



**Republic of Kosovo
Kosovo Energy Efficiency Fund (KEEF)**

**Regulation on Internal Administrative
Operations
of
the Kosovo Energy Efficiency Fund**

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On the basis of sub-paragraph 4.3 of Article 42 of the Law on Energy Efficiency No. 06/L-079 (Official Gazette of Republic of Kosovo, no. 2018/21), the Board of Directors of the Kosovo Energy Efficiency Fund, on 07. 06. 2019 issues:

Regulation on Internal Administrative Operations of the Kosovo Energy Efficiency Fund

I GENERAL PROVISIONS

Article 1

Scope and objectives

1. The Regulation on Internal Administrative Operations of the Kosovo Energy Efficiency Fund (hereinafter: "the Regulation") determines and governs business with customers, business time and office hours, use of premises and equipment, document management and responsibility for the implementation and monitoring of the implementation of this Regulation.

2. If individual provisions of this regulation do not specify differently, the rules apply the policy to all areas of work, all internal organizational units of the Kosovo Energy Efficiency Fund (hereafter: "the KEEF") and all employees irrespective of their status and the content and nature of the work. Operations under this Regulation are carried out by all employees of the KEEF under the supervision and with the expert assistance of the heads of their internal organizational units (hereafter: IOU) and under the expert guidance of the Head of General Services and the Head of the Main Office.

II. DEALING WITH CUSTOMERS

Article 2

Provision of general information

1. The KEEF shall provide general information: on how the KEEF operates when deciding on matters of public law and issuance of certificates, explanations in connection with the exercise of the rights and obligations of natural and legal persons, information on the business of the KEEF in providing other administrative services. General information does not relate to the conduct or condition of a specific administrative procedure or specific services.

2. General Information is provided during the whole business time by Advisor that assists customers of the KEEF as a whole in person, by phone and e-mail. General information is also published on the website of the KEEF (location depends on the content); separate assemblies of such information may also be published in the form of a special publication of the KEEF.

3. Individual employees provide general information to customers as part of their powers and duties during office hours specified for individual jobs or IOU, in person, by phone and e-mail, where, in their absence even if short-term, they have to provide their replacement.

Article 3

Advisor to assist customers

1. Advisor to help customers is an authorized employee (or his deputies), who operates throughout business time of the KEEF in the Secretariat of the KEEF and provides customers with general information.

2. Advisor to help customers records volume of customer support, which is monthly reported to the Managing Director of the KEEF.

Article 4

Public Information

Catalogue of public information is published on the website of the KEEF in accordance with the laws governing access to public information.

Article 5

Collection and processing of comments, compliments and suggestions of customers

1. A customer may submit comments, praise, criticism and suggestions orally or by writing in the *Book of comments*. The book is publicly available in the Main Office during all business hours.

2. At the premises where the office hours are conducted it must be visibly marked the right of a customer to the record in the book in the first paragraph of this article.

3. The entries in the Book of comments are reviewed, and if contact information is specified by the customer, responded by the Head of Secretariat of the KEEF at least once a month. Head of Secretariat of the KEEF annually prepares a report for the Managing Director on the comments made, compliments and suggestions and responses.

Article 6

Official e-mail address

1. The KEEF shall have the following permanent official website: www.fkee-rks.net and the e-mail address: info@fkee-rks.net.

2. The official electronic address of the KEEF is published on the website of the KEEF.

Article 7

Replying to correspondence received

If it is not a matter or applications which are under special regulations and other general acts having their own time limits as prescribed by these acts, the maximum allowed

response time of the KEEF for questions, suggestions, requests and other submissions irrespective of the mode of transmission of the application is ten (10) working days.

Article 8

Information to customers on the administrative or other public-law procedures

1. Notice on the course of the public-law procedure are given during the office hours by the authorized employee who solves the case, in the event of his absence, the head of the IOU, in which the procedure is conducted.
2. The KEEF ensures customers, who identify themselves with a username and password, an electronic insight into the course of the procedure via an *information system*. Through this system the KEEF can provide information in electronic form in respect of all public-law procedures and other services in connection with the individual customer.
3. A customer may request an explanation of the reason why the decision was not issued within the prescribed period. The authorized official to whom the case is assigned to resolve, must inform the customer in writing of the reason for the delay within three (3) working days of receipt of the request for clarification.

