



REPUBLIKA E SHQIPËRISË

ELECTRONIC AND POSTAL COMMUNICATIONS AUTHORITY

INTERNAL REGULATION

**ON THE ORGANIZATION AND FUNCTIONING OF THE ELECTRONIC
AND POSTAL COMMUNICATIONS AUTHORITY (AKEP)**

Approved by Decision of the Steering Council (SC) of AKEP, No. 11, dated 31.03.2026

**INTERNAL REGULATION ON THE ORGANIZATION AND FUNCTIONING OF THE
ELECTRONIC AND POSTAL COMMUNICATIONS AUTHORITY (AKEP)**

THE STEERING COUNCIL OF AKEP HEREBY DECIDED:

CHAPTER I

GENERAL PROVISIONS

**Article 1
Purpose**

This Regulation aims to define the principles and the manner of functioning of the Electronic and Postal Communications Authority (AKEP), with the objective of ensuring the effective, transparent, and accountable exercise of its legal competences. It guarantees a clear division of responsibilities between the Steering Council and the administration of AKEP, internal coordination, and the preservation of institutional integrity.

**Article 2
Subject Matter**

This Regulation defines the procedural rules for the internal organization and functioning of the Electronic and Postal Communications Authority (AKEP), in accordance with the applicable legal and sub-legal acts governing these relations in the Republic of Albania.

**Article 3
Legal Basis**

This Regulation is drafted in accordance with Law No. 54/2024 “On Electronic Communications in the Republic of Albania”, Law No. 8480, dated 27.05.1999 “On the Functioning of Collegial Bodies of State Administration and Public Entities”, as well as with the applicable legal and sub-legal acts governing the organization, functioning, and activity of public administration institutions.

Article 4

Scope

This Regulation is mandatory for implementation by all organizational structures of AKEP.

CHAPTER II

STATUS, ORGANIZATION AND FUNCTIONING OF AKEP STRUCTURES

Article 5

Legal Personality

The Electronic and Postal Communications Authority (AKEP) is a public, non-budgetary, independent legal entity, headquartered in Tirana, established by a special law.

Article 6

Role, Functions and Competences

The role, functions, and institutional competences of AKEP, as the regulatory authority in the field of electronic communications and postal services, are defined in the substantive legislation on electronic communications and postal services in the Republic of Albania.

Article 7

Organization and Functioning

AKEP is organized and operates in accordance with the rules set out in this Regulation, in support of the applicable legislation. AKEP consists of:

- a. The Steering Council, as the governing and decision-making body;
- b. The AKEP Administration, which includes all functional, technical, and support structures that carry out the operational duties of the institution, according to the hierarchy and under the direction of the Chairperson.

CHAPTER III

STRUCTURE AND ORGANIZATIONAL CHART OF AKEP

Article 8

Structure and Organizational Chart

1. The structure and organizational chart of AKEP are approved by Decision of the Steering Council, in accordance with the standards governing the drafting of organizational structures of public administration institutions, and based on AKEP's status as an independent institution exercising regulatory functions in the Republic of Albania.
2. The organizational structure is built based on division by management level and functional hierarchy and consists of:
 - a. The Steering Council (SC);
 - b. The Chairperson of the Steering Council as the Executive Director of AKEP–;
 - c. The Chairperson's supporting structure – the Cabinet, including the Cabinet Director, Advisor, and Secretary to the Chairperson;
 - ç. AKEP Directorates (Director, Sector Head, Inspector, Specialist, Support Staff);
 - d. The Projects Office.
3. The objectives and duties of the respective directorates form an integral part of this Regulation, according to Annex No. 1.

Article 9 Organization of AKEP

1. The structure of AKEP determines the level of hierarchy and responsibility of functions in relation to one another. Employees at all levels shall follow the decision-making chain and communicate with their superiors through the immediate superior in the hierarchy, as well as directly with the head of the institution.
2. Organizational units are established and named in accordance with AKEP's regulatory and administrative functions, as defined in Law No. 54/2024 and Law No. 46/2015, in such a way as to ensure a balanced distribution of functions within each unit and to create control and oversight mechanisms so that no unit or official has full control over any process. For temporary or complex tasks, working groups composed of AKEP employees may be established.
3. Working Groups are established by order of the Chairperson of AKEP. Each member contributes based on their functional profile within AKEP. Members are responsible for drafting the required output and for complying with deadlines set in the order establishing the working group or as provided by applicable legislation.
4. Each member bears legal responsibility for their work and activity within the framework of assigned duties. Legal responsibility is limited to their field of responsibility, level of expertise, and contribution provided or required.

Article 10 Employment Relations

1. Employment relations for AKEP employees are regulated in accordance with the Labor Code of the Republic of Albania, as well as with the internal acts of the institution, insofar as they do not conflict with applicable legislation.

2. Every employment relationship is formalized through an individual employment contract, which defines the rights, obligations, and responsibilities of the parties, in accordance with the respective position and functions.

CHAPTER IV

STEERING COUNCIL

Article 11 Steering Council

AKEP is led by the Steering Council, which exercises its activity in accordance with the provisions of Law No. 54/2024 and this Regulation.

Article 12 Exercise of Functions and Conduct of Activity

1. The Steering Council (SC) exercises its functions and conducts its activity to fulfill:
 - a. obligations defined in Law No. 54/2024, Law No. 46/2015, and their implementing acts;
 - b. Law No. 8480 dated 27.05.1999 “On the Functioning of Collegial Bodies of State Administration and Public Entities”;
 - c. sectoral development policies defined by the Council of Ministers;
 - ç. conclusions and recommendations of the Assembly of the Republic of Albania, defined in the annual resolution within the framework of AKEP reporting;
 - d. objectives and commitments undertaken in the implementation of international agreements.
2. The annual work program is submitted by the Chairperson for review and approval at the SC meeting, as part of the Report that AKEP submits to the Assembly on the activity of the previous year.
3. Following AKEP’s annual reporting to the Assembly, the Steering Council is informed by the Chairperson regarding the Assembly’s Resolution and the measures AKEP will take for its implementation.

Article 13 Conflict of Interest

1. Each SC member shall, through a written declaration, request withdrawal from participation in the SC meeting when a conflict of interest exists between them and the persons or legal entities under discussion, review, or decision.
2. The SC member shall not participate in review, discussion, or voting procedures if they have a direct or indirect interest in the matter, which affects their impartiality in decision-making and AKEP’s official positions.

