and the Chairman of the Commission.
2. The Chairperson coordinates the work of the Commission, including the coordination of positions for the preparation of reports and decisions of the Licensing Commission.
3. In case of resignation of any of the members of the Commission, the decision to approve his resignation is taken by the body that has established the Commission. Until the formal approval of the resignation, the members are obliged to participate in the regular work of the Commission, except in cases of conflict of interest.
4. In the event of the resignation of any of the members of the Commission, the chairperson shall request immediate replacement by the body that appointed the Commission.

## **Article 5**

### **Avoiding conflict of interest and maintaining confidentiality**

1. Every member of the Commission is obliged to first sign a declaration of impartiality and confidentiality. By signing the Declaration, the members of the Commission confirm that their duties in the Commission will be treated in good faith, impartially and independently, in a professional, objective manner and in accordance with the principle of avoiding conflicts of interest. They also acknowledge that they will treat any application in a non-discriminatory manner, assessing them in accordance with applicable rules.
2. Any member of the Commission who has information that any of the members may have a conflict of interest must immediately inform the Commission.

3. The members of the Commission during and after the completion of the work of the commission do not have the right to release information to the public, or to inform the applicants on the content of the discussions and decisions taken regarding the individual applications, and they are not allowed to provide any information which is of internal character.

## Article 6

### Technical support to the Commission

Administrative and technical support for all activities of the Commission should be provided by the responsible official / unit.

## Article 7

### Entry into force

The rules of procedure of the Commission were approved at the meeting / session held on \_\_\_\_\_.

Chairman of the committee

\_\_\_\_\_

(name and surname)

\_\_\_\_\_

(signature)

Committee members

\_\_\_\_\_

(name and surname)

\_\_\_\_\_

(signature)

Annex 5: Model declaration of impartiality, confidentiality and conflict of interest avoidance



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***{Enter the name of the Licensing Commission or the Complaints Commission}***  
***Statement of impartiality, confidentiality and avoidance of conflict of interest***

I, {decide the name of the commission member} signed as follows, certify that as a member {decide the name of the Licensing Commission or the Complaints Commission}, established by decision no. rin reference number} will act in good faith, impartially and in accordance with the principle of avoiding conflict of interest. Therefore, I declare that:

1. will keep confidential all information I possess;
  2. will act only on the basis of professional and objective rules, in accordance with the legislation in force;
  3. act in a completely independent manner, without any external influence, impartially and without discrimination;
  4. To the best of my knowledge, I am not in a conflict of interest with the legal person and / or the founder / management of the legal person {indicate the name of the legal person under evaluation}, who has applied for a license.
- <other conditions may be added if necessary>

In case of occurrence of circumstances that harm, or may harm my objectivity and impartiality, or jeopardize the principle of avoiding conflict of interest, I will personally apply for my exclusion, and I will request the issuance of a decision by the competent body, for to exclude me from membership in **the Licensing Commission** and from the procedure for granting a license to the applicant / applicants in the procedure.

Given the conviction for perjury, **I certify as above and I am aware that in the case of false statements or information**, appropriate penalties and sanctions will apply.

In <putate> date: \_\_\_\_\_ 202\_

<Enter the name of the member of the **Evaluation Commission** or the Complaints Commission>

\_\_\_\_\_ <place signature>



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**LICENSING COMMISSION**

**FORM FOR ASSESSMENT OF FULFILLMENT OF CRITERIA FOR LICENSING  
 OF NON-GOVERNMENTAL ORGANIZATIONS AND PRIVATE LEGAL  
 ENTITIES PROVIDING SOCIAL AND FAMILY SERVICES**

Name of Legal Entity / Organization under evaluation						
Nr. of Registration / UNIQUE ID ID						
Status of Legal Entity (put -X- in any of the following sections :)	<i>Association</i>	<i>Fundation</i>	<i>Institute</i>	<i>SH.P.K.</i>	<i>SH.A.</i>	<i>Other</i>
Specify the details of the social and family service (s) for which you are applying for a license	1. _____ 2. _____ 3. _____ 4. _____ 5. _____					

Description of the criteria to be met according to the Administrative Instruction	Place Yes/No
Has the completed application been submitted and signed by the authorized representative?	
Is the applicant a registered legal entity that can be licensed to provide social and family services?	
Does the statute of the legal entity contain activities in the field of social and family services for which it applies for a license?	
Has he submitted a three-year business plan?	
Have copies of licenses of individual providers licensed by the KPSHSF been submitted? (The minimum of individual providers varies depending on the type of service applied for licensing)	
Have the individual providers signed the statements that they agree to provide services to the legal entity in case it is licensed? (original)	
Is the legal entity in extinction and bankruptcy?	
Is the legal person in the procedure under investigation according to the submitted certificate?	
Does the entity have cooperation agreements on the implementation of projects in the field of social and family services?	
Has it submitted the financial statements of the last fiscal year and is there any positive business? (Not applicable to newly established entities applying for licensing for the first time)	
Certificate or agreement from TAK regarding the fulfillment of tax obligations - (Not applicable for newly established entities and applying for licensing for the first time)	
Does the legal entity have an office for exercising the activity?	
Does the entity possess sufficient and appropriate space for the provision of services and the development of professional and recreational activities for clients, according to the type of services in accordance with the standards for the provision of those services?	
Does the entity possess equipment for handling and providing services to clients, for the service it has applied for licensing for which such equipment is required?	
Do you own a vehicle / vehicles if required for that type of service?	
Has the administrative license fee been paid?	

**Evaluation Commission:**

1. Name, Surname and Signature \_\_\_\_\_
2. Name, Surname and Signature \_\_\_\_\_
3. Name, Surname and Signature \_\_\_\_\_
4. Name, Surname and Signature \_\_\_\_\_
5. Name, Surname and Signature \_\_\_\_\_