Article 9

Scanning and copying of documents

1. It is not allowed to take document from the case files in physical form and give it to anyone or delete it from the records. It is allowed to copy individual documents or give documents to the customers in hard copy or to transmit copies to them electronically.
2. Viewing and copying documents of public-law affairs shall be made during office hours, in the presence of an authorized employee, who resolves the issue. The authorized employee shall properly record any action.

Article 10

Acquisition and transmission of data from official records

Where in resolving of individual cases it is necessary to obtain information from the records kept by other bodies or organizations liable for data transmission according to the law governing general administrative procedure, such information should be obtained by officer authorized to deal with subject matter or the head of respective IOU. Any actions should be properly recorded.

Article 11

Ensuring public character of works

1. The KEEF shall ensure that its work is open to the public in accordance with regulations and in an appropriate manner.
2. For information and monitoring of media coverage the Head of Secretariat is in charge.

III. OPERATING TIME AND OFFICE HOURS

Article 12

Business time of the KEEF

1. "Business time" of the KEEF represents time when employees of the KEEF have to perform their work activities and duties. It is from Monday to Friday from 9.00 am to 5.00 pm.

Article 13

Office hours of the KEEF

1. "Office hours" are aimed at dealing with customers.
2. Office hours are determined within business time.
3. Office hours are posted at the entrance to the premises of the KEEF, and in a conspicuous place must be marked: business time, schedule of office hours and office hours by phone.
4. Any change in the schedule of office hours should be published and visibly marked in the premises of the KEEF at least seven days before its entry into force.
5. Business time and office hours are posted also on the website of the KEEF.
6. During office hours, in each IOU or field of work, at least one employee of the respective IOU must be available to communicate with customers in person and by phone.
7. During "office hours on the phone", the presence of staff members who can provide information to customers must be ensured. If an employee for providing information to the specific area of work is on hold during a call of the customer, the organization of work shall make it possible that the employee calls the customer back him/herself on the same business day or no later than the next day.
8. The telephone number through which the KEEF provides office hours on the phone should be made publicly available on the website of the KEEF.

Article 14

Details on Office hours

1. The KEEF has office hours throughout the whole business time provided for in Article 12 of this Regulation.
2. The KEEF has office hours by phone from Monday to Friday from 1.00 pm to 3.00 pm.
3. The Main Office has office hours on the phone during the whole business time of the KEEF as provided for in Article 12 of this Regulation.

IV. BUILDING, FACILITIES AND EQUIPMENT OF THE KEEF

Article 15

House Rules

By the *House Rules* of the KEEF it is determined the designation of the KEEF and the use of KEEF's and state symbols on the building and on the business premises, method of using working and other premises of the KEEF as well as of equipment, measures to ensure the security of premises and persons in the premises, the system of keys and access to business premises of the KEEF for staff and how other persons can access the premises of the KEEF and the use of business premises associated parking places.

Article 16

Marks on the door

At the entrance doors to the premises of individual IOUs of the KEEF, labels shall be affixed, showing what work is usually carried out in these premises. In all the doors of the rooms, there is the number of room, an activity that is carried out in this room as well as a personal name, position and post of staff member who occupies the room.

Article 17

Posts on message boards

1. The KEEF has two publicly accessible message boards, physical and electronic, the content and timing of the publication are aligned, unless the individual acts of the KEEF specify otherwise.
2. Physical message board has been set up in the Main Office, directly at the entrance, on the left side.
3. The electronic message board is working on the website of the KEEF accessible via the official e-mail address in Article 6 of this Regulation as a separate site. Exceptionally documents are published on other websites, if so determined by a special act.
4. Both message boards must be technically protected so that interference in the published documents is not possible.

Article 18

Security of information

By *Information Security Policy* of the KEEF it shall be established procedures and a system of management of security of information, determined the safety and operation instructions for the use of information and communication equipment, information security events and failures, manner of physical and software security of equipment, a way of destroying data carriers and auxiliary materials and physical transferring of data carriers.

V. MANAGEMENT OF DOCUMENTARY MATERIAL

Article 19

Document management

1. Document management includes:
 - 1.1 Mode of management of documentary material,
 - 1.2 Picking up mail in physical form,
 - 1.3 Receipt and review of mail in physical and electronic form,
 - 1.4 Recording of cases, files and documents,
 - 1.5 Allocation of cases to solve,
 - 1.6 Official correspondence,
 - 1.7 Solving cases,
 - 1.8 Postage of mail,
 - 1.9 Care for the protection of documentary material, and
 - 1.10 Keeping uniform records on cases, files and documents.