Article 14
Convening, Notification, and Conduct of SC Meetings

1. Meetings of the SC shall be held whenever necessary, but not less than once per month, according to a previously prepared agenda.
2. SC meetings are convened and conducted under the direction of the Chairperson or their authorized substitute, in accordance with Law No. 8480/1999. SC members are obliged to attend, except in duly justified cases, notifying the Chairperson in advance.
3. As a rule, meetings are held at AKEP's headquarters during working days. Meetings may also be held on rest days, except on official holidays. The Chairperson may postpone or adjourn a meeting ahead of time when justified by circumstances, by issuing a reasoned decision, which is recorded in the minutes of the meeting.
4. SC meetings are regularly planned and convened by the Chairperson for the review and approval of matters within SC competence, based on needs, the proper functioning of AKEP's activity, reasoned requests of interested parties, and market-related issues.
5. The Chairperson shall convene a meeting when requested in writing by at least two (2) voting members, in accordance with the procedure defined in this Regulation, specifying in a reasoned manner the issues for which the meeting is convened.
6. In special cases and for urgent reasons, the Chairperson may convene extraordinary meetings outside the planned schedule. An urgent (extraordinary) meeting is convened and held only for matters of significant public interest and with irreparable consequences in case of lack of review and decision-making by AKEP on the meeting date.
7. The notice of the meeting is communicated to members and non-voting participants through written and electronic notification, which shall include the legal basis, date, time, venue, and agenda. Any change in the scheduled date and/or time is communicated to each SC member and other invitees at least 24 hours before the rescheduled meeting.
8. Together with the meeting notice, each SC member is provided, electronically by the Secretary to the Chairperson, with the documentation file containing written materials related to the agenda items.
9. Notice for regular meetings is communicated to each member through the Secretary to the Chairperson at least two (2) working days prior to the scheduled time, except in cases of urgent (extraordinary) meetings or when, due to the importance of the issue(s), a different timeframe is unanimously approved by all SC members.
10. When SC meetings are convened by the Chairperson based on a request from at least two (2) voting members, the notification is issued within 15 calendar days from submission of the request, but not later than two (2) working days before the meeting date.
11. In addition to voting members, participants in meetings may include the Cabinet, the Secretary to the Chairperson, rapporteurs, and members of working groups relevant to the issues discussed. Upon invitation by the Chairperson, other AKEP administrative staff or external persons may attend as observers where necessary. When matters of a legal nature and/or requiring legal assessment are discussed, the head of the legal unit shall also participate. Invitees shall not be present during the voting process.

Article 15
Quorum

1. An SC meeting shall be considered valid only when at least three (3) of its members are present, including the chair of the meeting (the Chairperson or their authorized substitute).
2. If the quorum is not met at the opening of the meeting, the chair of the meeting shall postpone it to another time, at least 24 hours after the scheduled time, without the need to send an additional written notification to the members present.

Article 16

Agenda

1. The SC reviews and adopts decisions mainly on matters included in the agenda issued by the Chairperson, based on needs and submitted requests according to their chronological order and importance, except in cases where at least two-thirds (2/3) of the members decide to review and decide on matters outside the agenda.
2. The Cabinet Director, based on draft acts and issues submitted for review, prepares the agenda and submits it to the Chairperson for approval. As a rule, draft acts and supporting documentation are included in the meeting agenda if they have been submitted to the Cabinet Director at least seven (7) days prior to the scheduled meeting date.
3. The agenda is communicated to members at least two (2) working days before the meeting, except in cases of extraordinary meetings and/or when, due to the importance of the issue(s), all SC members unanimously accept such change.
4. The agenda shall include the subject matter of the issues to be addressed, the date and time of the SC meeting, as well as a reasonable number of items that can be handled within the scheduled meeting day, taking into account their nature and importance.

In addition to items for review and approval, the agenda may also include items of an informative or discussion nature, depending on interest, case, and/or necessity.

Article 17

Documentation for Review in Meetings

1. Written materials related to issues to be reviewed for decision-making in SC meetings, according to the agenda, are prepared by the person(s) responsible for handling the matter. These materials are organized as a documentation file, including original documents and an electronic copy.
2. The documentation file (original documents and electronic copy) is submitted and sent electronically to the Cabinet Director by the responsible person of the structure handling the issue (Director, Head of Working Group, etc.).
3. The Cabinet Director returns the documentation for revision in cases where:
 - a. One of the documents specified in paragraph 4 of this Article is missing;
 - b. The form and procedure provided by this Regulation have not been followed;
 - c. The draft act or documentation presents deficiencies in terms of legislative drafting technique, when such deficiencies are evident and present throughout its content.

The responsible structure shall complete and revise the documentation in response to the identified remarks within one (1) working day from the date of receipt and resubmit it to the Cabinet.

4. The documentation file, as applicable, consists of:
 - a. The official act giving rise to the matter (financial proposals, requests, draft regulations, administrative appeals, administrative disputes, etc.);
 - b. The respective draft administrative act;
 - c. An explanatory report or summary report on the issues addressed, prepared by the legal unit and the responsible structure within their respective scope, which shall include, inter alia, the assessment of legal compliance, legal reasoning and interpretation, and the level of harmonization with national and international legislation;
 - ç. Supporting documentation (evidence, legal/administrative references, etc.).
5. The explanatory/summary report and the draft decision are prepared in accordance with the format specified in Annex 2 attached to this decision.
6. The documentation for review in SC meetings is submitted/addressed to the Cabinet by the proposing structures within the deadline set in the internal order or the respective note of the Chairperson/Cabinet Director.
7. The documentation is forwarded by the Cabinet Director to the Chairperson who, after approval, transmits it to the Secretary to the Chairperson for distribution, both in written and electronic form, to SC members no later than two (2) working days before the meeting date.
8. If the structure responsible for processing the issue(s) presents, in addition to the majority position, a minority opinion, the reasoned minority opinion shall be attached to the report/summary. It is within the competence of the SC to decide by majority vote whether the minority opinion will be taken into consideration for review.

