



**REPUBLIC OF ALBANIA
OMBUDSMAN**

INTERNAL REGULATION

ON

***THE ORGANIZATION AND FUNCTIONING OF
THE OMBUDSMAN'S INSTITUTION***

Tirana, July 2016

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Introduction

Pursuant to Article 39 of Law no. 8454, dated on 04.02.1999, “On the Ombudsman”, as amended, which stipulates that “The Ombudsman adopts the internal regulation of the institution, which shall be drafted in cooperation with the commissioners”, it is drafted this regulation which constitutes a normative act of the Ombudsman, mandatory to be implemented by all structures of the institution.

This regulation will serve the institution in its efforts to comply with the legal prerogatives as well as to provide consistent, democratic and stimulating rules on which to base the daily working relationships.

The importance of adopting a new regulation is imposed by the occasional changes to law no. 8454, dated on 04.02.1999, “On the Ombudsman”, as amended, and the need for a detailed regulation that guarantees efficiency, effectiveness, accountability and transparency in the work of the Ombudsman’s institution.

Also, its purpose remains the development of the activity of the Institution on the basis of the principles of independence, impartiality, professionalism, confidentiality and flexibility in fulfilling its goals, in the protection of human rights and freedoms, provided by the Albanian Constitution, ratified international acts as well as by the Albanian legislation.

The Regulation sets out in a very functional way the obligations of all internal structures, in the context of fulfilling their duties as independent of each other, and defines the responsibilities of each structure within the mission as an institution. It serves as a key guide and reference for recognizing, understanding and fulfilling obligations within the structure it serves or runs.

At the same time, it sets out the basic criteria of the function and the required level of functional responsibilities. In this way the regulation creates the conditions and space needed for free activity within the legal framework of the field, where everyone feels and is responsible for their contribution.

The regulation naturally places the activity of each individual in normative positions within the legal framework of the activity of the structure. It places the structure in responsible positions in front of the institution, giving meaning to the unity of their activity towards one another in the context of fulfilling the mission of the Ombudsman’s institution.

CHAPTER I GENERAL PROVISIONS

Article 1 Purpose

The purpose of this Regulation is to lay down rules regarding:

- a. The organization and internal functioning of the Ombudsman's Institution and its regional offices;
- b. The rights and obligations of all employees of the institution in relation to the regular performance of their duties in accordance with the applicable legal framework, organizational structure, orders and regulations adopted by the Ombudsman;
- c. The administration of documents created or received at the address of the Ombudsman's Institution.

Article 2 Legal Basis

The Internal Regulation for the organization and functioning of the Ombudsman's Institution is based on Law no. 8454, dated on 04.02.1999, "On the Ombudsman", as amended, Law no. 9049, dated on 10.04.2003, "On the obligation and control of assets, financial obligations of the elections of some public servants", as amended, Law no. 9131, dated on 08.09.2003 "On the rules of ethics in public administration", Law no. 119/2014 "On the right to information", Law No. 153/2013 "On the civil servant", as amended, Order no. 29/1, dated on 02.05.2012 "Code of good administrative conduct", as well as Order no. 06, dated on 05.01.2016 "On the approval of the structure, organization and categorization of the work positions of the Ombudsman's Institution".

Article 3 Mission and activity

1. The Ombudsman protects the rights, freedoms and lawful interests of the individual from the unlawful or irregular acts or inactions of the public administration bodies and of the third parties acting on his behalf.
2. The Ombudsman, guided by the principles of impartiality, confidentiality, professionalism and independence, exercises his activity in the protection of human rights and freedoms provided for in the constitutional provisions and laws. The Ombudsman also has the mission of protecting the rights of foreigners, whether or not regular residents of Albania, of refugees, as well as of stateless persons located in the territory of the Republic of Albania, under the conditions provided for by law.

Article 4 Constituent structures of the Ombudsman's Institution

1. The constituent structures of the Ombudsman's Institution are:
 - a. Cabinet
 - b. Section

- c. Directorate
- e. Sector

2. The Cabinet is an organizational structure that functions within the Ombudsman. It plays an important consultative and verifying role for the problems and areas of responsibility that the Ombudsman covers, and serves as a filtering structure for administrative problems.

3. The Section is the basic structure of the Ombudsman's Institution. It is responsible for the specific area of responsibility and rights it covers within the mission of the respective structure. For the problems of its affiliation, it plays the leading advisory role of the senior manager of the structure where it belongs.

4. The Directorate is a supportive structure of the Ombudsman's Institution. It is responsible for the area of management that it covers within the mission of the respective structure. For the problems of its affiliation, it plays the leading advisory role of the senior manager of the structure where it belongs.

5. The Sector is a supportive structure of the Ombudsman's Institution. It is more specialized in the specific elements of a field of management. It may be within a directorate or independent, when the area it covers is not related to the nature of the work of the directorate, but plays an important role in fulfilling the mission of the structure of the Ombudsman's Institution.

Article 5

Senior Management Functions

The Ombudsman is the highest authority of the institution. He monocratically runs the institution and represents it. The Ombudsman, through his official and public activity as well as national and international commitments, ensures the realization of the objectives in the field of prevention, protection and promotion of human rights and their protection against the illegal or irregular acts or inactions of the organs, of the public administration, as well as of third parties acting on its behalf.

Chapter II

ORGANIZATION OF THE OMBUDSMAN'S ASSISTANT CABINET

Article 6

Composition

The Cabinet of the Ombudsman acts as a separate structure in its assistance and function. It is considered as supporting staff and as such, it is appointed and dismissed by the Ombudsman in accordance with the legislation in force.

The Ombudsman's assistant cabinet consists of:

- Director of the Cabinet
- Advisors
- Secretariat

Article 7

Functions

The Ombudsman's Assistant Cabinet is particularly concerned with:

- Confidential and reserved Ombudsman's post.
- Verification of the accuracy, formally and legally, of the materials handled by the responsible structures in the institution prior to their signature by the Ombudsman.
- Organization, preparation, protocol of meetings and gatherings chaired by the Ombudsman, in person or on his behalf.
- Coordination within the attributes given, of relations with state institutions and other public and private entities.
- Implementation of the official protocol.
- Communication with print and electronic media, through press conferences, interviews and various chronicles.

Article 8 **Director of the Cabinet**

The Cabinet is chaired by the Director of the Cabinet, who is one of the main assistants of the Ombudsman in carrying out his daily management activity in the institution.

The Director of the Cabinet has the following main responsibilities:

- To run, coordinate and be responsible for the work of the Cabinet before the Ombudsman.
- To organize the work so that the activity of the institution can be in accordance with the set priorities and objectives.
- To prepare, draft and follow up the implementation of the Ombudsman's daily agenda.
- By order of the Ombudsman, together with the advisers, to prepare various materials and reports, providing basic material from other structures of the institution, which he engages in the name of the Chairman.
- On behalf of the Ombudsman, to require from the relevant sections and directories various information and materials as well as written / verbal opinions on specific problems.
- To collaborate with counterpart offices and other international institutions dealing with human rights in providing information and to perform the tasks assigned to them in these areas by the Ombudsman. For the accomplishment of this task, it has the right to directly engage the Sector for External Relations, Integration and Project Coordination for aspects that it deems necessary.
- On behalf of the Ombudsman, to represent the Institution in workshops at home and abroad as well as in public or media debates about the activity of the institution.
- To submit opinions to the Ombudsman on various important matters of daily work.
- To provide opinions on draft laws or drafts of bylaws related to the protection and respect of human rights and to provide opinions on the legal correspondence of the Ombudsman.
- In cooperation with other structures, to prepare and ensure the progress of official and unofficial meetings of the Ombudsman at home and abroad.
- To follow and deal with materials and problem papers addressed to the Ombudsman and delegated by the latter to the Cabinet.
- To keep contact with the Cabinets of other public institutions and to report to the Ombudsman on matters it deems important. To receive and provide information on tasks assigned by the Ombudsman.
- To cooperate and coordinate with Commissioners and other steering structures for the smooth running of the Institution.
- To follow any other duties or orders delegated by the Ombudsman.

Article 9

Ombudsman's Advisors

1. There are four advisors in the Cabinet of the Ombudsman as follows:

- 3 Advisors
- 1 Media Advisor

In exercising his function, the Ombudsman appoints advisors who are directly responsible to him and act solely on the basis of his instructions.

2. The Adviser is a member of the Ombudsman's Cabinet and performs the following duties:

- Follows as guided by the Ombudsman, the institution's relations with the Parliament, the Presidency, the Council of Ministers, other independent institutions, the designated ministries, other central or local public administration bodies, and with the civil society.
- Participates in working groups for the preparation and organization of national human rights activities, as defined by the Ombudsman.
- Designs and prepares special materials, in collaboration with other Cabinet members, to improve the work process and submit them to the Ombudsman.
- Represents the Institution in the working groups for the preparation of national reports on the human rights situation and in any other activity of this kind, with the appropriate authorization of the Ombudsman.
- Participates in the working group for the preparation of the annual report submitted to the Parliament by the Ombudsman or for special reports prepared for the Parliament.
- In cooperation with other members of the Cabinet, generalizes and draws conclusions from the activity of the Ombudsman in the framework of the good administration of the public administration and other institutions that fall within the Ombudsman's jurisdiction, as well as for identifying cases for the purpose of their media publication. Contributes, as appropriate and customized by the Ombudsman, to public or media debates regarding the activity of the Institution.
- Addresses specific issues that are referred for review by the Ombudsman and reports to him on the outcome or problems related to their review process.
- Cooperates with Commissioners and Assistant Commissioners in the process of reviewing specific cases, as directed by the Ombudsman. In cases where the Adviser deals with specific issues individually, he or she shall observe the same rules as the Assistant Commissioners.