Article 20

Main Office

1. The management of documents is organized according to the Main Office as an independent IOU of the KEEF.
2. Employees of the Main Office in cooperation with the Head of General Services and leaders of other IOUs and working areas, coordinate and supervise the conduct of documentary material in each IOU respectively, within the work area and the individual employees of the KEEF.
3. Internal organisational units and the work areas of the KEEF, respectively, are not allowed to keep separate records on files, cases and documents.

Article 21

Acceptance and transfer of mail in physical form in the KEEF

1. Based on the contract for the provision of postal and other services a servant of Post of Kosovo delivers all daily mail every working day of the week to the Main Office of the KEEF.
2. Mail in physical form may be accepted by employees of the Main Offices and staff of the Secretariat, who are authorised for the acceptance and transfer of mail in physical form.
3. The power to take over mail is being issued in the adequate form of Post of Kosovo and signed by the KEEF and by the Post of Kosovo.
4. On receipt of mail in physical form marked "R" and "AR" the authorized employee of the Main Office certifies Post-issue slip, takes a copy of the slip and certifies the registered mail Return receipt and Acknowledgment of receipt that Post of Kosovo returns to the sender.

5. On the basis of the powers referred to in the third paragraph of this article, an authorized employee of the Main Office takes over all mail in physical form, which is addressed to the KEEF, regardless of whether it is on the envelope indicated also the personal name of the actual recipient of mail. In any case, the authorized employee shall does not accept mail, which must be in accordance with applicable regulations served personally to an employee when there is only his personal name indicated on the envelope and the service is performed at the postal address of the KEEF. In this case, the authorized employee of the Main Office takes only a notification letter.

Article 22

Receipt and review of mail in physical form

1. Mail in physical form, addressed to the KEEF is received by the Main Office of the KEEF.
2. In the event that mail in physical form, addressed to the KEEF, is received directly by an employee of the KEEF, he/she must immediately provide mail to the Main Office.
3. Staff member of the Main Office who is authorized to take over or receive and open mail in physical form, first ranks mail to:
 - 3.1 Personal mail - on the envelope there is designation: PERSONAL, PERSONAL SERVICE, etc.
 - 3.2 Mail, addressed to the KEEF - mail with an indication of the public contract:

Object of the public contract: _

Case number: _-_/ _

Tag: "OFFER - DO NOT OPEN"

- 3.3 Mail with a designation of appropriate classification level or other relevant indications protected data.

Article 23

Opening and confirmation of receipt of mail in physical form

1. *Personal mail (designation of person, personal service, and the like)*; an employee of the Main Office does not open an envelope, stamps it with the Receipt stamp and forwards mail to the addressee that in case the mail relating to the KEEF shall immediately forward to the Main Office.
2. *Mail addressed to the KEEF (regardless of whether it is on the envelope indicated the personal name of the actual addressee)*; is opened by the employee of the Main Office who stamps it with the Receipt stamp.
3. *Mail that is not properly addressed*; the employee of the Main Office does not open, irregularity of mail addressing he marks with »wrongly delivered« on the envelope and returns mail to Post of Kosovo.
4. *Mail that is properly addressed to the KEEF however in which the employee of the Main Office after opening finds that the documents are not addressed to the KEEF*, is sent

together with the covering letter to the correct address or returned to the sender - on the envelope it shall be marked "wrongly delivered".

5. *Mail with the designation of a public contract* shall not be opened by the employee of the Main Office. He stamps such mail with the Receipt stamp, in which he enters the date, the time of receipt and the designation character of workplace of the employee who is responsible for the respective public contract.

6. *Mail with indication of the appropriate classification level or other relevant indications protecting data* the employee of the Main Office does not open, but transfers it to the authorized employee of the KEEF with access to secret or other confidential information.

Article 24

Stamping with the Receipt stamp

1. Each physical document received by the KEEF, the employee of the Main Office stamps with the Receipt stamp. As a rule, it is stamped on the upper right part of the first page of the document, so that it does not cover its contents.

2. In the event that there is no space in the document, the Receipt stamp is affixed on a separate sheet of a smaller format and attached by a non-removable clip to the first page of the document.