Article 18

Procedure for Review and Decision-Making

1. The review of matters in SC meetings is conducted in accordance with the agenda approved for the meeting.
2. For each item on the agenda, the rapporteur or the representative of the responsible structure presents the issue, the accompanying documentation, and the relevant conclusions or proposals for decision-making.
3. SC members have the right to ask questions, request clarifications, and express their opinions regarding the matter under review.
4. After the discussion is concluded, the Chairperson submits the matter for voting.
5. Decisions are adopted by a majority of votes of the members present, unless otherwise provided by applicable legislation. In the event of a tie, the vote of the Chairperson shall be decisive.
6. Voting is conducted openly, unless otherwise decided by the SC for specific cases.
7. SC decisions shall be reasoned and shall be formalized in writing in accordance with the applicable legal and procedural requirements.
8. SC decisions enter into force in accordance with the applicable legislation and are communicated to the relevant structures for implementation.

Article 19

Voting

1. Members of the Steering Council (SC) present at the meeting are obliged to vote either in favor or against and shall not abstain. In cases of votes against, the reasons for such votes shall be substantiated and recorded in the minutes of the meeting and in the SC decision. Each member, including the Chairperson, has the right to one vote. The Chairperson votes last.
2. The voting process by members with voting rights in the meeting is conducted openly.
3. In cases where the voting result is tied, the Chairperson's vote is decisive.

Article 20

Protocol and Minutes of Meetings

1. The proceedings of each meeting are recorded in the form of minutes, without which SC acts have no legal effect. The minutes shall include a summary of everything discussed in the meeting, the date and place of the meeting, the members who participated, the issues discussed, the decisions taken, as well as the form and results of voting.
2. The minutes of the meeting are kept by the Secretary of the Chairperson. In cases where the Secretary is absent, the Chairperson, by administrative act (Order), appoints another AKEP employee to keep the minutes.
3. The minutes of the meeting are approved at the beginning of the subsequent meeting. The transcription of the minutes is carried out by the Secretary of the Chairperson and signed by him/her. After approval, the minutes are signed jointly by the Chairperson and the Secretary.
4. The minutes of meetings are documents preserved permanently (RHK) in accordance with the legislation on the administration of state documentation and archives.

Article 21

Drafting and Entry into Force of Decisions

1. The drafting (formalization) of SC acts (decisions) is carried out by the structure that prepared the draft act, in cooperation with the Directorate responsible for legal matters and the Cabinet, immediately after approval and, in any case, no later than the legal deadline provided in the Code of Administrative Procedures.
2. The drafting of decisions is carried out in accordance with the form and content provided for administrative acts in the Code of Administrative Procedures.
3. Decisions are drafted in only one original copy, which is signed by the Chairperson and the members present at the meeting. The original copy of the drafted decision is registered in the relevant register in the Archive-Protocol Office.
4. Copies of the original registered and archived decisions are issued by the Archive-Protocol Office only by order of the Chairperson, based on a written request from the interested party, in accordance with the "Technical-Professional and Methodological Standards" of the archival service in the Republic of Albania.
5. Copies of extracts of decisions are forwarded by the Cabinet to the structures responsible for their follow-up and implementation.
6. Decisions that constitute individual administrative acts enter into force on the date specified in the decision, in accordance with the provisions of the Code of Administrative Procedures.

7. SC decisions may be appealed in court in accordance with the legislation in force.

Article 22

Monitoring and Control of the Implementation of SC Decisions

1. The Chairperson of the Steering Council is responsible for overseeing the implementation of decisions approved by the SC and ensures that they are executed within the established deadlines.
2. The Cabinet of the Chairperson, in cooperation with the proposing structure, prepares an action plan for the execution of each decision, defining responsibilities and deadlines for each structure.
3. The Cabinet of the Chairperson informs the Steering Council periodically, every 3 months, on the status of the implementation of decisions, highlighting the measures taken, issues encountered, and recommendations for improvement.
4. The Secretary of the Chairperson maintains a register of decision implementation, reflecting the status of each decision as well as the reasons for any delay or non-implementation.
5. The SC evaluates the effects of its decisions on the electronic communications and postal market by analyzing their impact on competition, investments, and consumer protection.
6. Each year, the Chairperson of the SC prepares a detailed report on the implementation of decisions, which is included in AKEP's annual report and submitted to the Parliament.
7. In cases where an SC decision is not implemented within the set deadlines, the Chairperson requests the Cabinet and the relevant directorates to provide explanations and propose corrective measures.
8. If an AKEP structure fails to fulfill its obligations regarding the implementation of SC decisions, the Chairperson may request the taking of administrative measures against those responsible, in accordance with the applicable regulations and legislation.

Article 23

Hearing Sessions

1. The Steering Council (SC), in the implementation of legal procedures during the exercise of its functions and competences, where necessary and/or legally required, may decide to hold hearing sessions with interested parties regarding matters under its review.
2. Hearing sessions are scheduled, notified, and conducted in accordance with the provisions of the Code of Administrative Procedures.

CHAPTER V

EXECUTIVE DIRECTOR

Article 24

Chairperson of the SC

1. The Chairperson of the SC is the executive head of AKEP and represents the institution before third parties.

2. In his/her function, the Chairperson organizes, administers, supervises, and controls the daily administrative activity of AKEP, exercises all competences provided by law and by-laws, and has the authority to sign for the administration of AKEP's activities.
3. In addition to the above competences, the Chairperson:
 - a. Exercises other competences delegated by the Steering Council of AKEP;
 - b. Establishes Working Groups to address issues involving more than one Directorate;
 - c. Delegates one or more of his/her competences in accordance with the procedures provided by the Code of Administrative Procedures.
4. The replacement of the Chairperson is carried out in accordance with the procedures provided in the Code of Administrative Procedures.
5. For the fulfillment of his/her functions and competences, the Chairperson issues administrative acts, orders, and instructions in accordance with the applicable legislation.

CHAPTER VI SUPPORTING STRUCTURES

Article 25 Cabinet

1. For the exercise of his/her functions and competences, the Chairperson is assisted by officials within the Chairperson's Cabinet.
2. The Cabinet consists of:
 - a. Director of the Cabinet;
 - b. Advisor;
 - c. Secretary of the Chairperson.
3. The Chairperson of the Steering Council, in order to effectively and efficiently achieve the institution's mission and objectives, may engage external advisors/assistants with or without remuneration.

Article 26 Director of the Cabinet

The Director of the Cabinet is a high-level organizational structure and has the following duties:

1. Leads, coordinates, and is accountable for the work of the Cabinet before the Chairperson of the SC.
2. Follows the preparation of main and important correspondence addressed to the Chairperson and tasks assigned by him/her.
3. Takes appropriate organizational measures for the timely submission of materials or notifications presented to the Steering Council for approval.
4. Cooperates with the heads of AKEP organizational structures for the fulfillment of assigned duties.
5. In cooperation with the external relations structure in AKEP, prepares and ensures the smooth conduct of official meetings of the Chairperson inside and outside the country.
6. Takes measures for the implementation of the Chairperson's protocol activities.