Article 10

Media Advisor

The media adviser has the following duties:

- To use the daily press in order to identify problems related to the work of the Institution and to make them known to the Ombudsman.
- To draft and propose the institution's strategy for public relations and media.
- On behalf of the Ombudsman, to establish links with creative third parties and to follow up the work on realizing the specific items of the Public Relations Strategy through the media.
- To communicate with the media about the publication of issues related to the activity and policies of the Institution, after being recognized and briefed by the Commissioners, Assistant Commissioners and direct orders of the Ombudsman.
- On behalf of the Ombudsman, to compile press releases and to distribute them to the media and to speak to them on behalf of the Ombudsman.
- To collaborate with the office staff in order to identify problems that they are following and to receive feedback from them on their eventual coverage in the press.

- To organize press conferences of the Ombudsman with the function of its spokesman.
- To create the necessary telephone, fax, e-mail address for press communications.
- In cooperation with other structures of the institution, to take care of the periodical publication of the magazine of the Ombudsman's Institution as well as the publication of information and activities carried out on the official website of the institution.

Article 11 **Ombudsman's Secretariat**

The Secretariat is part of the functional structure of the Ombudsman's Cabinet. Specifically, the secretariat is responsible for:

- Assisting and preparing materials for the Ombudsman.
- Keeping order records, tracking deadlines, progress and response to orders.
- Keeping up with correspondence and meeting agendas.
- Direct and open access to the Ombudsman of confidential materials.
- Reception and clarification of people requesting a meeting with the Ombudsman.
- Keeping the Ombudsman's communication line operational.
- Coordinating scheduled meetings and appointments.
- Identifying problems and tasks arising from the file reviewed by the Ombudsman and forwarding them to the protocol office for competence.
- By order of the Ombudsman, keeping the protocol in official meetings.
- Caring for the office, office equipment and technical inventory.
- Performing all duties and orders given orally or in writing by the Ombudsman.

CHAPTER III **ADMINISTRATION OF THE OMBUDSMAN'S INSTITUTION**

Article 12 **The Secretary General**

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

- Secretary General
- Secretary of the Secretary General

In accordance with law no. 152/2013 "On the Civil Servant", as amended, the Secretary General is the highest civil servant and the highest administrative manager in the Ombudsman's Institution, responsible for the functioning of this administration and has the managerial responsibility of the authorized civil servant, according to the provisions of Article 9 of Law no. 10296, dated on 8.7.2010 "On financial management and control", as amended. The Secretary General acts directly under the Ombudsman and is accountable to him for the activity of the structures of the Institution under which he is subordinate. The Secretary General has the right to a secretariat which has the same duties as the Ombudsman's Secretariat as provided for in section 11 of the this regulation.

2. With his legal authority and those powers delegated by the Ombudsman, the Secretary General is responsible for;

- The administrative management of the institution and its management in such a way that the policy formulation and implementation is well coordinated and its activity is efficient and effective from the economic point of view and the services provided.
- Defining objectives and formulating relevant programs, standards and procedures for implementation as well as ensuring the efficient use of the material, human and financial resources needed to deliver the programs and achieve the objectives.
- Monitoring and overseeing all human resource management issues of the institution, in particular, the implementation of provisions and legislation in the field of civil service as well as other personnel related matters.
- Guaranteeing the rights and responsibilities of the staff of the Ombudsman's Institution, according to the legislation in force.
- Proposal for approval of the structure, organization and categorization of the work positions of the Ombudsman's Institution.
- Preparation, implementation, internal financial control, monitoring, reporting, accounting and internal audit of the institution's budget.
- Coordinating activities related to identifying and assessing risks that endanger the achievement of the institution's objectives and the establishment of a risk management system in proportion with its size.
- Reporting to the Ombudsman on the implementation of financial management and control systems in all units, structures, programs, activities and processes managed by him, in accordance with the principles of legality, sound financial management and transparency.
- Proposal for the adoption of internal administrative acts, monitoring and updating of the systems for financial management and control of the institution, as well as taking measures to improve the systems, following the recommendations of internal audit, external audit and evaluations of other analyzes.
- Proposal for projects, strategies and training programs related to enhancing the quality of management and motivating and managing the employees of the institution.
- Monitoring the implementation by the staff of the institution of the rules of Ethics, Internal Regulations of the institution, and other administrative acts approved by the Ombudsman.
- Representation of the institution in relations with third parties, in accordance with delegations and authorizations given by the Ombudsman.
- In addition to the above duties and responsibilities the Secretary General also performs other duties assigned by the Ombudsman.

Section 13 **Section**

1. The Office of the Ombudsman shall consist of five specialized sections, headed by the Commissioners. These sections are:
 - Section on central administration, local government and third parties acting on their behalf.
 - Section on Police, Secret Service, Prisons, Armed Forces and Judicial Power.
 - National Mechanism for the Prevention of Torture, Inhuman or Degrading Treatment or Punishment.
 - Section for the Protection and Promotion of Children's Rights.
 - General section.
2. Depending on the needs of the institution, the Ombudsman decides that special sections should be set up and function, which are defined in the internal regulation of the institution.

3. The mission of the specialized sections is to protect the human rights provided for by the Albanian Constitution, ratified international acts and the Albanian legislation, by unlawful and irregular acts or inactions of public administration bodies, as well as by the third parties acting on its behalf.
4. The Sections shall consist of Assistant Commissioners whose duties and responsibilities are covered by the following sections of this Regulation.

Article 14 Commissioner

1. The Commissioner is elected by the Albanian Parliament for a four-year term, with the right to be re-elected only once, in accordance with the procedures provided for in Article 33/1 of Law no. 8454, dated on 04.02.1999, "On the Ombudsman", as amended.
2. The Commissioner directs one of the sections defined by law, according to the division made by the Ombudsman by special order. The Ombudsman may, when he considers it necessary, change the placement of commissioners at the head of the Sections. The Commissioner directs the work in the relevant section on the basis of the orders, instructions and commissions received from the Ombudsman.
3. The Commissioner shall be assisted in the discharge of his duties by the Assistant Commissioners of the relevant Section, to whom he shall give orders, instructions or commissions in writing or orally, to carry out the tasks assigned.

Article 15 Assistant Commissioner

1. The Assistant Commissioner shall report to the Commissioner of the Section concerned or to the Secretary General on the treatment, examination, verification and inspection of problems identified by complaints, claims of any individual or group of individuals or non-governmental organizations claiming that their rights and freedoms have been violated and their legitimate interests in the unlawful or irregular acts or inactions of public administration bodies, as well as in cases of initiative and special or periodic inspections.
2. Tasks are carried out in accordance with the institution's policies, administrative standards and technical procedures, and with due regard to professional practices. Based on the duties of the position, the Assistant Commissioner identifies opportunities and recommends further improvement of applicable legal and sub-legal procedures and acts in the context of resolving concrete cases and effectively protecting the individual's legal rights and interests.
3. Subject to the Section which he belongs to, the Assistant Commissioner shall address matters falling within the scope of specific responsibilities and rights, without prejudice to the possibility, depending on the priorities set, as well as the workload, to handle on the Ombudsman's or Commissioners' order also matters pertaining to other areas.
4. The Ombudsman may, on the proposal of the Commissioner or the Secretary General, temporarily move the Assistant Commissioners from one section to another, by taking into account the specific requirements and needs that may arise during the activity of the institution.
5. The Assistant Commissioner works to address issues referred to him by the Commissioner or directly by the Ombudsman. It shall apply in its work the methodology set forth by the Ombudsman for the receipt and resolution of requests, complaints or notices of individuals, groups of individuals or non-profit organizations.

Article 16
The main tasks of the Assistant Commissioner

The main tasks of the Assistant Commissioner are:

- To handle all cases within the statutory deadlines set forth by the relevant Section Commissioner, the Secretary General or directly by the Ombudsman, according to the areas and rights it covers.
- To propose cases that can be pursued on the initiative, made public in print or visual media.
- To perform inspections at the central or local public administration bodies, as well as on sites and places where there are alerts / notifications of violations of human rights and freedoms upon approval or by order of the relevant Commissioner.
- To draft recommendations on specific issues or even legislative recommendations in cases where the law or by-law itself constitutes a premise for the violation of fundamental human rights and freedoms.
- To follow and monitor the implementation of the recommendations presented by the Ombudsman to the public administration bodies in the context of resolving concrete cases and protecting as effectively as possible the rights and legitimate interests of the individual.
- To monitor the implementation of conventions ratified by the Albanian Parliament and to prepare information or recommendations for periodic monitoring reports of various international institutions.
- To participate in drafting groups of special reports and to follow up on recommendations made during their drafting.
- To be active in visual and print media with interviews or even live broadcasts on specific issues.
- To contact the complainants whenever they are required by telephone, email or direct meetings.
- To fully implement orders, instructions and commissions delivered in a vertical line, according to the hierarchical scale it depends.
- To exercise any other powers conferred on him by his superior, in accordance with the legislation in force.

Article 17
Rules and procedures for considering cases

In considering the case, the Assistant Commissioner shall also follow these rules:

- a. Taking care of and being responsible for completing and updating case data on the computer system (Doculive);
- b. Within 5 days of receipt of the case, (complaint, request or notification) proceeding to take preliminary action for the consideration of the case or by recommending to the Commissioner as appropriate for its rejection and closure;
- c. If it concludes that the case falls outside the jurisdiction of the Ombudsman, it compiles the response and sends it to the Commissioner for approval;
- ç. If the expert considers that the matter requires an independent investigation, he / she performs these actions;

- i. Addressing with a request for explanations to all subjects of public administration or other institutions within the jurisdiction of the Ombudsman identified in the complaint as responsible for the violation of the alleged right;
- ii. Notifying the complainant for the commencement of the consideration of the case by the Ombudsman within a period of 10 days;
- iii. If the public administration body or other institutions within the Ombudsman's jurisdiction do not respond to a request for clarification within the statutory deadline, then the Assistant Commissioner shall, within 5 days of the expiration of the deadline for returning the response, be bound to address a new request for explanation. In the event that after the second request for explanation, the body has not returned a response, then the expert notifies the Commissioner and requests guidance on how to further proceed;
- iv. Upon receiving a response from the public administration body or other institutions within the Ombudsman's jurisdiction, the Assistant Commissioner shall perform the following actions:

- Informing the complainant or the applicant of the coming response and asking for opinions on its truthfulness and completeness.