3. On a separate sheet of a smaller format the employee of the Main Office stamps the Receipt stamp and attach it to a non-removable clip to the first page of the incoming document also in the following cases:

- 3.1 Contracts,
- 3.2 Notarial records,
- 3.3 The originals of building plans (elaborates and similar),
- 3.4 The originals of construction, operating permits,
- 3.5 Sickness cards,
- 3.6 The originals certificates,
- 3.7 The originals of certificates of completed education and - other certificates in the original.

Article 25

Reception of mail in electronic form and access right

1. Mail in electronic form the KEEF receives at official e-mail address of the KEEF, namely info@fkee-rks.net.

2. Access to the official e-mail address: info@fkee-rks.net is enabled to the authorized personnel of the Secretariat and the Main Office.

Article 26

Inspection and opening of mail in electronic form

1. An authorized employee of the Secretariat or of the Main Office continuously reviews the receipt of mail in electronic form on the official e-mail address of the KEEF.
2. In the case of new matter, the authorized employee of the Secretariat or of the Main Office forwards mail in electronic form to the Main Office which properly records it. When it comes to the current case, the mail in electronic form is forwarded to the employee who is responsible for the case, and the mail is properly recorded by him/her. When it comes to the demand for general information, the authorized employee of the Secretariat or of the Main Office responds to such mail directly. Recording of the mail in the latter case is not necessary.
3. Mail in electronic form received at official e-mail address of the employee of the KEEF, opens the employee itself. If the contents of the mail is important for business of the KEEF he/she transfers it to the Main Office.
4. If during opening of mail in electronic form it is ascertained that a document is not addressed to the KEEF it is dispatched to the right addressee or returned to the sender, with attached label "wrongly delivered".

V.I Recording of cases and documents

Article 27

Electronic records of cases and documents

1. Electronic records of cases and documents (hereafter: cases and documents) follow decimal classification at the KEEF.
2. The current *Plan of classification symbols* of the KEEF and the current *Plan of designation signifiers* of the KEEF (Attachments 1 and 2, respectively) are available to all employees of the KEEF.
3. The Managing Director shall have access to all files, cases and documents.
4. The head of IOU has access to the files, cases and documents of his/her organizational unit.
5. A staff member of the KEEF has access to the files, cases and documents related to his/her field of work.
6. An authorized employee of the Main Office has access to all files, cases and documents.

Article 28

Plan of classification symbols

1. The classification symbol is the numerical sign of the classification plan. The plan of classification symbols is prepared by the head of Main Office and adopted by the Managing Director.
2. The plan of classification symbols contains a list of classification symbols, a description of the classification symbol, the words describing the meaning of each symbol and the retention period.
3. The recording system of cases is based on the decimal division of content from the field of work of the KEEF.
4. Classification symbols are numeric, written as a sequence of digits, without intermediate characters, and can only be divided exceptionally into more than five digits.
5. The description of the classification symbol is reasonably long and understandable.
6. Characters in the plan may not be deleted.
7. The plan of classification symbols shows the date from which each symbol is used.

Article 29

Plan of designation signifiers

1. IOUs and workplaces (posts) within these units shall be determined by means of the signifiers contained in the Plan of designation signifiers. The Plan of designation signifiers shall be determined by the head of Main Office and adopted by the Managing Director.
2. The plan of designation signifiers shall be drawn up by the KEEF on the basis of the internal regulations on internal organization including and job classification by defining the code and the title of each IOU and post, and attaching the name and surname of the person occupying a certain post. In the design of the signs, IOUs are marked with one or more digits, and the work post with the next one or more digits. Letter tags may also be used. Names at job titles are helpful at work.
3. The authority shall document any change in the design of the plan of designated signifiers in such a way as to indicate when the individual signifiers have changed and what previous signifiers have occurred in a specific time of each IOU and individual workplaces or when certain modifications of the allocation method have been made and the allocation powers and who made them.

Article 30

Registration of cases

1. The new "case" can be opened only by authorized personnel of the Main Office.
2. The designation character shall be determined to the case and the case envelope display printed. In the electronic records on any case are entered the following data:

- 2.1 case number,
- 2.2 subject matter,
- 2.3 keywords of the matter and its short content,
- 2.4 the state of affairs,
- 2.5 the start-up date of the case,
- 2.6 designation character of the relevant organizational units and workplace of the employee, who solves the case,
- 2.7 the retention period,
- 2.8 a Link (if any),
- 2.9 list of documents in the case including annexes relating to the case.