7. Monitors the implementation of SC decisions and informs the Chairperson of their progress.
8. Ensures effective exchange of information between the Chairperson and other institutional structures.
9. Organizes and follows up meetings of the Chairperson with AKEP internal structures.
10. Drafts analytical reports, briefing materials, and other documents necessary for the Chairperson's work.
11. Maintains and manages the Chairperson's daily agenda and coordinates relations with third parties (state institutions, international organizations, etc.).
12. Ensures the preservation and administration of Cabinet documentation and archives in accordance with applicable rules.
13. Ensures the implementation of ethics, confidentiality, and professionalism standards within the Cabinet.
14. Performs any other duty assigned by the Chairperson.

Article 27 **Advisor**

The Advisor is a high-level organizational structure and performs the following duties:

1. Assists the Chairperson directly in exercising functions and duties within his/her area of responsibility.
2. As needed, the Chairperson assigns the Advisor to formally present opinions, advice, views, and suggestions on important matters.
3. When deemed necessary by the Chairperson, for issues concerning internal and external relations of AKEP, with various bodies and institutions, the Advisor may be requested to express positions, prepare responses, or examine in detail documents of interest to AKEP.
4. The Advisor, through documentation provided by the Chairperson and through cooperation with directorates, stays informed of the most important issues AKEP shall address, and works according to a defined program to learn from peer regulators, providing recommendations for implementation.
5. Provides analytical support and prepares briefing materials on strategic issues in electronic communications and regulatory developments at national and international levels.
6. Participates, upon instruction of the Chairperson, in meetings, working sessions, and other activities, representing AKEP's positions and interests.
7. Assists in drafting and reviewing key institutional policy documents, regulations, regulatory impact analyses, and action plans.
8. Coordinates with other directorates on cross-sectoral issues to ensure coherent handling.
9. Periodically informs the Chairperson on important developments and provides assessments of their potential impact.
10. Proposes initiatives to improve institutional functioning, transparency, and efficiency in service delivery.
11. Performs any other duty assigned by the Chairperson.

Article 28 **Project Office**

The Project Coordinator performs the following duties:

1. Drafts and assists in preparing projects in electronic communications and postal services.
2. Interacts with European institutions and regulatory organizations such as BEREC, ITU, etc., within joint projects.
3. Implements and supervises project activities in accordance with defined objectives, timelines, and budgets.
4. Contributes to strategic documents such as the Digital Transformation Strategy, 5G development projects, and broadband policies.
5. Prepares materials for AKEP's annual reporting to state institutions and international partners.
6. Cooperates with other organizational units in AKEP in preparing project components.
7. Follows and represents AKEP in meetings, workshops, or working groups for regional or international projects.
8. Monitors funding opportunities and prepares application documentation.
9. Drafts work plans and periodic reports, identifying potential risks.
10. Ensures alignment with AKEP's strategic priorities and relevant legislation.
11. Proposes new initiatives for market development.
12. Coordinates data collection and processing for project management.
13. Supports staff participation in external trainings.
14. Performs any other duty assigned by the Chairperson.

Article 29

Secretary of the Chairperson

The Secretary is a supporting official and performs the following duties:

1. Manages communication, correspondence, and records; handles confidential correspondence according to legislation.
2. Coordinates and records meetings.
3. Cooperates with the Archive-Protocol Office.
4. Assists and keeps minutes in meetings.
5. Assists the Director of the Cabinet.
6. Keeps and transcribes SC meeting minutes.
7. Performs duties defined in administrative acts issued by the Chairperson.
8. Performs any other duty assigned by the Chairperson.

CHAPTER VII

ORGANIZATIONAL UNITS

Article 30

AKEP Directorates

1. The functions of AKEP as a regulatory body, according to their scope and nature, are carried out by the respective Directorates. The names, structure, and staffing of the

Directorates are determined in the structure and organizational chart approved by the Steering Council.

2. Employees performing duties in AKEP are employed under individual employment contracts, in accordance with Law No. 7961, dated 12.7.1995 “Labor Code of the Republic of Albania”, as amended.
3. Job descriptions for each position are approved by the Steering Council.

CHAPTER VIII ADMINISTRATIVE ACTIVITY

Article 31 Form of Official Documents

1. AKEP administrative documents are drafted and prepared in accordance with standard templates and requirements defined in the technical-professional standards of the Republic of Albania, ensuring compliance with applicable legal and sub-legal acts on archival legislation.
2. AKEP uses the official emblem of the Republic of Albania and its seal in accordance with the applicable legal and sub-legal acts. The AKEP logo is approved by the Steering Council.

Article 32 Registration and Protocol of Documents

1. Documentation addressed to and received by AKEP, regardless of the method of delivery, is submitted for registration at the Protocol Office.
2. The Archive-Protocol Office specialist, after verifying that the submitted documentation complies with legal requirements, registers the document in the relevant register, assigning a protocol number and date of receipt, and attaches a cover sheet indicating the date of arrival and protocol number. The cover sheet is approved by the Chairperson through an internal order.
3. Registered correspondence is forwarded to the Chairperson of the Steering Council.
4. If deficiencies are identified in incoming documents, a report is drawn up and the sender is notified; the file is forwarded unregistered to the Chairperson for further instructions.
5. Documents of a confidential nature are forwarded directly to the Chairperson and handled under his/her direct supervision.
6. Directorates shall ensure timely review of documents within legal deadlines or deadlines indicated in the cover sheet.

Article 33 Circulation and Processing of Documents

1. The Secretary of the Chairperson forwards files to the Chairperson or designated employee for instructions, then returns them to the Archive-Protocol Office for distribution.
2. The Archive-Protocol Office distributes documents in written and electronic form via the automated system. After processing, original documents are archived.
3. The responsible administrative structure processes documents and prepares the relevant act within legal deadlines.

4. The final act is submitted to the Chairperson for signature.
5. After signing, the act is returned to the Archive-Protocol Office for further procedures.
6. Draft acts proposed to the Steering Council shall first be reviewed by the Legal Directorate at least 5 days before the deadline.
7. After legal verification, documents are forwarded for submission to the Director of the Cabinet.
8. Where necessary, acts shall be accompanied by a standardized explanatory memo.