- Verifying that the explanations are complete. If the answer is incomplete, it again addresses the relevant subject, specifying the object of the requested information. If he concludes that the explanations given are complete and sufficient to reach a solution to the case, then he handles the case in one of the ways provided for in the Law on the Ombudsman and passes it on to the superior for approval.

- In the event that the Assistant Commissioner does not establish conviction, then he shall address the superior with an explanatory report on the case and the alternatives he proposes to address.

- If the Assistant Commissioner considers that a recommendation should be made on the matter, then he or she shall draw up a report in advance which shall be sent to the supervisor for approval. Only after the approval has been given, can the Assistant Commissioner proceed with the preparation of the recommendation, which he then sends to the Commissioner or the Ombudsman for signature.

d. If the Assistant Commissioner considers that the case assigned to him is of particular or complex importance, then he shall propose to the Commissioner the establishment of a mixed working group with other members of the office staff.

f. If the Assistant Commissioner considers that the full investigation of the matter requires special technical knowledge, then he or she shall propose to the Commissioner an independent expert or group of experts in the field.

e. If, upon submission of the recommendation, the body has not replied within the legal deadline, it shall draw up a request to that effect. If the body does not respond even after the request for response, then the Assistant Commissioner shall report this fact to the relevant Commissioner, requesting instructions for further action.

In their work as Assistant Commissioners, they shall abide by the rules on the time limits for reviewing the cases set forth in this Regulation, notwithstanding that the law "On the Ombudsman" may have set longer deadlines.

All documents compiled by the Assistant Commissioners, work on the doculative system and are sent to the Commissioner for signature. The Commissioner shall provide appropriate suggestions, directions and references for dealing with or addressing a complaint.

Article 18

National mechanism for the prevention of torture, cruel, inhuman or degrading treatment or punishment

Pursuant to Article 31/1 of Law no. 8454, dated on 04.02.1999, the Ombudsman exercises the functions of the National Mechanism for the Prevention of Torture, Inhuman or Degrading Treatment or Punishment in accordance with the Constitution, international acts ratified by the Republic of Albania

and the legislation in force. The National Mechanism for the Prevention of Torture, Inhuman or Degrading Treatment or Punishment is organized and functions as other sections of the Ombudsman's Institution, while the NMPT Commissioner is elected according to the same procedures as those provided for the Commissioners of other sections.

Article 19

Directorate of Citizen Services

1. The main object of the work of this Directorate is to provide services to citizens as one of the basic conditions for the protection and promotion of human rights and freedoms. This Directorate consists of 2 (two) Sectors:

- *Sector of Information Technology and People's Reception*
- *Sector of External Relations, Project Integration and Coordination*

2. The work of this Directorate focuses on:

- Keeping track of work in the Citizens' Reception Office, coordinating and operating regional offices, and organizing "Open Days" to receive and accept complaints or requests from citizens for illegal or irregular acts or inactions by public administration bodies, as well as third parties acting on its behalf.
- Improving the quality of services to citizens in cases where individuals, groups of individuals or organizations submit complaints and requests to the Ombudsman reception offices.
- Responsibly monitoring, in cooperation with the Evaluation Commission, complaints coming to the Citizens' Reception Office, regional offices, postal complaints, and complaints by telephone and email and classifying them by object, "Within jurisdiction and competence", and for the return of replies with the subject "Counseling and guidance".
- Planning and ensuring staff participation in various seminars and trainings at home and abroad, with the aim of enhancing their professionalism, recognition and enforcement of the Albanian and international legislation on the protection and promotion of human rights and freedoms, as well as their application by role, tasks, and objectives of each person's job position.
- Monitoring and reporting in writing to superiors on key issues related to maintaining and improving external relations with counterpart offices, as well as with international organizations at home and abroad, in the field of protection and promotion of human rights and freedoms.
- Reporting in writing to superiors on issues raised in the reports of important international institutions (mainly DASH, CoE, EU) on human rights violations in our country, as well as on the functioning of working groups of the Ombudsman's Institution, to monitor the implementation of EU recommendations in the context of the country's integration process, etc.
- Drafting and implementing internal orders for the organization of various activities such as conferences, symposiums, seminars, work visits of the Institution's staff, at home and abroad, in order to develop and strengthen contacts and exchange experiences in the field of defense of human rights and freedoms.
- Participation in working groups set up by Internal Orders of the Head of Institution.
- Following up and implementation of other duties assigned by superiors related to the directorate's mission.

Article 20
Sector of Information Technology and People's Reception

1. The Sector of Technology and Information (IT) and People's Reception is part of the Directorate of Citizen Services. The main objective of the work of this sector is to implement and develop a strategy for managing and maintaining information through programs owned by the Ombudsman's Institution as well as receiving, communicating and accepting/ advising citizens' complaints, in the context of protection of rights, freedoms, and legitimate interests of the individual from unlawful or irregular acts or inactions of public administration bodies.

2. The tasks of this sector are:

- Managing and maintaining databases, defining and creating more functional structures for the long-term use of the program.
- Tracking, proposing and implementing various adjustments to the program to improve the recording, handling and extraction of information.
- Management and administration, computer network maintenance, telephone network administration and maintenance. Continuous staff training on software usage etc.
- Managing and maintaining computers, printers, photocopiers, ups. Management and maintenance of security cameras. Managing access and exit access through each employee's cards.
- Managing and administering the Ombudsman's Institution's Website by updating all the relevant cases, press releases, various recommendations and other institutions' attitude to these recommendations.
- Creation, completion, monitoring and functioning of the electronic register in the sector of people's reception, for all complaints and requests of citizens considered out of competence and out of jurisdiction by the Assistant Commissioners' groups.
- Organizing work in the Citizens' Reception Office for receiving complaints, drawing up monthly statistics, status of total complaints, how many have entered the DOCULIVE system and how many have been advised.
- The professional and ethical reception of citizens who file complaints with the Ombudsman's Institution, as well as the provision of legal advice on matters outside the jurisdiction and legal competence of the institution.
- Assisting and supporting citizens in drafting complaints or requests according to the points of the complaint form, when it is assessed that their object is within the jurisdiction and legal competence of the Ombudsman. When necessary, cooperating with the Assistant Commissioners according to the sections or areas they cover in the preparation of the complaint.
- Return of written responses with the subject "Counseling and guidance", on the legal path to be followed by citizens whose complaints after arriving at the institution through correspondence/e-mail, are categorized outside the jurisdiction or competence of the Ombudsman, after the evaluation.
- Preparation of reports and statistics on the number of complaints, according to the monthly, 6-month periods, as well as the annual work report for the Citizens' Office and regional offices.
- Full compliance with all the obligations arising from the internal orders of the Head of institution.

Article 21
Sector of External Relations, Project Integration and Coordination

1. The Sector for External Relations, Integration and Project Coordination is part of the Directorate of Citizen Services. The main objective of the work of this sector is to implement the best practices regarding the improvement of external relations of the Ombudsman's Institution with counterpart offices

and international organizations at home and abroad, in the field of protection and promotion of human rights and freedoms.

The tasks of this sector are:

- Following up and implementation of the procedures of participation of the Ombudsman and his / her designated persons in various conferences, seminars, visits with counterpart offices at home and abroad.
- Compilation and following up of correspondence with the Ministry of Foreign Affairs and the Albanian diplomatic missions abroad as well as those credited in Albania, based on the Ombudsman's orders, instructions and commissions.
- Participation in working groups and monitoring of obligations arising from the membership of the Ombudsman Institution in international organizations and networks.
- Preparation of the external relations files of the Ombudsman Institution with international organizations of which it is a full member.
- Gathering and preparing the necessary information for the Ombudsman's and / or Commissioner's workshops with international representatives as well as preparing the relevant individual files for each activity;
- Providing ongoing information on the way how the Ombudsman's institutions are organized, and function.
- Providing contact points with counterpart Ombudsman's offices and updating this information.
- Administration of information received from representatives of the institution that have attended international activities.

Article 22 **Regional Office**

In accordance with Article 32 of Law no. 8454, dated on 04.02.1999, in cases when the Ombudsman deems it appropriate, he may appoint a local representative for a specific matter and time. This representative is paid from the Ombudsman's budget and the legal labor relations are regulated in accordance with the provisions of the Labor Code, in accordance with the annual budget of the institution and the fixed number of employees on temporary contracts.

2. The duties of the regional office representative are:

- Implementation of Law No. 8454, dated on 04.02.1999, "On the Ombudsman", as amended, the Internal Regulations, the Institution's Code of Ethics and other acts adopted by the Ombudsman.
- Reception of citizens, ethical communication, return of responses to previous complaints, giving instructions on how to fill out a complaint form (electronic and printed).
- Providing advice and guidance to citizens on the path they should take or the Institution to address, on complaints that fall outside the jurisdiction and competence of the Ombudsman.
- Submission of complaints received during the week to the Ombudsman's head office, either by post or electronically. In cases requiring immediate expert review by field, the complaint is sent within 24 hours to the Ombudsman's central office.
- Protecting the confidentiality of the information and identity of the citizen making the complaint by not making it public in any case.
- Rejection of anonymous complaints and those with no signature of the complainant.