3. The envelope display shall have written case number, designation character, subject, short content and the retention period.

4. The opening of the new cases can be caused also by a document that is a continuation of the existing case, registered under the previous plan of classification of signs. In that case it is necessary in electronic records in the context of the new case in the field "Link" to enter the number of the previous case. And in the records of the previous case, it is necessary in electronic records in the field "Link" to enter the number of new case.

5. The cases in the context of electronic records are designated to a staff member who is determined to solve the case. In the event the settlement of a certain case is assigned to more employees ("*common case*"), in addition to the holder of the case - the first author, the rest of the assigned staff shall be added who will be involved in resolving the matter. These employees are obliged to register to the case their own and outgoing documents, the authors of which they are.

Article 31

Registration of documents

1. In the case shall be recorded all the documents resulting from the settlement of the case:

- 1.1 input documents,
- 1.2 own documents,
- 1.3 output documents.

2. A document may be recorded in the new case, or in the context of the existing case.

3. A document, which leads to an opening of substantially demanding new case and document in the context of an existing case, which deals with principle and leadership related questions, the employee of the Main Office forwards to the Managing Director and the head of the relevant IOU or leaders of the working areas, respectively, for inspection. The cases or documents in this event shall be marked only with designation character of the post of Managing Director and Head of IOU or Leader of the working area ("*incomplete designation*").

4. To the new case and document in the context of the existing cases to be resolved according to established procedures and consistent content, an authorized employee of the Main Office determines designation character ("*full designation*") and forwards it to the appropriate staff member.

Article 32

Received (input) documents in physical form

1. An authorized employee of the Main Office first determines whether the received (input) document is subject of registration or not (registration due and non-due material).
2. The document that shall be treated as registration non-due material is stamped with Receipt stamp and depending on its content it is forwarded to the leaders of the working area, the head of IOU or Managing Director.

Article 33

Registration of documents in a new case

1. A staff member of the Main Office from the input document in a new case records information (detailed list still to be developed) and enters in the Receipt stamp the following information: the number of the case, designation character of the relevant head of the working area, the head of IOU, or exceptionally Managing Director, or in accordance with the fourth paragraph of Article 30 the designation signifier of another employee, the total number of attachments, the total amount of possible values of attached documents and scans the documents.
2. Input document should be recorded on the same day or, if this is no possible due to workload, immediately on the next working day together with the arrival date registered.
3. A physical copy of the document with any attachments the authorized employee of the Main Office files in the case envelope and sends it to a staff member from the first paragraph of this article.
4. The leaders of the working areas, the heads of IOU or Managing Director implement additional allocation of cases and documents in electronic records, namely enter designation characters of employees who will solve the issue. Case envelopes with documents are dropped in mailboxes of employees who will be in charge of the issues.

Article 34

Recording of documents in the existing case

1. A staff member of the Main Office from the input document within the existing case to be resolved according to established procedures and consistent content, records information (the same list as under Article 33(1) above) and enters in the Receipt stamp the following information: the number of the case, designation character of the workplace of employee who resolves the issue, the total number of attachments, the total amount of possible values of attached documents and scans the documents. The document is deposited in the mailbox of the employee.

2. All incoming (closed) offers with the designation of a public contract an employee of the Main Office records an input document. Records details are as follows: the case number, designation character of the workplace of a staff member who is responsible for public procurement, theme (the subject of the tender), the sender and the time of receipt of the offer. Sealed bids relating to the procurement of small value, are regularly recorded and continuously transmitted to the staff member who is responsible for the procurement. Sealed bids relating to procurement of high value, are simultaneously recorded and collected at the Main Office by the deadline set for the receipt of bids. Sealed bids received and a list of the offers received, which includes data: the order of the sender, the time of the received bid – and employee of the Main Office submits to the responsible person for a matter.

3. The staff member responsible for respective contract is obliged to inform the Main Office about the content of the contract.

Article 35

Received (input) documents in electronic form

1. Mail received in electronic form at the official e-mail address of the KEEF is recorded by an authorized employee of the Main Office.

2. Mail received in electronic form, which relates to a matter which constitutes a permanent or archival documentary material has to be printed on paper and to be treated as a document received in physical form.