Article 34

Electronic Communication

1. Directorates may use electronic communication for document exchange.
2. Final documents shall be printed and signed unless otherwise specified.
3. Electronic communication through official email has the same legal value as written form, unless otherwise required by law.

Article 35

Form and Procedure for Outgoing Documents

1. Outgoing documents are prepared by the responsible structure in accordance with applicable standards.
2. Documents are prepared in one original and one or more certified copies.
3. The archived copy shall include the drafter, reviewer, and approver details and signatures.
4. Multi-page documents shall be initialed on each page.
5. If disagreement exists, a written opinion shall be attached. The Chairperson decides the final version.
6. All outgoing documents are signed by the Chairperson or authorized person.
7. The official seal is applied only after signature.

Article 36

Dispatch of Correspondence

1. All outgoing documents are sealed and properly labeled with sender and recipient details.
2. All outgoing documents are registered in the delivery register.
3. Classified mail is handled by Albanian Post or AKEP.
4. Specific rules apply for classified documents (marking, sealing, packaging, etc.).

Article 37

Administrative Acts and Contracts

Internal documents include:

1. Acts issued by the Chairperson (Orders, Instructions);
2. Memos;
3. Reports and work plans;
4. Proposals, studies, and contract drafting/amendments;

5. Contracts.

Public Procurement Contracts:

- a. Procurement procedures follow applicable law;
- b. Contracts are drafted, reviewed by Legal and Finance Directorates, and submitted to the Chairperson.

Other Contracts:

Prepared by responsible units, reviewed, and submitted to the Chairperson.

**CHAPTER IX
EXTERNAL ACTIVITIES, GIFTS, CONFLICT OF INTEREST AND ASSET
DECLARATION**

**Article 38
External Activities**

1. External activities are permitted only if they do not interfere with official duties.
2. External engagement is prohibited in cases of conflict of interest or interference with duties.
3. Participation in cultural/social organizations is generally allowed.
4. Employees shall not act as experts or representatives without authorization where AKEP has an interest.
5. External activities shall be reported and approved by the Chairperson.
6. The Chairperson determines permissibility.
7. Teaching during working hours shall be compensated.
8. Pre-existing activities shall be declared upon employment.

**Article 39
Gifts and Benefits**

1. Employees shall not accept gifts, favors, or benefits that affect impartiality.
2. Gifts between hierarchical levels are prohibited.
3. Indirect gifts are also prohibited.
4. Protocol gifts are allowed within reasonable limits.
5. Gifts under ALL 10,000 may be kept without declaration.
6. Gifts above this value shall be declared.
7. Valuable gifts are inventoried and managed institutionally.
8. Employees may keep gifts by paying the difference.
9. Cultural/historical gifts are transferred to institutions.
10. Monetary gifts are strictly prohibited.
11. Conflict-of-interest gifts are prohibited.
12. No promises or favors related to duties may be made.

Article 40
Conflict of Interest

1. Employees shall avoid conflicts of interest and comply with relevant legislation.
2. Rights of parties shall be respected during procedures.
3. Legal framework is mandatory.
4. Prevent real or potential conflicts.
5. No personal gain from official duties.

Article 41
Declaration of Private Interests and Assets

1. Employees shall declare assets and interests.
2. Declarations shall be accurate and timely.
3. False declarations carry legal liability.
4. Declarants include Chairperson, SC members, Cabinet Director, and Advisor.

CHAPTER X

RIGHTS AND DUTIES OF EMPLOYEES

Article 42

Rights of AKEP employees

1. The administrative employee of AKEP has the following rights:
 - a. The right to promotion in accordance with the conditions and criteria defined by law;
 - b. The right to respect for his/her professional and personal dignity;
 - c. The right to professional development through training inside or outside the country;
 - ç. The right to perform duties in appropriate and safe working conditions;
 - d. The right to receive a salary for the performance of duties, in accordance with applicable legislation;
 - dh. The right to paid annual leave;
 - e. As well as any other right recognized by applicable legislation.

Article 43

Main duties of AKEP employees

1. In addition to the specific duties related to their respective positions, AKEP employees are obliged to respect and fulfil the following duties:
 - a. To perform their functions with dedication, professionalism, integrity, impartiality, and efficiency, always keeping the public interest in mind;
 - b. To comply with general and specific orders and instructions issued by superiors, in accordance

with the institutional hierarchy;

- c. To continuously improve professional skills and knowledge by participating in relevant training programs;
- ç. To act in accordance with the ethical rules of conduct established by applicable legislation;
- d. Not to engage in duties or activities that create a conflict of interest with their official function or hinder its performance. For any activity outside official duties, they are obliged to inform their direct superior or the head of the institution and request prior approval;

- dh. To immediately and on a case-by-case basis declare any private interests that may lead to a conflict of interest in the performance of duties, according to their position;
- e. To respect working hours and discipline, using working time exclusively for the performance of official duties at AKEP;
- ë. To use institutional property carefully and responsibly, solely for purposes related to the performance of official duties;
- f. To act at all times in accordance with applicable legislation and independently from political influence, having the right to participate in political activities outside working hours, but without publicly expressing political views or preferences;
- g. To ensure the provision of information to the public and maintain confidentiality of official information in accordance with legislation on the right to information, as long as such information is not prohibited from disclosure.

Article 44

Responsibility for compliance with orders

1. An order is an administrative act of the head of the institution that has an internal character and may establish general rules of conduct or regulate a specific relationship.
2. AKEP employees are obliged to act in accordance with orders received from hierarchical superiors, in compliance with the law and internal institutional rules, in order to fulfill service obligations and address issues arising during the performance of their duties.
3. Each AKEP employee bears full responsibility for the legality of any action or omission during the performance of duties.
4. Each AKEP employee shall comply with orders received from the direct superior within the deadlines set by the latter.
5. If an employee has doubts regarding the legality of an order issued by the direct superior, they shall not execute the order but shall immediately report it to the next higher superior in the hierarchical line and request written confirmation.
6. The employee shall execute the written order referred to in paragraph 5 of this Article, except when its execution constitutes a criminal offence. Where the direct superior does not provide written confirmation of the issued order, the issue shall be reported to the head of the institution.
7. In any case, failure to execute lawful orders or issuance of unlawful orders constitutes grounds for initiating disciplinary proceedings by the employer in accordance with the provisions of the Labour Code and the employment contract.
8. Orders and instructions given verbally shall be documented in order to acquire the status of an administrative act.