- The right to request from the Ombudsman's head office in Tirana, interpretations of legal and sub-legal acts, instructions on specific cases and whenever he deems necessary.
3. Weekly, monthly and annual reports on the number of citizen complaints, counseling and guidance, as well as requests related to the progress of the Regional Office, are made to the Directorate of Citizen Services at the Ombudsman's Institution, which is tasked with monitoring and following up the implementation of duties of the regional office representative.

Article 23

Directorate of Finance and Services

1. The Directorate of Finance and Services organizes the work and responsibilities for the implementation of tasks related to the effective management of human, economic and financial resources according to the legislation in force and the structure approved by the Ombudsman.
2. In particular, the activity of the Directorate of Finance and Services relies on the implementation of Law no. 8454 dated on 04.02.1999 "On the Ombudsman", as amended, Law no.10296 dated on 08.07.2010, "On Financial Management and Control", as amended, Law no. 152/2013 on "the Status of the Civil Servant", Law no. 9131 dated on 08.09.2003 "On the rules of ethics in public administration", Law no. 9228, dated on 29.04.2004 "On Accounting" as amended, as well as other bylaws enacted in their implementation. This Directorate consists of 2 (two) Sectors:
 - Sector of Finance and Administration;
 - Sector of Services
3. The main duties of the Department of Finance and Services are:
 - Monitoring the implementation of all personnel policies that include filling in applications, evaluating and classifying jobs, recruiting, selecting and filling vacancies in agreement with the commissioners and directors of the respective directorates.
 - Analyzing the staffing needs of the Ombudsman's Institution and ensuring their fulfillment in accordance with the civil service legislation and other laws and bylaws related to human resources.
 - Preparing job descriptions for all staff of the institution as well as coordinating job evaluation programs in collaboration with direct supervisors ensuring consistency in judgment.
 - Planning and implementing training programs in accordance with the defined development and organization needs of the institution by working closely with the Training Institute of Public Administration (ASPA).
 - Fulfillment in the quality of the responsible authority of tasks assigned by HIDAA in the framework of the implementation of the Law "On Prevention of Conflict of Interest", in relation to all documentation related to the declaration and control of assets.
 - Drafting the annual draft plan of common permits and monitoring its implementation.
 - Proposal to improve the legal acts related to the provision of financial income, as the main source of funding to meet the needs of the institution.
 - Proposal for approval to the Ombudsman of the financial plan, annual income and expenses, divided into 4 months, sources of funding.
 - Directing and controlling the financial activity of the Institution.
 - Organizing the inventory of equipment and material base of the institution.
 - Managing the use of institution funds in accordance with public procurement legislation.

- Organizing, directing and monitoring the work of organizing conferences, seminars, trainings and services at home and abroad.
- Exercise of any other powers conferred on it by the superior in accordance with the legislation in force.

Article 24

Sector of Finance and Administration

1. The Sector of Finance and Administration is part of the Directorate of Citizen Services. The main objective of the work of this sector is the effective management of budgetary funds, according to the legislation in force and the acts that regulate the functioning of the Ombudsman Institution.

2. The tasks of this sector are:

- Drafting the mid-term budget plan for the Advocacy Service Program, in collaboration with the sections / directorates of the institution, setting policy objectives, products and activities planned in the MTBP program, as well as costing and monitoring their outputs for this program.
- Drafting the balance sheet of the institution according to defined time periods and in accordance with the criteria and legal provisions in force.
- Preparing reports to superiors on the use of budget funds, on expenses for salaries, social and health insurance, operating expenses and on the use of investment funds.
- Periodic reconciliation with Treasury, Ministry of Finance, and Ministry of Economic Development, Trade and Entrepreneurship for operating expenses, as well as capital investments made by the institution.
- Implementation of the structures of the institution of requests for purchases and services, in cooperation with the commission of purchases and services of small value and preparation of the necessary documentation.
- Compilation of employee payrolls by organizational structure, social security and income tax deductions according to relevant provisions.
- Updating knowledge on legal and sub-legal acts in the field of finance, auditing, public procurement, asset management.
- Following and performing all procedures for the execution of court decisions including the opening of the fund, the receipt of documentation, the transfer to the beneficiary's account and the provision of various information to the institutions responsible for following these decisions.

Article 25

Office of the Protocol - Archive

1. The Office of Protocol-Archive is part of the Finance and Administration Sector, the main objective of which is to implement the requirements of Law No. 8454, dated on 04.02.1999, "On the Ombudsman", as amended, Law No. 9154, dated on 6.11.2003 "On Archives", as well as the Internal Regulation, concerning the registration, distribution of complaints, claims, citizens and all the other official correspondence, and the administration of this documentation.

2. Protocol-Archive tasks are:

- Enrolling in the Doculive system of citizen complaints and appeals according to all the data and generalities described in each complaint.
- Systematic registration of official correspondence developed with the Public Administration.

- Administering the stamp of the institution and its use in compliance with the Internal Regulation and applicable laws and regulations.
- Timely registration and distribution of Internal Orders.
- Accurate implementation of orders, instructions, and commissions given in a vertical line, according to the hierarchical scale.
- Establishment, administration and management of the institution's archival fund in accordance with the legislation in the field of archives.

CHAPTER IV COMPLAINTS AND RULES OF REVIEWING THE CASE

Article 26 Reception of complaints, requests and notifications

1. The Ombudsman's Institution receives complaints, requests or notices from any individual, group of individuals or non-governmental organizations alleging that their legal rights, freedoms and interests have been violated by unlawful acts or inactions of public administration bodies. or third parties acting on behalf of the Albanian public administration.
2. The Ombudsman has the right to refuse to examine cases that have occurred or have been under discussion before the 4th of February 1999, the date on which the Law on the Ombudsman was adopted.
3. The complaints, requests or notifications of foreigners who are regular residents of Albania, refugees, asylum seekers or stateless persons located in the territory of the Republic of Albania are equally expected and treated.
4. The Ombudsman does not review complaints or claims against the public administration or judicial bodies of other states. The data from these complaints, requests or notifications are used by the Ombudsman in bilateral or multilateral meetings with counterpart or human rights institutions of other states for the purpose of making them sensitive to violations of the rights of the Albanian citizens residing in other countries.

Article 27 Receiving complaints at People's Reception Section

Complaints, requests and notifications from persons to be presented to the Reception Office of the Ombudsman's Institution must be completed in the written template form. Those who are unable to file a written complaint are allowed to submit it orally. In this case the employee of the People's Reception Section will take note of the complaint, request or notification made, will note that the person presenting it does not know how to sign and will sign it on his own as another person present.

Article 28 Template Form

The form that must be filled in when the person is presented to the Institution's reception office, must be signed by the person making it and must contain:

- The identity, residence or work address of the person whose rights and freedoms are violated, as well as a contact telephone or fax number or E-Mail.
- Allegations of rights and freedoms violated against him or other persons.
- The administrative body or public official to whom it complains or notifies.
- A description of the facts to which it refers.
- Evidence of delay or refusal of the public administration to resolve a claim or complaint within the time limit prescribed by law.
- Whether the claim has as its object a case pending or whether it has formed the subject of a judgment.
- Public authorities (various administrative bodies) which have been notified in advance.
- Any kind of writing, original or photocopy on which the complaint, claim or notification is based.
- The complainant shall specify whether he wishes to remain anonymous and shall indicate the date of filling or submitting the form. The form must be submitted in person or by the persons authorized by him.

The model of the template form is in accordance with Annex 1 of this regulation.

Article 29

Complaints outside jurisdiction

When the People's Reception Section finds that a complaint, request or notification does not fall within the jurisdiction of the Ombudsman, then it advises the person presented to refer to the body or institution competent to deal with the complainant's case. In this case they help him with legal advice. The identity, address and substance of the person's complaint, claim or notification in these cases are recorded in a separate register located within this Section.

Article 30

Anonymous complaints

1. The institution does not accept anonymous complaints or requests, without a contact phone number or with an incomplete or incorrect address. In such cases after the relevant verifications, the complaint will be considered anonymous and will not be taken into consideration, but it will be filed. The person making such an archiving action must first inform his superior to see if all the appropriate efforts have been made to contact the complainant.

2. The same procedure as above is used in cases of people waiting on Open Days and when receiving complaints, requests or notifications outside the premises of the Ombudsman's Institution.

Article 31

Preliminary assessment of complaints

1. The evaluation of the requests / complaints submitted to the Ombudsman's Institution is done on a daily basis by the Assessment Commission, composed of Assistant Commissioners. The Evaluation Committee, according to the graph, evaluates the requests / complaints submitted to the People's Reception Office or the Revenue Office every day from 15.00 to 16.00, in cooperation with the Citizens' Reception Directorate (Citizens' Reception Department) by e-mail / official post at the Ombudsman's Institution.

2. If the Evaluation Committee has a dispute about a complaint filed as to whether or not the institution is competent to handle it, then the complaint will be discussed with the Assistant Commissioner covering the relevant area and, if necessary, with the Commissioner.

3. After the daily evaluation, complaints / requests that fall within the jurisdiction and competence of the Ombudsman's Institution, together with the evaluation sheets signed by the Evaluation Commission, are sent immediately by the Citizens' Reception Directorate (Citizens' Reception Section) to the office of the protocol-archive.

4. Complaints / claims that fall outside the jurisdiction and competence of the institution are registered in a separate register as a consultation and are received by the People's Reception Sector within 2 (two) days of the filing of the complaint / request. The Evaluation Committee remains responsible for registering complaints / claims that fall outside the jurisdiction and competence of the institution in the Doculive system.

Article 32

Tracking of received complaints

1. The protocol-archive office shall, within the next day following the receipt of the complaints / requests, record the practices in the Doculive system and forward them to the Secretary General together with the accompanying complaint sheet.