3. All input and output documents concerning operations of the KEEF shall be received or transmitted exclusively through the Main Office of the KEEF.

4. Mail in electronic form received at an e-mail of a KEEF employee, in so far as it is a new subject or matter which solves another staff member, has to be forwarded to the Main Office which records it properly. If it is a mail in electronic form, which refers to the existing case of the same employee, he/she enters it in electronic records itself as an input document.

Article 36

Own documents

1. The document, which arises on an internal initiative of the KEEF (own document) is recorded by an employee of the KEEF that resolves the matter. In the event that the settlement of a certain matter is assigned to more employees, the document is recorded in accordance with the fifth paragraph of Article 30 of this Regulation.

2. If a document generated by an internal initiative of the KEEF causes opening of a new case, then a new case is opened by an authorized employee of the Main Office, and own document is recorded by the employee who took the initiative. About own document he/she records the same information as in paragraph 1 of Article 34, when entering the document content he/she uses one of the following options:

2.1 a document is drawn up by the editor in electronic records (can be based on templates)

2.2 imports of a document, which was produced by another program or

2.3 attaches the document, which was produced by another program.

Article 37

Output documents

1. A staff member shall record all documents that he/she generates during the time of solving a matter in a system of electronic records. About the output document he/she records the information in accordance with the list of items mentioned in paragraph 1 of Article 33 (list still to be developed). When entering the content of the document he/she uses one of the options from sub-paragraphs 2.1-2.3 of paragraph 2 of Article 36.
2. A staff member produces an output document in accordance with the format of documents for general operations, discussed in Article 39 and 40 of this Regulation. Status "in preparation" is assigned to the output document in electronic record.
3. The document, prepared in duplicate, and in the event of electronic dispatch, in a single copy, is printed on the paper and prepared for the signature of the responsible person.
4. A document signed and stamped, an employee in electronic records changes the status of this document to "document for shipping" and determines the mode of dispatch of the document. The staff member shall arrange for the appropriate number of photocopies of the accompanying output document and possible attachments. Output documents in physical form he/she submits to the mailbox with outgoing documents in the Main Office.

Article 38

Compliance of electronic and physical forms

If the case is led both in electronic as well as in a physical form (envelope), it is necessary to ensure that it is complete in both forms or to indicate in which form this case is not complete.

V.2 Design of Documents

Article 39

Design of documents for general correspondence - letter

1. The letter is written in Arial font typography. The font size is 11 and the line spacing is single (1).
2. The letter in the header contains: the title of "Kosovo Energy Efficiency Fund" and contact information (business address and postal address of the KEEF, telephone number, fax number, official e-mail address and website address). The service sign (trademark/logo) is included in the header. The letterhead of the document is displayed only on the first page, and is typically coloured. The Secretariat prepares a template for the KEEF's letterhead to be used by all employees of the KEEF.
3. In the case of international operations of the KEEF, the letterhead of the KEEF in English shall be used.
4. The letterhead of the document is followed by four blank lines. In the new line, it is written "Number:" followed by a space and written number of the document in the following. Under

the Number, in the new line it is written "Date:", followed by a space and written date of the creation of the letter. After the date, there are three blank lines, and in the new line data about the addressee are written. First, the name, and in the new line, street name and number, and in another new line, the postal code and location. If both person and institution are mentioned, then the institution is mentioned first and the person name in the new line, followed by address in the following lines. After three blank lines, the »Subject:« is written in the new line, followed by a space, and then the »Subject« in bold.

5. The first word of the title begins with a capital letter. When the letter relates to the other prior specific document, under the »Subject« it is written "Ref:" followed by a space and then "your number", document number to which the letter refers, followed by comma, and text " of date "and adding the date of the document to which the letter refers.

6. Three blank lines follow. The writing of the contents of the letter starts in a new line. After the end of the text two blank lines follow, and in a new line "Sincerely Yours", followed by three blank lines, and in a new left-aligned line "Prepared by:". In a new line, the full name of the person who prepared the letter is written together with his/her academic title with lowercase, followed by a comma, and in a new line with a lowercase, a workpost of the person who prepared the letter. If the academic title is state to one party this has to be added to all persons who are listed in the document. A person who is preparing a letter, puts his/her handwritten signature under its name and the job he/she occupies. Followed by three blank lines, then a new line right-aligned writes the name and surname of the responsible person, followed by a comma, then a new line includes position of the person. The name shall be fitted with any scientific title, which is written with lowercase.