CHAPTER XI
EMPLOYMENT RELATIONS AND ETHICS

Article 45
Employment

1. The recruitment process at AKEP is based on the principles of merit and competence, open and fair competition, equal treatment and non-discrimination, transparency and accountability, as well as the documentation of every stage of the process.
2. Recruitment procedures for AKEP employees are carried out through an open competitive process, in accordance with labour relations legislation and in compliance with the job descriptions approved by the Steering Council.

Article 46

Working hours, rules of entry and exit from the institution, and presence in the workplace premises

1. The weekly working hours and duration of work shall be in accordance with the provisions of the applicable legislation regulating working time and rest periods in the public administration.
2. The working schedule at AKEP, from Monday to Thursday, is from 08:00 to 16:30. On Friday, the working schedule is from 08:00 to 14:00. Depending on institutional needs, and always in accordance with applicable legislation, this schedule may be changed by an administrative act of the Chairperson.
3. During official working hours, administrative employees are required to use working time effectively for the performance of official duties.
4. Each administrative employee is issued a personal electronic access card. The employee shall return the electronic card upon termination of the employment relationship. In case of loss of the electronic card, the employee shall immediately notify by e-mail the Human Resources Directorate and the IT Directorate.
5. Each employee shall enter or exit the institution by always using the access control card. In specific cases, where the card is not available, the employee shall record the entry/exit in the Register located at the reception for this purpose.
6. Visitors entering AKEP for meetings shall be accompanied both upon entry and exit by the hosting person. Each visitor shall be registered in the Register located at the reception for this purpose.
7. In cases of work-related movements to other institutions, the employee shall obtain prior approval from the direct superior. For Directors, they shall inform the Head of the Institution or, in their absence, the Chief of Cabinet, and also notify the Human Resources Directorate by e-mail.
8. Smoking is strictly prohibited in all AKEP premises, except in designated smoking areas.
9. The consumption of alcoholic beverages in AKEP premises is prohibited. Reporting to work under the influence of alcohol constitutes a breach of ethical rules.
10. At the end of working hours, employees are obliged to secure the workplace in accordance with security rules.

Article 47

Justified absence from work

1. During official working hours, an AKEP employee may leave the workplace for work-related reasons only with prior approval from the direct supervisor. For absences due to health reasons or other justified reasons, approval from the Director of the respective Directorate is required. In all cases, the Human Resources Directorate shall also be informed.
2. In cases where an AKEP employee does not attend the workplace due to health, family, or other justified reasons, they are obliged to notify, within working hours, their direct supervisor and the Human Resources Directorate, clearly specifying the reasons for the absence.
3. In all cases where the employee has notified their supervisor of the absence and the relevant reasons, the supervisor shall immediately inform, via e-mail and without delay, the Human Resources Directorate. The latter shall keep the Chairperson of the Steering Council and the Chief of Cabinet informed.

Article 48 Annual Leave

1. The duration of annual leave for administrative employees shall be regulated in accordance with the applicable legislation on labor relations and the relevant by-laws.
2. The duration of paid annual leave is 22 (twenty-two) working days. The timing of paid annual leave shall be determined by the Chairperson or an employee authorized by him/her, based on the employee's request and in a manner that does not disrupt the continuity of work in the institution.
3. The employee has the right to request that paid annual leave be taken in different and separate periods, in accordance with the approved schedule and the needs of the work.
4. The duration of paid annual leave, when the employee has not completed a full calendar year of work, shall be determined proportionally to the duration of the employment relationship. This rule applies both in cases where employment begins during the calendar year and where it ends during the year.
5. In cases where the employee, within the calendar year, has taken maternity leave, the duration of paid annual leave shall be calculated proportionally to the effective working period, excluding the period of such leave.
6. Paid annual leave shall be used within the respective calendar year or, in special cases, by the end of the first quarter of the following year, in accordance with approved plans in the respective directorate and without affecting the continuity of work.
7. In cases where the Chairperson does not approve the taking of annual leave, or when the employee does not use their annual leave, in whole or in part, according to point 6 of this Article, the employee has the right to use it within three (3) years from the date this right arises, following the same approval procedure.
8. The employee is entitled to paid leave in the following cases:
 - a. for their marriage, up to 5 (five) working days;
 - b. for the birth of a child, in the case of the spouse/cohabiting partner, up to 3 (three) working days;
 - c. in the event of the death of the spouse/cohabiting partner, parents, grandparents, or direct descendants, up to 5 (five) working days.

9. The employee may benefit from unpaid leave for justified personal, family, or health reasons, supported by relevant documentation. This leave is approved by the Chairperson of the institution, upon the proposal of the director of the respective directorate, taking into account the needs of the institution and continuity of work.
10. The duration of unpaid leave shall be determined in each case by the Chairperson and shall not exceed 30 (thirty) calendar days within a calendar year.
11. The request for annual leave shall be submitted to the Human Resources Unit at least 10 (ten) days in advance, after agreement with the direct supervisor. The Human Resources Unit prepares the documentation and submits it for approval to the Chairperson or an authorized employee.
12. The annual leave request form shall be approved by order of the Chairperson of the Governing Council.

Article 49

Counseling and Information

1. The Human Resources Unit is responsible for advising every AKEP employee on obligations arising from the applicable legislation on standards of ethical conduct.
2. Counseling on ethical standards is provided by the Human Resources Unit:
 - a. at the start of employment, through familiarization with the relevant legislation in force, as well as manuals or brochures prepared on ethics;
 - b. during the performance of duties, through professional development/planned trainings;
 - c. on a case-by-case basis, upon the employee's request.
3. Periodic information and counseling are carried out through informative emails, meetings, and/or short sessions, with the aim of updating employees on situations or cases related to ethical rules.
4. If an AKEP employee, during the performance of their duties, has doubts that their behavior, action and/or inaction may be contrary to ethical rules, they have the right to address the Human Resources Unit, which shall advise and inform the employee on the appropriate conduct, action, or inaction.
5. Counseling may also be requested by the supervisor/head regarding the behavior, actions, or inaction of an employee, if they believe these may be contrary to ethical rules.