2. The Secretary General shall, within the day following the day on which it is received, designate the competent section to follow and deal with the complaint / request and, through the Secretary, shall forward the practices to the relevant Commissioner. In cases of its absence, one of the Commissioners appointed by the Ombudsman shall allocate the complaints;

3. In the event that the subject matter of a request falls within the competence of both sections, the Secretary General shall designate only one section responsible for the matter, but shall also stipulate the obligation of the other section to cooperate.

4. The Commissioner of the relevant section shall, within the day following the day of receipt by the Secretary General, determine and follow up the practices of the Assistant Commissioners to deal with the complaint / claim according to the area of responsibility and specific rights that each of them covers;

Article 33

Cases of initiative

1. Only the Ombudsman in person, for special cases made public, may initiate proceedings also on his own initiative or at the proposal of one of the Commissioners, when he finds or suspects that the rights or freedoms of persons have been violated by a public administrative body. After the commencement of the procedure, in each case, the consent of the person concerned or the injured party must be obtained in writing within 10 days of the initiation of the investigation procedure, otherwise it will be terminated.

2. In cases when the Ombudsman initiates the procedure of considering the case on his own initiative and when the guardian or legal representative of the person whose rights have been violated does not act, then the consent of the injured party is not required when he is a minor or mentally incapacitated or when it is the case for the protection of the rights of a large number of individuals.

Article 34

Contact with the complainants

1. The Commissioner or the Commissioner's Assistant on behalf of the Commissioner, upon receipt of the request together with the accompanying documents, may decide to hear the persons whose rights and freedoms have been violated as set out in the schedule. The day and time of the hearings shall be fixed by the Ombudsman, by the Commissioners or the Assistant Commissioners, to the knowledge of the Commissioner they depend to.
2. In case the complaint, request or notification is incomplete or ambiguous, the person shall be given the opportunity to complete or repeat it again within the prescribed time limit.
3. For specific reasons, on his own initiative or at the request of the complainant, the Ombudsman may decide that the proceedings must be confidential.

Article 35

Actions of the Assistant Commissioner

1. The Assistant Commissioner, after being informed of the complaint, request or notification, may propose to the Commissioner:
 - To reject the case for consideration and;
 - To reply to the person concerned, indicating the rights and competent authorities through which he can protect this right;
 - To transfer the matter to another competent body.
2. In all of the above cases, actions must be taken within 10 days from the day when the complaint, request or notification is filed, and the person or entity making the complaint, request or notification must also be notified.

Article 36

Termination of investigation

In case when the Commissioner or the Assistant Commissioner finds that the appeal or claim is being considered by the Prosecution or the Court or these bodies have made a decision, they may not initiate or suspend the investigation. But in these cases the institution has the right to request information from these bodies. However, the Ombudsman may order the initiation or resumption of an independent investigation when he deems it necessary, especially when the complaint concerns a breach of proceedings by these bodies.

Article 37

Conducting an independent investigation

1. When the review of the complaint or request and the accompanying documents necessitate an independent investigation, then the Ombudsman or the Commissioner shall decide on its conduct.
2. The decision shall be prepared by the Assistant Commissioner and shall contain:
 - The content of the request, the designation of the bodies to be investigated and the persons to be questioned.
 - The facts and documents that will be subject to investigation.
 - Persons who will conduct the investigation.
 - Deadlines for the relevant actions.

3. The Ombudsman or the Commissioner, in the decision ordering independent investigations, determines the actions to be carried out in accordance with Articles 19, 19/1 and 20 of the Law “On the Ombudsman”. The decision to conduct an independent investigation shall be notified to the complainant or the applicant within 30 days from the date of registration of the complaint or request.

Article 38

Deadline for conducting investigations

1. As a rule, the investigation period should not exceed 2 (two) months. After the third month begins, the Assistant Commissioner must submit a written memo to the Commissioner explaining why the case has not been completed within two months. After the expiry of the three-month period, each month until the end of the case, the Ombudsman should be informed by a written Memo and his consent must be obtained to continue the investigation.
2. The Ombudsman or the Commissioner may suspend the investigation whenever he finds that the complaint or request has been settled conciliatively or there are no longer any motives to continue the investigation or it has been abandoned by the complainant or applicant.
3. The termination of the investigation puts an end to the development of the complaint or claim procedure. The closure of proceedings shall be notified immediately to the complainant or petitioner, as well as to the administrative authorities against whom the investigation is conducted, where necessary.

Article 39

Access to public institutions

1. The Ombudsman, the Commissioners or persons appointed by them when exercising their duties outside the headquarters of the institution may enter the headquarters of any public authority by presenting the official identity card. In case they are prevented from entering, the relevant commissioner is notified and this is informed by the Ombudsman, who determines how this situation will be resolved.
2. In carrying out his duties, the Ombudsman or his representative shall seek to know any information, documents or acts held by public authorities in relation to the requests and complaints of persons whose rights and freedoms have been violated in the measure considered necessary to resolve the matter, but being obliged, as the case may be, to respect the confidentiality of the data.

Article 40

Inspections in places of deprivation of liberty

1. The Ombudsman or his authorized representatives may conduct independent inspections and investigations in prisons or solitary confinement, remedial or correctional facilities, in places of detention of military units, as well as in other places where persons are subject to a regime of restricted freedoms.
2. The Ombudsman or his authorized representatives have the right to have private meetings with any of the persons in the situations referred to in the first paragraph. Special inspections or meetings shall take place with or without prior notice of the administrative director of the prison, the place of confinement or the military unit or the highest hierarchical authority upon which they depend.

Article 41
Completion of investigations and preparation of report

1. The Assistant Commissioner responsible for examining a complaint, request or notification, after conducting an independent investigation, prepares a report containing the conclusions of the investigation. This is passed on to the Ombudsman, having been previously approved by the relevant Commissioner. If the Commissioner and his assistant disagree, their reasoning must be presented in writing to the Ombudsman. The Ombudsman makes the final decision regarding the official position on the matter.
2. Upon completion of the investigation and the preparation of the report, which shall contain the facts established and recommendations on measures to be taken to eliminate unlawful acts, to repair damages and to restore the rights of affected persons, notices shall be given, by law, to all the complainants, applicants, and the public authorities.
3. The Assistant Commissioner who has dealt with the complaint, request or notification shall follow receipt of a response from the bodies to which the recommendation or request of the Ombudsman has been sent. If the response does not come within 30 days, he must notify the Commissioner he depends to or the Ombudsman.

Article 42
Inaction by public administration bodies

If the Ombudsman considers the responses or measures taken by the administrative body insufficient, the Assistant Commissioner dealing with that complaint or issue will propose solutions to pursue the matter with the highest administrative body in the hierarchy. In these cases the recommendations are always followed by the relevant Commissioner and must be reported to the Ombudsman.

Article 43
Status of implementation of recommendations and requirements for explanations

1. Each Assistant Commissioner of the Institution shall, no later than the 2nd day of the following month, prepare and send electronically to the official address of the relevant Section Commissioner, Secretary General, Cabinet Director and Head of Information Technology and Citizens' Reception Sector, information on the status of implementation of recommendations and requests for explanations.
2. A database on the status of implementation of recommendations as well as requests for explanations is created at the Directorate of Citizens' Services (Sector for Information Technology and Citizens' Reception), which is updated based on monthly information coming from assistant commissioners of the institution.
3. If inaccuracies or ambiguities are found in the verification of the information sent by the Assistant Commissioners, then the corrected information should be sent immediately to the Sector of Information Technology and Citizens' Reception to reflect the relevant changes.

Article 44
Jurisdiction

If, after conducting independent investigations, it results that the matter falls within the jurisdiction of the State Supreme Audit Institution or any other auxiliary body or institution dealing with the complaint, it proposes to the Commissioner or the Ombudsman to recommend the matter to the competent authority to exercise its powers. Following the decision of the Ombudsman in this case, the interested person will also be notified.

Article 45
Information on acts adopted by state bodies

Commissioners and Assistant Commissioners, in any case, after the media are notified of Government meetings, should read the section on the Internet about acts adopted by the Council of Ministers or on draft laws that it will submit to the Parliament. Each, according to the directions of the work, will keep records of the acts or projects related to the work of the institution and will inform the Ombudsman of the problems that have been identified and of the recommendations that have been made, those to be made or problems to be addressed. attention to the work of the institution. The website of the Albanian Parliament and of the Presidency should also be followed for the same purpose.

Article 46
Service groups for weekly off-days and official holidays

1. In order to deal with emergency situations for weekly off-days and official holidays, by the order of the Secretary General, the schedule of the Assistant Commissioners who will be part of the service group, shall be defined.
2. Service groups are required to stay alert (not move out of the city of Tirana), keep their phones open and when an event related to a human rights violation occurs, immediately to go to the scene and take all the steps and procedures provided for in such cases, by immediately informing the relevant Commissioner and the Ombudsman.

CHAPTER V
Documentation Rules of the Institution

Article 47
Institution Registers

The registers of the Institution are as follows:

- General correspondence entry and exit register.
- General register of files, where requests, complaints and notifications are received and numbers assigned.
- Register of recommendations, where the recommendations of the Ombudsman are sent to the public authorities and numbers are assigned.
- The register of orders issued by the Ombudsman, in which these are recorded and numbers are assigned, in chronological order.

- Special register of secret and confidential correspondence, which records the documents of this nature.
- Archive register.

In addition to these registers, case management is done manually through the DOCULIVE program, which is used by the Ombudsman, Commissioners, the Secretary General, the Cabinet, Specialized Sections, the National Mechanism against Torture, the Secretariat and the Archive.