7. In the case of the document (e.g. a contract), and there is no possibility to record "Prepared by:" then the person who created the document initialise all copies of the document typically in the bottom right corner of the document.

8. The responsible person, puts his/her handwritten signature above the indication of its name. In the middle of the bottom and under the indicated names is the place for the stamp of the KEEF. If the letter is prepared by the responsible person, then it does not say specifically who drafted the letter, but the responsible person only signs on the right side, as mentioned above.

9. Under the indication of the position of the responsible person two blank lines follow, and in a new line left-aligned it is written "Copy:". In a new line it is written dash, followed by one space and then an indication to whom the document was sent and the sending method. This is followed by one blank line, and in a new line a list of attachments in a similar manner as to whom the document was sent to.

10. Similarly, the category »File« is written. The categories »Copy«, »Attachment« and »File« are written according to the prescribed order, first »Copy«, then »Attachment« and »File«.

11. Any possible office order regarding sending out of mail is written at the end of the document.

12. The first page of the document does not have any indication of pages, while any following pages have pagination in the bottom right corner.

13. All page margins of the document are 2.5 cm.

Article 40

Design of documents for general business - e-letter

1. When the employees of the KEEF officially communicate by e-mail among each other, or send out an official e-mail messages that are recorded in the official computer database they must follow the instructions given below.
2. Selected typographic font is Arial 11. Text is justified on both left and right side.
3. E-letter is a message that does not contain symbol and logo of the KEEF in exceptional cases. However, they may be contained in a document that is attached to the message. E-letter also does not contain categories, as »prepared by«, »copied« etc. At the end of the E-letter there is just a signature of an employee who has prepared the e-letter.
4. As with ordinary letter as first the document number is displayed and the date in a new line. This is followed by blank lines, and further, like with the classic letter, »subject« and »reference« are written. Two blank lines follow, and in a new line follows the message.
5. After the end of the message two blank lines follow, and in a new line there is left-aligned written "Sincerely Yours." Two blank lines follow, and in a new line there is left-aligned written the following:

name and surname of employee

Kosovo Energy Efficiency Fund

Address Pristina

telephone number of the employee: + 383 (38) XXX.XXX

6. Any scientific title shall be added to the name and surname.
7. Capital letters are not used in e-letters, with the exception of abbreviations. Official documents are not integrated into the message, but attached to the message in a form of attached file(s).
8. In the event that the e-letter is electronically signed, the information system as a rule automatically enables the display of indication "document was electronically signed" in the upper left corner of the document.

Article 41

Signing of documents

1. The documents are signed by authorized persons only. It is not allowed to issue the documents that are not signed. It is not allowed to equip signatures or documents with any abbreviations (e.g. "l.r.", "t.r.", "s.r." and so on). It is not allowed to equip signatures and documents also with "for" and sign on behalf of someone else.
2. Certification that the document has been reviewed by a competent first superior officer is not mentioned in the document with the signature, but is performed as part of an internal process on archival copy of the document, namely, with date and signature by that supervisor of the employee.

3. In the case of e-operations in accordance with applicable law, the documents are signed electronically. The draftsman of the document is signed as first, as the second the persons referred to in the second paragraph of this article, as the third and on, the other persons in relation to the business process who are required to review the adequacy of the document. Last electronically signed is the responsible officer of the KEEF.

4. The documents and instruments governing the internal operations of the KEEF shall be electronically signed.

Article 42

Solving of cases

1. When dealing with cases office orders are used. The status "In solving" obtains the case at its creation. To change the status of cases is in charge the employee who is in charge of matter resolution. The status must reflect the actual phase of resolving the matter.

2. The status "Solved" the case acquires with the office order of the competent official. The documents in physical form shall be submitted in the case. The last document of this case is a document that presents a listing of all documents recorded in an electronic record of this case, signed by the employee who referred the matter resolved. The staff member responsible for this case manually writes the date the matter is resolved, set the retention period, removes all metal clips and plastic wraps, folds documents in a sequence of being created and enumerates them in accordance with a list of all documents and signs it. The solved case should be immediately delivered in a physical form to the mailbox of the Main Office.

3. The authorized official of the Main Office enters the solved case in the appropriate collection of documentary material.

4. Types of archives and retention periods for certain types of documents are set out in the Plan of classification symbols of the KEEF.