Article 50

Conduct and Ethics in Relations with Third Parties, Supervisors, Colleagues and Subordinates

1. Communication within the institution shall be characterized by ethics, courtesy, and mutual respect.
2. Verbal and non-verbal communication of AKEP employees shall be correct, based on courtesy and respect, excluding any use of offensive, prejudicial language or inappropriate behavior in the workplace, regardless of the cause or circumstances.
3. The director of the directorate has the obligation to promote the professional development of staff impartially. Newly hired employees are supported through orientation and information-sharing to integrate and adapt to the institution.
4. Internal communication among AKEP employees shall be carried out in accordance with official formats, respecting the hierarchical structure and principles of accountability.

5. The AKEP employee shall maintain a dignified, serious, and professional appearance, in accordance with their duties and institutional ethics, and appropriate to the function performed, avoiding any behavior or appearance that damages the institution's image. Dress shall meet standards of professionalism and modesty, avoiding any inappropriate impression or harm to the institution's image.
6. Entry to and exit from the workplace shall be carried out according to official working hours. During working hours, staying in other premises without functional reasons is prohibited.
7. During meetings, the use of personal mobile phones is prohibited. Internal phones and institutional equipment shall be used only for work purposes and shall be kept functional. Any malfunction shall be reported immediately.
8. Participation in activities outside the city or abroad shall be communicated in writing, in a formal manner, to the supervisor, the Human Resources Unit, and the head of the institution.
9. The AKEP employee is responsible for the careful use of property, equipment, and documents under the institution's administration, solely for work purposes.

Article 51 Confidentiality and Protection of Information

1. An AKEP employee shall not exploit or benefit from information obtained during the performance of their duties.
2. The employee has the obligation to maintain confidentiality, as required by law, regarding official information and documents they become aware of during their duties, in accordance with applicable legislation on the right to information and classified information.

During and after the exercise of duties, the employee shall not make inappropriate public comments on AKEP policies or activities, nor issue personal statements related to institutional matters.

Article 52 Personnel File

1. The personnel file is individual and contains technical and professional data, disciplinary measures, periodic performance evaluation data, and other information related to the AKEP employee.
2. The personnel file is administered by the Human Resources Unit of AKEP, which is responsible for maintaining, completing, organizing, and administering it in accordance with applicable legal provisions.
3. The personnel file is updated from time to time with new data, such as annual evaluations, qualifications, certificates, and other relevant documents that help update the employee's personal file.
4. The personnel file is confidential. The right to access its contents belongs only to:
 - a. the employee to whom the file belongs;
 - b. the employee's direct supervisor;
 - c. AKEP Human Resources staff responsible for its administration;
 - d. the head of the AKEP institution.

5. The use of personal file data shall be carried out in accordance with the applicable legislation on personal data protection.
6. The AKEP employee shall respond immediately to requests from the Human Resources Unit for all necessary data and to promptly notify any changes by submitting supporting documentation.
7. The employee bears individual legal responsibility for the accuracy of the data submitted for the completion of the personnel file.
8. Upon termination of employment, the personnel file is returned to the employee, while the institution retains a copy in its archives, in accordance with archival legislation.

Article 53 Disciplinary Measures

1. For actions or omissions contrary to applicable laws, by-laws, and internal rules, the following disciplinary measures shall be taken against AKEP employees:
 - a. For minor violations: written or verbal warning.
 - b. For serious or repeated violations, depending on circumstances, one of the following measures:
 - i) deduction of up to one-third of the salary for a period of up to 6 months;
 - ii) warning with notice of dismissal;
 - iii) dismissal.
2. Disciplinary measures shall be imposed in accordance with the violation committed, the degree of responsibility, the damage caused, previous violations, and the employee's disciplinary history.
3. The disciplinary procedure shall guarantee the employee's right to be informed of the alleged violation, to be heard, to defend themselves, and to present facts and evidence within a reasonable time.

Article 54 Handover of Duties

Upon termination of employment, the employee is required to carry out a documented handover of work processes, equipment/assets under their responsibility, and supporting documentation to the direct supervisor within 5 (five) days from the termination date.

CHAPTER XII

OFFICIAL SERVICES INSIDE AND OUTSIDE THE COUNTRY, OFFICIAL CEREMONIES, VISITS AND FOREIGN DELEGATIONS

Article 55 Services inside and outside the country

1. Services inside and outside the country are carried out based on AKEP's annual activity program or other institutional activities. The annual program of foreign activities is approved by the Chairperson of AKEP by January each year.
2. Services inside and outside the country include all types of institutional engagements. Participation procedures, documentation, and financial treatment of participants are defined by decision of the Steering Council.
3. All planned and unplanned activities require approval by the Chairperson, who also appoints participants. After approval, the External Relations Unit coordinates participation procedures, while the Finance Unit handles financial evaluation and treatment.
4. After budget approval and allocation, activities may be rescheduled according to financial capacity and the updated program is submitted to the Chairperson for approval.
5. Activities outside the annual program may be carried out only with prior approval of the Chairperson.
6. At the invitation of the Chairperson, representatives of other cooperating public institutions may also participate in activities inside or outside the country.

Article 56 **Official ceremonies**

1. Formal and informal official AKEP activities, such as visits, inaugurations, high-level meetings, receptions, official lunches and dinners, ceremonial invitations, messages, letters, and decorations, are carried out with approval of the Chairperson.
2. Organization and administration of these activities are carried out by the External Relations Unit in coordination with the Chairperson's Cabinet and the Finance Unit.
3. Bilateral and multilateral meetings involving the Chairperson, as well as reception of foreign delegations, are organized by the External Relations Sector in coordination with the Cabinet and Finance Unit, with approval of the Chairperson.
4. AKEP may incur expenses for national and international official events, working meetings, official holidays, and social-cultural activities for employees when approved by the Chairperson. Cost limits are defined by decision of the Steering Council.

Article 57 **Visits and foreign delegations**

1. Official invitations for foreign delegations are addressed by the Chairperson and managed by the responsible external relations sector.
2. Notifications regarding acceptance of invitations are addressed to the Chairperson. Visits may be official, unofficial, informational, or working visits.
3. Official visits are based on formal invitations approved by the Chairperson and include a working program.
4. Unofficial visits are courtesy visits without formal invitation.
5. Informational visits include participation in conferences, seminars, workshops, and similar events.