Article 48 **General register of files**

The general register of files should contain the following sections:

- file number.
- the name of the complainant.
- date of receipt of the request.
- the object of the claim.
- the section to which the request, complaint, notice and the name of the person completing the file is given.
- the date of submission of the recommendation and the date of notification to the competent authorities.
- the date on which the result of the claim is communicated to the complainant.

With the same file number, all the subsequent documents or correspondence related to the respective request will be recorded.

2. The placing of the rubrics in the registers referred to in Article 48 (a), (c), (d) and (e) shall be carried out in the light of the tasks identified, at the request of the Secretary General, and approved by the Ombudsman.

The Archive Register will indicate the date of entry into the archive, the nature of the work, the number of pages, the sector submitting and the submission and receiving signatures.

Article 49 **Register for the files reviewed in section**

A record of the files reviewed in the section shall be kept for the records of the works received and carried out in the relevant sections, which shall contain the following sections:

- the points referred to in Article 49, respectively from a - d.
- the date of getting the job in section.
- the deadline for the finalization of work.
- the name of the job title.
- the public authority or public official concerned.
- the date of submission of the draft report in the final form.

Article 50 **Register of Recommendations**

A copy of the recommendation, recorded in the Recommendation Register in which the Ombudsman's recommendations are sent to the public authorities, is included in a file, in a separate numerical order, which is stored in the archive.

Article 51
Opening and closing of the register

When the registers are opened, the sheets will be numbered and sealed by the Archives-Protocol Office. At the end of each year, minutes of their closure will be kept, signed by the Secretary General, the protocolist and the archivist. Registry records can also be stored in magnetic storage.

Article 52
Claim Files

1. The cover of each file will include: name of institution, file number, registration date and other request identification data, confidential character, if applicable, and the expiration date. All documents pertaining to a case (complaint, petition or notification) shall be placed in the relevant file which can not be taken out of the institution, unless the Ombudsman authorizes this action in writing or orally.

2. Documents that make up the file will be selected, numbered, stitched, linked and sealed prior to submission to the archive by the person completing the case. The archiving of files will be done in numerical order. Reports, information, correspondence and other written materials of the institution will also be submitted to the archive, which will be treated according to the relevant legislation for their preservation.

Article 53
Special register of secret and confidential correspondence

Commissioners, Assistant Commissioners, Secretaries and the rest of the staff of the Institution must ensure the confidentiality of data and the confidentiality of the procedures and documents they work on or obtain. The acts that are considered documents of special importance are assigned by special order of the Ombudsman and are registered in the special register of secret and confidential correspondence and are treated according to the rules and procedures of archival fund management.

CHAPTER VI
ADMINISTRATIVE ACTS AND DOCUMENTS

Article 54
Types of administrative acts

1. The types of administrative acts in the executive and ordering activity of the Ombudsman which are used to fulfill its functions, are:

- **“Order”** is the bylaw of the Ombudsman of an internal nature that establishes rules, general conduct or regulates a specific relationship. The order is issued based on and in accordance with the Law or the Decision of the Council of Ministers. The submission of the order for approval is accompanied by the relevant report, which is prepared by the proposed structure of the act.
- **"Regulation"** is a bylaw adopted by the Ombudsman, which sets out the rules and procedures to be used in the performance of a particular activity.

2. Unless administrative acts are issued as a result of an order provided for in the Constitution and a specific law, other types of administrative acts may also be initiated by another entity directly interested in it or at the initiative of the competent body at the Ombudsman's Institution, depending on the political, economic, social conditions or circumstances that may influence the issuance of an administrative act.

3. Administrative acts contain the following essential elements:

- The authority or body issuing the act.
- The legal basis where it relies.
- The parties, to whom it is addressed.
- Content submission.
- Effective date.
- Signature of the head.

Article 55

Drafting administrative documents at the Ombudsman's Institution

1. The administrative act, before being sent for signature to the administrative authority, must follow this procedure:

The relevant structures of the institution, according to the area of competence, have the right to propose administrative draft acts, accompanied by an explanatory report on the object, its purpose and its content. This proposal is forwarded to the office of the Secretary General and the Director of the Cabinet, to express within 7 days, the legality of their form and content and, where appropriate, consulting with the relevant Commissioners, making the necessary interventions in the project by making the reformulations concrete, when necessary.

2. In exceptional cases, proposals for administrative drafts, together with the explanatory memorandum, may be drawn up by the Secretary General or the Ombudsman's Cabinet, without following the normal procedure of the proposal provided for in the first paragraph. The Ombudsman may set up working groups with representatives of the structures of the institution, in accordance with their field of competence, to draft administrative acts of particular importance.

3. All acts drafted by the relevant institution structures, from the time of conception to the adoption of the final version ready for signature, will circulate for evaluation from the drafter to the direct superior and so on, only in electronic format through the internal program of Microsoft Outlook Messenger.

4. Upon drafting the final version, the act is signed by its drafters, confirmed and approved by the Secretary General and the Director of the Cabinet, before being sent to the Ombudsman for signature. In the case of financial restraint acts, it is mandatory to have them signed by the Finance Directorate.

5. The act approved by the Ombudsman is registered in the protocol and notified to the staff of the institution only in electronic format. The Information Technology (IT) Sector creates in the internal electronic network of the institution a folder accessible to all, under the name "Internal Orders of the Ombudsman".

Article 56

Administrative Documents

1. The set of administrative documents includes strategies, action plans, work plans and programs, cooperation programs with different countries, and any other document requiring human or financial resources. These acts are approved by order of the Ombudsman. Administrative acts, as the case may be, may require signature on each page and be published on the official website of the institution.

2. Documents in the form of orders, instructions, directives, work programs, reports, records, are formulated in writing. In special cases where orders are given orally, they shall be recorded in a separate protocol.

3. Documents coming out of the Ombudsman's Institution addressed to other institutions have the Republic emblem on the left side and the emblem of the institution on the right side, under it the inscription "Republic of Albania", under the latter the "Ombudsman", and below it the naming of the corresponding structure. The document should also contain the correspondence register number, case summary, correspondent address, formula "in reply" or "following the letter" (where applicable), document text, function, name and surname of the person who signs the document and his signature. The stamp, date and protocol number shall be imposed once the Ombudsman or the other authorized representatives have signed the letter.

4. Requests for explanations and recommendations, information and any other correspondence addressed to the President of the Republic, the Albanian Parliament, the Prime Minister and their offices, ministers and heads of other Constitutional and independent central institutions shall be signed only by the Ombudsman. The protocol office shall not impose the seal in any case where this rule is violated. The exemption may be made by special written authorization issued by the Ombudsman stating the document and the person to sign it, on his behalf.

Internal correspondence has all the elements of documents that come with the exception of the correspondent's address and the "in reply" or "following" formula.

5. All documents drafted by the structures of the Ombudsman's Institution should have the following parameters:

- "Times New Roman" Writing, size 12;
- The margin space on either side of the paper should be 2.5.cm or 1 inch;
- The letterhead should be capitalized and bold;
- The date and protocol number should be set at a distance of two spaces from the letterhead.
- The date should be set on the left side and the protocol number in the same row as the date on the right side.

6. In the absence of the Ombudsman, official acts may be signed by persons authorized in writing by him. In this case in the official act it is noted: "in absence and on behalf of". Powers cannot be delegated and signed in the absence of the Ombudsman for constitutional or legal attributes known only to the latter.

7. Upon signing of the official acts by the Ombudsman, the material is recorded on the file by the Ombudsman's secretariat, who at the date and time specified on the file, submits it to the employee of the Protocol-Archive.

Article 57

Administrative Documents addressed to the Ombudsman's Institution

1. Incoming documents (other than complaints which are dealt with in Articles 28-33 of this Regulation) shall be entered in the general register of entries and exits from the Archive-Protocol section, which shall record in them the protocol number and date of receipt. The documents are forwarded to the Cabinet / Secretary General immediately with the accompanying file and, accordingly, are distributed for signing within 24 hours to the agencies concerned with the issue.
2. When in the incoming documents the Archive-Protocol Sector ascertains deficiencies, a record is kept and the subject who sent it is notified. The envelopes addressed to the Ombudsman "with personal notes" are delivered to him unopened for signature.
3. Within the time limit specified in the file, the material, after being signed by the compiler, head of department, director of the Directorate / Assistant Commissioner, Commissioner and Secretary General, shall be submitted to the Ombudsman's Secretariat.
4. If the card specifies more than one structure or individual who is in charge of handling the paperwork, the structure or individual possessing the original copy of the paperwork after receiving input from other structures or individuals is obliged to compile the following letters and forward them for signature to the administrative authority.
5. Upon signature by the Ombudsman, the material is recorded on the file by the Registrar, who submits it to the Office of the Archives and Protocol on the date and time specified on the file.

Article 58

Signing of documents

1. A copy of the document held in the protocol archive office and handled by the Secretary-General, is signed by the compiler, head of department, director of the directorate and the Secretary-General.
2. A copy of the document held at the Archives and Protocol office and handled by the Section, is signed by the compiler (Assistant Commissioner) and the Commissioner.
3. A copy of the document held in the Archive-Protocol Sector and handled by the Finance and Services Directorate and the Citizens' Reception Directorate, is signed by the compiler, Head of Department and Director of the Directorate.
4. In the case of paperwork compiled by sector officials, directors / assistant commissioners, Commissioners or the Secretary-General, the conception will begin precisely with those who have drafted the paperwork for the copy of the document held in the Archive-Protocol section.

Article 59

Administrative documents that are neither recorded nor submitted to the Archive-Protocol

1. Documents of a simple character such as moving vehicles, massive account documents, warehouses, mandatory payment invoices, entry-exit sheets, travel sheets and other similar documents are neither recorded nor submitted to the archive-protocol office.