Article 43

Shipping of mail

1. An authorized employee of the Main Office in relation to the mode of shipment to be determined by the employee who solves the case, arranges for the dispatch of mail in physical or electronic form.

2. The envelope, which is intended to be delivered to a staff member at the head office of the legal entity, in addition to the postal address his personal name is indicated, without mentioning the name of the body. It is considered, however, that the document is served to a legal entity, if a document is equipped with the name of the legal entity, regardless of whether apart from the name of the legal entity there is also the personal name of the staff member.

3. The output document, which is only in physical form and any attachments is scanned and putted in an envelope by a staff member of the Main Office. In electronic records, in accordance with the order determined by a competent officer, he/she dispatches it. On the other copy of the output document he stamps "dispatched" with a date and signature of

servant of the Main Office document, and files it in the mailbox of the competent official. He has to file the second copy of the output document chronologically in the envelope of the case.

4. In the event that the output document should be dispatched electronically, the servant of the Main Office must scan or change the format electronically (in pdf-A) and send it to the e-mail addresses through the official e-mail address of the KEEF, the list of which is determined by the employee who resolves the matter. The document in hard copy the servant files in employee's mailbox, and he must file a copy of the output document chronologically in the envelope of the case.

Article 44

Mail transfer in physical form

Mail in physical form, which is equipped with the letter "R" and the letters "AR", an authorized employee of the Main Office records in the "Dispatcher book", which is attached to the mail. The authorized official of the Post physically receives the mail together with "Dispatcher book" on the front desk of the KEEF. The next day, the authorized employee of the Post hands over to the authorised employee of the Main Office the signed "Dispatcher book" of the previous day. The authorized official of the Post shall arrange for the proper delivery of mail in physical form in the mailbox of the addressee, which is equipped with the letter "R" and the letters "AR".

VI. ARCHIVING OF DOCUMENTS

Article 45

Archives, rules and procedures on archives, premises and personnel compliance

1. KEEF will issue specific internal rules on collecting, processing and record keeping, procedure for selection and exclusion of materials, use archival and documentary materials, employees work in archive and related issues.
2. The Main office shall prepare an inventory list of archival and registration material with timelines of retention. The inventory list shall be prepared within six (6) months form the operationalisation of Main Office.
3. Responsible persons for the entire archival and registration material created during the operations of the KEEF and its predecessors are obliged to comply with the provisions of Kosovo Legislation on Archives, provisions of this Regulation and other secondary legislation issued by KEEF on this matter.
4. The KEEF is obliged to provide adequate space and equipment for housing and the protection of archival and registration material in accordance with legislation in force in Kosovo.

VII. RESPONSIBILITY FOR IMPLEMENTING AND MONITORING THE IMPLEMENTATION OF THE RULES

Article 46

Monitoring of implementation of the Regulation

1. For the implementation of this Regulation, the Managing Director of the KEEF is responsible.
2. The Head of General Administration and Head of the Main Office in the area of work covered by this Regulation shall coordinate and supervise the work of individual work areas, IOUs of the KEEF and individual staff members directly and indirectly through the heads of working areas or Heads of IOUs.
3. In the event of a breach of this Regulation, the Head of General Administration and Head of the Main Office propose measures to rectify the deficiencies and notify the Managing Director.
4. All employees of the KEEF are obliged to familiarize with the obligations under this Regulation.
5. Violation of this Regulation constitutes a serious breach of the employment relationship.

VIII. TRANSITIONAL AND FINAL PROVISIONS

Article 47

Deadlines for implementation of certain provisions

1. House Rules defined in Article 15 of this Regulation shall be prepared and adopted within six (6) months after the adoption of this Regulation.
2. Information security policy defined in Article 18 of this Regulation shall be prepared and adopted within six (6) months after the adoption of this Regulation.
3. The mailing in the Main Office must be operational within four (4) months after the adoption of this Regulation.

Article 48

Adoption and entry into force

This Regulation shall enter into force 15 days after being published on the official website of the KEEF in Albanian, Serbian and English.

Chairperson, KEEF Board of Directors

Lum Mita

Date: 07. 06. 2019

Attachments:

Annex 1: Plan of classification symbols (to be developed by Main Office of KEEF at a later stage)

Annex 2: Plan of designation signifiers (to be developed by Main Office KEEF at a later stage)