2. These documents are stored in the relevant department and the Directorate of the Ombudsman's Institution and after losing the operational value of the preservation are issued for disposal according to the rules in force by the relevant department or Directorate.

CHAPTER VII

JUDICIAL REPRESENTATION, COOPERATION, TRANSPARENCY, LABOR RELATIONS AND OTHER SERVICES

Article 60

Representation in the court of the Ombudsman's institution

1. The representation of the Ombudsman's Institution in court is realized through the authorization of the relevant structures. The authorization for representation in court is issued by the Ombudsman.
2. The representative in the litigation shall immediately provide detailed information to his or her leader on the progress of the proceedings as well as the thought of making an appeal, recourse or not against the court decision, which shall forward this information to the Ombudsman.

Article 61

Responsibilities of functions in relation to each other

1. The relations between the Ombudsman, the Commissioners, the Ombudsman's Cabinet, the Secretary General and other civil service structures of the institution shall be governed by the legal provisions in the field of civil service and other applicable acts.
2. Relationships between parallel structures are cooperative relationships. In these relationships, the structure that covers the relevant field of management is highlighted in the leadership role. This cooperation is always based on the work programs approved by the Ombudsman.

Article 62

Providing official information

1. Any request for information submitted to the Ombudsman's Institution should be treated with priority, in compliance with the provisions of Law No. 19/2014 "On the Right to Information".
2. The Ombudsman, in accordance with the above law, adopts the Transparency Program for the Institution, which takes into account the public interest in ensuring maximum access to public information, making available, on demand, the information and model approved by the Commissioner for the Right to Information and Protection of Personal Data, pursuant to Article 6 of Law no. 119/2014.
3. The Ombudsman's Institution updates the Transparency Program from time to time, in accordance with point 2 of Article 5 of Law no. 119/2014, through its detailed reflection in the official website of the institution as well as in the premises of people's reception.

4. The Directorate of Citizen Services creates, maintains and makes public a special register, which reflects all information requests and information provided in response to them, while by special order of the Ombudsman it is designated the coordinator of the institution for the right of information.

Article 63

Updating the Website

1. All structures of the Ombudsman's Institution, according to the areas and issues they cover, have the responsibility to cooperate and contribute to the continuous operation, maintenance and updating of the official website of the institution, through the provision of various information to the public service.

2. All information prepared to be posted on the official website of the institution will be preliminarily evaluated by a Commission consisting of all the key leaders of the institution's structures (Commissioners, Secretary General, Media Adviser of the Ombudsman, Director of Directorate of Citizen Services).

3. The Ombudsman's Media Advisor follows and monitors data updating, categorization and queuing, based on the latest information coming from all Institution structures, while the Sector of Information Technology and People's Reception has the responsibility of technically performing the data entry on the official website as well as for the technical progress of the website.

Article 64

Email

1. The Ombudsman's Institution provides material resources for the use of email in order to assist employees in completing their duties. All messages compiled and / or transmitted through the Institution's internal network and / or government networks must comply with Law 9131, dated on 8.09.2003, "On the rules of ethics in public administration".

2. The internal electronic network is owned by the Ombudsman's Institution that provides the service and is in charge of this service. All information that is posted, compiled, transmitted and / or received in the institution's electronic system by employees or not, is property of the Institution in accordance with the provisions of law no. 9380, dated on 28.04.2005, "On copyright", as amended.

3. Employees of the institution must respect the procedures for the proper use of email by using it solely and exclusively for business purposes. They should be able to access emails regularly and respond to messages as soon as possible. In exceptional cases where access to additional services is needed, it is required the assistance of the IT sector.

4. The Sector of Information Technology and People's Reception has the responsibility to immediately address technical issues in the event of anomalies or defects that may occur in the network.

Article 65
Processing of personal data

1. Any employee of the Ombudsman's Institution may use personal data only for the performance of the duties provided by law and in accordance with the laws and regulations governing the processing of personal data.
2. In processing this data, every employee is required to comply with the requirements of Articles 2 and 5 of the Law on Protection of Personal Data, as amended:
 - Respect for the principle of lawful processing of personal data, while respecting and guaranteeing human rights and fundamental freedoms, and in particular the right to privacy.
 - Performing the processing in a fair and lawful way.
 - The collection of personal data for specific, clearly defined, legitimate purposes and their processing in accordance with those purposes.
 - The data to be processed must be sufficient, relevant to the purpose of the processing and must not exceed that purpose.
 - The data must be factually accurate and, where necessary, must update and perform every action to ensure that inaccurate or irregular data is deleted or altered.
 - Data shall be kept in such a form as to allow the identification of data subjects for a period of time, but no longer than it is necessary for the purpose for which they were collected or further processed.

Article 66
Prevention of conflict of interest

1. Ensuring an impartial, transparent decision-making, in the best possible interest of citizens, by preventing conflict between the public and private interests of an employee or official of the Ombudsman's Institution in the exercise of their functions is one of the main objectives of the work of the institution pursuant to Law No. 9367, dated on 07.04.2015 "On the prevention of conflicts of interest in the exercise of public functions", as amended.
2. Upon his election or appointment, the employee shall be obliged to prevent and resolve, as soon as possible and in the best possible manner, any situation of his or her conflict of interest. If the employee is not convinced of the existence of a conflict of interest related to him, he should consult with his superiors as soon as possible. Every superior should take all the necessary measures to prevent and resolve cases of conflict of interest.
3. The authority responsible for preventing conflicts of interest at the Ombudsman's Institution is the Director of Finance and Services.

Article 67
Services at home and abroad

1. In the case of services outside the workplace, within the country, prior to performing the service, an information / memo from the relevant directorate / section should be prepared in advance concerning the service, reasons, purpose, length of service to be performed, which must

be signed by the head of directorate / section. This information is sent for approval to the Ombudsman.

2. Based on the approval given by the Ombudsman, the Department of Finance and Services prepares an order for the employee to be sent out of service, which is signed by the Secretary General.

3. By signing the order, the Department of Finance and Services has the responsibility of planning the vehicles and making them available for service delivery as well as for the financial treatment of employees in accordance with applicable legal and sub-legal acts.

4. Upon termination of service, the employees and the Sector of Finance and Administration make the expenditure situation, which must necessarily be accompanied by the basic justification documentation (tax document).

5. Within 2 (two) days after returning from service, employees prepare a detailed information about the service rendered, which is sent to the Ombudsman, the Secretary General and the relevant Commissioner / Director.

6. The Sector for External Relations, Integration and Coordination of Projects and the public plays a key role in coordinating activities in the framework of cooperation with foreign countries for all institution structures. Upon receiving an invitation to participate in an international activity, by official mail or email, the Department of External Relations in the Directorate of Citizen's Services should immediately prepare a detailed information for the Ombudsman, stating that, among other things, the organizers of the meeting, its purpose, date of development, financial expenses, the contribution that the institution should make, and the suggestion of whether or not to attend the meeting.

7. In cases when the Ombudsman agrees, he shall, in consultation with the Secretary-General, designate the person who will participate in this activity by recording the information provided by the Sector of Foreign Relations.

8. The order prepared by the Sector of External Relations for all employees sent abroad (including the Ombudsman's participation in international activities) is signed by the Secretary-General.

9. The financial treatment of employees related to the costs of accommodation, transportation, diets and any other expenses necessary to perform the service abroad, will be carried out in accordance with applicable laws and bylaws. In all cases the said expenses as well as any other payments will be recognized and paid according to the relevant justification document (invoice, ticket, etc.).

10. The Sector of External Relations is responsible for selecting the hotel differentially according to the categories defined in the bylaws. In specific cases, when international activities are organized, where booking is done by the organizers, or the organization of the activity does not allow the group to be divided into different hotels, the accommodation costs are recognized according to the respective invoice.

11. Within 4 (four) days after returning from international activity, the employee shall prepare a detailed information, according to the type form approved for this purpose, which shall be sent to the Ombudsman, the Secretary-General and the Sector of External Relations. The same deadline is required for the preparation of information, even when the employee has participated in international activities domestically.

Article 68
Institutional Assets

1. All staff members of the Ombudsman's Institution at all levels are responsible for safeguarding and protecting the assets and documentation of sectors covering their loss, theft, misuse and unauthorized use, and report in a hierarchical way to the Secretary General of the Institution.
2. Asset management responsibilities are distributed by the Secretary General through a clear and documented system of delegation and separation of functions. Every staff member of the Ombudsman's Institution should be clear and fully informed of their responsibilities over the institution's assets.
3. The Directorate of Finance and Services should establish and update an accounting record of all assets it owns or manages. The register is maintained in the form of files or in a synthesized form. The Secretary-General shall designate the official responsible for establishing and maintaining the register.
4. The register of assets of the Institution shall include both current and non-current assets and monetary assets and specify the assets held by the Institution.
5. Disposal of the assets of the Ombudsman's Institution shall be done in compliance with the rules and procedures established by the applicable legal and sub-legal framework.

Article 69
Donations

1. The Ombudsman's Institution may benefit from various financial or material donations. The proposals of each donor and their conditions are submitted by the Secretary General to the Ombudsman, who decides whether or not the donation should be accepted.
2. The donations to be received will be recorded in a special register and in addition, any material value will be entered in the institution's warehouse. Their use is documented in the same way as for other material or financial values obtained from the state budget fund.
3. The Special Donation Register should contain the type of donation, the amount, the time, the donor and the way the donation has been disbursed. The register must also contain the identity and signature of the donor. At the end of each year a copy of this register with notes on its entry and exit shall be submitted to the State Supreme Audit Office and the Standing Committee on Economy and Finance at the Albanian Parliament.

Article 70
Archive Fund Management

1. In order to determine the value and the terms of preservation of documents available in the archive of the Ombudsman's Institution, a Commission of Expertise on the Value of Preservation of Documents is established, which operates in compliance with the provisions of Law no. 9154, dated on 6.11.2003, "On Archives", as well as the Technical-Professional and Methodological Norms of the Archive Service in the Republic of Albania, compiled by the General Directorate of Archives.
2. The Expertise Commission on the basis of the "List of types of documents with preservation deadlines" and "List of documents of historical / national importance", announced by the General Directorate of Archives, draws up a concrete list of documents of historical importance for the

institution and of documents with a temporary storage period, and sets out the storage periods for the latter.

3. This list, after being reviewed and approved by the Expertise Commission, is sent to the Ombudsman for final approval. The evaluation commission, after checking the documents and files that have fulfilled the preservation deadline, in close cooperation with all sections and directories of the institution, prepares the list of separate documents for disposal.

4. The documents / files included in the segregation list are destroyed after the Ombudsman's decision is approved by the Commission of Expertise.

Article 71

Administration of personnel files

1. The personnel file, which is administered by the Directorate of Finance and Services, is individual and contains technical, professional, disciplinary data, periodic evaluation of individual performance results, and other data that are enriched consistently.

2. The personnel file is confidential. The persons entitled to access this file are:

- the superior directly.
- employees of the human resources management unit responsible for their maintenance and deployment.
- the clerk / employee to whom the file belongs.
- the Civil Service Commissioner.
- the Secretary General.
- The Ombudsman, as well as other institutions charged by law.

3. Upon termination of employment, the personal file is returned to the employee and the institution keeps a copy of it. The institution is obliged to take care of the personal data protection of the employee, in accordance with the legislation on personal data protection.

4. The Directorate of Finance and Services is obliged to enter primary data, information on their structure and organigram in the Central Personnel Registry, which is managed by the Department of Public Administration.

Article 72

Training of employees

1. The Secretary General, in close cooperation with the Commissioners / Directors of the Directorates, has the responsibility of organizing and managing the training system for all staff of the institution, as well as coordinating training activities.

2. The Directorate of Finance and Services has the responsibility to continuously cooperate with the Albanian School of Public Administration (ASPA) for the implementation of mandatory, general and specific training activities for both probationary officers and those with direct order of the supervisor, when deemed necessary for the training of the civil servant, based on the evaluation of performance results.

3. The designation of the staff of the Institution attending trainings, seminars, or conferences held at home or abroad is made by the Ombudsman in cooperation with the Secretary General, based on the Annual Training Plan approved by the Secretary General, according to the areas and rights that employees cover.

Article 73

Evaluation of employee performance outcomes

1. The procedures for evaluating the performance of civil servants in the Ombudsman's Institution, as well as the competencies for their evaluation, shall be in accordance with the legal and sub-legal framework in the field of civil service.

2. Performance evaluation is a process that is repeated every 6 months, within the calendar year, and serves to make objective decisions regarding probation, promotion, dismissal, progress in salary steps as well as in determining the training and professional development needs of the civil servant.

3. Where there is a disagreement between the authorizing officer and / or the counter-confirming and reporting officers regarding the evaluation levels, this issue is discussed and resolved between them. If they do not agree, then the final decision on the evaluation of the performance outcomes is reasonably taken by the authorizing officer.

Article 74

Official working hours

Weekly working hours and daily working hours are determined on the basis of the decision of the Council of Ministers for civil servants and other employees in Public Administration institutions of the central level.

Article 75

Entries - exits, and movements in the premises of the institution

1. Entries - exits and movements of employees in the premises of the Ombudsman's Institution are carried out through the use of an electronic (individual) card recognized by the access control system. The Directorate of Finance and Services provides every employee of the Ombudsman's Institution with electronic cards, according to the nominal list prepared by this Directorate. This directorate is responsible for the smooth running of the entry and exit process in the institution.

2. The card contains in its visible part at least the following data:

- logo of the institution.
- name and surname of the employee.
- personal photography.
- Section / directorate / sector in which it is appointed, as well as
- the functional task performed by the employee.

3. All employees of the Ombudsman's Institution are obliged to keep the card in a visible place throughout their stay in the offices and premises of the institution, as well as during internal movement.

4. All staff members of the Ombudsman's Institution, who, for work or personal reasons, leave the institution during the official hours, must notify the relevant Commissioner / Director, the Secretary General as well as make a note on the movement block, which is kept by the guard.

Employees of the Ombudsman's Cabinet shall notify the Director of the Cabinet of any movement and make the relevant note on the movement block held by the Ombudsman's secretariat.

5. The entry and stay of foreigners in the premises of the Ombudsman's Institution is permitted only for business reasons, after submitting an identification document to the guard officer and a preliminary approval of the application for entry permit by the Ombudsman, the Director of the Cabinet, the Secretary General and the Commissioners or persons authorized by them.

6. The reception of non-working foreigners in the premises of the Ombudsman's Institution is prohibited, as well as those who have entered the institution in contravention of the established rules. Meetings of a private or social nature not related to the nature of work are also strictly prohibited.

Article 76 **Reflection of presence at work**

1. For the purpose of monthly reflection of the work of the staff of the Ombudsman's Institution, within the 29th day of each month (within the 26th of February), it should be prepared and submitted to the Directorate of Finance and Services the attendance list signed by all units / structures of the institution.

2. The Directorate of Finance and Services, as the structure responsible for the maintenance and control of the electronic system of entry and exit in the institution, submits to the Secretary General the monthly entry and exit of all employees of the Ombudsman's Institution together with the attendance lists presented from the relevant units / structures.

3. This Directorate shall not perform any financial action (the payment of the monthly salary in the bank account of each employee) unless the list-presentations provided by the Secretary General have been submitted.

4. Any employee of the Ombudsman's Institution who for various reasons does not appear at work is obliged to immediately notify his direct superior and the Secretary General of the reason for not attending and its duration. Upon his return to work, the employee must immediately submit to his direct superior the justification document (medical report or any other document justifying the absence), which is attached to the attendance list prepared at the end of each month.

Article 77 **Dressing and ethical behavior at work**

1. The performance of the staff of the Ombudsman's Institution should be appropriate and reflect the constant care and seriousness of the staff of the institution on their visual aspect, the necessary level of personal cleanliness, and the attention to communication and staying in the institution. Institution employees must meet the essential requirements of official dressing, men with a jacket, shirt and tie, and women with appropriate, non-extravagant clothing.

2. The Secretary-General shall designate the functions which bear the uniform (clothing) paid for by the Institution or the extent to which such clothing shall be obtained.

3. The staff of the Institution should at all times be guided by the highest standards of professionalism. They are prohibited from any action or behavior unacceptable for their position in the institution. Employees of the institution must maintain their moral image cleanly, by avoiding the inappropriate behavior or actions such as drunkenness, abuse of office, fraudulent debts, etc., which infringe upon the authority and image of the institution before the public opinion.

Article 78

Vehicle and Fuel Management

1. The Sector of Finance and Administration, in the Directorate of Finance and Services, has the responsibility of maintaining complete documentation on the management of proprietary assets, by recording all operations performed on fuel consumption, tires, periodic maintenance services, different repairs etc.
2. Responsible for the maintenance of the vehicle, for the documentation of each vehicle and for the implementation of the road traffic regulation, are the drivers in charge of the vehicles. In cases where all drivers in charge of the institution's vehicles are in service, the institution's vehicles will be used by the officer delivering the service and possessing proof of the ability to drive.
3. Vehicles available to the Institution shall, after the end of the official working hours, remain in the parking lot of the Institution and shall in any case be used only upon the Secretary General's Order or Authorization.
4. Fuel tanks, like any other material value, are kept in stock. Exit from the warehouse is conducted upon the request of the drivers and through a refueling order signed by the Head of Finance and Administration.
5. By the 2nd day of each month, drivers must submit to the Sector of Finance and Administration the previous month's Travel Leaflet, together with the Monthly Fuel Supply Chart. In the event of unjustified fuel consumption, the institution's vehicle drivers bear the financial and administrative responsibility

Article 79

Vehicle parking

Parking of vehicles in the inner square is allowed only for the Ombudsman, delegations, guests and persons with disabilities. Parking of all other vehicles is done in the back yard of the institution, according to the rules set by the Secretary General. Parking spaces, movements in the interior, should be regulated by the relevant road signs.

Article 80

Rules for maintenance and security in the premises of the institution

1. The Secretary General, the Directorate of Finance and Services, as well as any staff member of the institution, are responsible for the security of the Ombudsman's Institution. At the end of the working hours, the employees of the institution must close the shutters, windows, air conditioning, computer equipment, offices and secure them from fire.
2. The staff of the institution shall comply, in particular, with the following rules:

- Failure to operate equipment and apparatuses exceeding the calculated load for the electricity grid.
 - Failure to operate apparatuses and equipment without the presence and instructions of the competent persons in the field.
 - Immediate notification of the persons responsible for the defects found in the electricity grid.
 - Disconnection, at the end of the working day, of electricity from equipment and apparatuses.
3. The maintenance worker takes care of the maintenance of offices and equipment and performs continuous inspections of the interior to eliminate any possible defects in the lighting, air conditioning, various appliances, doors, windows, etc., in order to have safe and secure working standards.

Chapter VIII

Final Provisions

Article 81

Non-compliance

Any bylaw in the form of an order or regulation that regulates the internal affairs of the Ombudsman's Institution and which conflicts with this regulation shall be repealed.

Article 82

Structures for the implementation of the regulation

1. All employees of the Ombudsman's Institution are obliged to comply with all the requirements of this regulation.
2. The Directorate of Finance and Services is responsible for distributing this regulation to all structures of the institution, after the approval of the Ombudsman.

Article 83

Entry into force

This regulation shall enter into force immediately.

OMBUDSMAN
IGLI TOTOZANI