6. Working visits involve discussions, exchange of experience, or agreements based on an approved agenda.
 7. Organization is carried out by the external relations sector in coordination with the Cabinet and relevant structures.
 8. Detailed procedures for official visits include planning, approval of invitations, preparation of programs, and alignment of delegation levels.
- 9–10. Unofficial, informational, and working visits follow similar organizational procedures adapted to purpose.

CHAPTER XIII

REPRESENTATION BEFORE THIRD PARTIES AND COOPERATION

Article 58

Court representation

1. Legal representation of AKEP in court proceedings is carried out by the unit responsible for judicial matters.
2. Authorization is issued by the head of the institution or an authorized person.
3. The representative prepares case files, consults superiors, reports on case progress, and advises on appeals.

Article 59

Official information and Information Coordinator

1. AKEP implements an institutional transparency program defining categories of information published without request.
 2. An employee is appointed as Information Coordinator under the Law on the Right to Information.
 3. Departments shall provide information within legal deadlines, ensure publication, and inform the coordinator of delays.
 4. The coordinator ensures access to public information, maintains registers, processes requests, and communicates with applicants.
- 5–8. Detailed procedures regulate coordination, forwarding requests, response timelines, and publication of answers.

Article 60

Cooperation between AKEP administrative structures

1. Internal structures cooperate to ensure professional and lawful decision-making.
2. Internal and external communication is conducted electronically in accordance with administrative procedure law.

3. Official communication is carried out via institutional email.
4. Email format follows: name.surname@akep.al

CHAPTER XIV

PERFORMANCE EVALUATION

Article 61

Performance evaluation

1. Employee performance is evaluated twice a year with ratings: very good, good, satisfactory, unsatisfactory.
2. The evaluation form is mandatory and defined by instruction of the Chairperson.

CHAPTER XV

FINAL PROVISIONS

Article 62

Other provisions

1. Unforeseen matters are regulated by the Administrative Procedure Code and applicable secondary legislation.
2. In case of conflict, national legislation prevails.
3. Provisions are mandatory for AKEP administration.
4. Employment implies acceptance of this regulation.
5. Violations may lead to disciplinary measures.

Article 63

Repeals

1. The Steering Council Regulation No. 7 dated 16.02.2017 is repealed.
2. The Internal Regulation No. 6 dated 16.02.2017 is repealed.

Article 64

Entry into force

This Regulation enters into force immediately upon approval by decision of the Steering Council.

ANNEX NO. 1

DUTIES ACCORDING TO FUNCTIONS AND HIERARCHICAL TITLES

I. DIRECTORATE OF ADMINISTRATION AND MANAGEMENT OF SCARCE RESOURCES (DAMSR)

The Directorate of Administration and Management of Scarce Resources (DAMSR) has as its scope of activity the efficient administration of scarce resources, the radiofrequency spectrum and numbering, the monitoring of spectrum usage, in accordance with the National Frequency Plan, regulatory acts and national and international standards, as well as the authorization of undertakings seeking to provide electronic communications networks and/or services, and the granting of radio licenses. DAMSR is responsible for:

- Following the procedures for issuing authorizations for the use of rights of use of radiofrequencies and numbering;
- Monitoring the frequency spectrum through monitoring stations installed on AKEP premises, remotely, and through mobile stations, in order to ensure efficient use of the spectrum in compliance with the legal framework;
- Monitoring quality of service indicators for fixed, mobile, and internet services;
- Registering undertakings that notify the provision of electronic communications networks and/or services under the General Authorization regime;
- Administering the electronic database of undertakings;
- Drafting regulatory documents in the field of management of scarce resources;
- Granting licenses and certificates for maritime radiocommunication services, aircraft radio stations, and radio amateurs;
- Recognition of conformity for radio telecommunications equipment;
- Studying and implementing decisions, recommendations, standards, and international conventions in all areas of its activity.

The main functions of the Directorate are:

1. Effective administration and management of scarce resources, the frequency spectrum, and numbering;
2. National and international coordination of frequencies for electronic communications services;
3. Granting rights of use of radiofrequencies and numbering;
4. Monitoring developments in the field of radiocommunications and proposing updates to the National Frequency Plan, based on decisions and recommendations of ECC, CEPT, and ITU;
5. Allocation of codes/numbering for new services, in accordance with EU and regional best practices, and updating the numbering register;
6. Updating the Frequency Usage Plan and the National Numbering Plan, in accordance with national and international standards;

7. Drafting and reviewing regulatory acts related to the administration and management of scarce resources and regulatory acts related to licensing/authorization of undertakings, in accordance with recommendations, decisions, and best practices of international bodies such as BEREC, IRG, and RSPG;
8. Monitoring the use of the frequency spectrum and identifying unlawful transmissions (unauthorized/unlicensed by AKEP);
9. Preventing harmful interference caused to and by electronic communications services;
10. Monitoring the coverage of territory and population with broadband networks of high quality and speed, including main national transport routes and trans-European networks;
11. Monitoring quality indicators of electronic communications services;
12. Following procedures for the registration of undertakings of electronic communications networks and/or services under the General Authorization regime;
13. Administering and updating the register and database of natural and legal persons that have notified the exercise of activity, in accordance with applicable legislation;
14. Issuing licenses and certificates for maritime, aeronautical radiocommunications and radio amateurs;
15. Implementing ITU recommendations and decisions, as well as international conventions;
16. Recognition of conformity for radio telecommunications equipment;
17. Implementing national policies and strategies for the sustainable use of spectrum and numbering, in line with national digital objectives and global technological developments;
18. Promoting the implementation of new technologies in the field of electronic communications, such as 5G networks, IoT, M2M, etc., and the use of green technologies;
19. Cooperation with the private sector and public institutions to improve policies and technical plans;
20. Recording and tracking continuous training of technical staff in the field of spectrum management, new technologies, and the international regulatory framework;
21. Participation in working groups on issues related to cross-border coordination of the frequency spectrum and beyond;
22. Following and implementing decisions and recommendations of international institutions such as ITU and BEREC, in accordance with the Directorate's field of activity;
23. Participation and contribution to various chapters of the European Union integration process, in accordance with the Directorate's field of competence.

The organizational structure of the Directorate consists of:

- Spectrum Monitoring and Quality of Service (QoS) Sector;
- Spectrum and Numbering Management Sector;
- Authorizations and Licenses Sector.

II. DIRECTORATE OF INFORMATION TECHNOLOGY AND INFORMATION SECURITY (DITIS)

The Directorate of Information Technology and Information Security (DITIS) has as its scope of activity the maintenance and administration of the AKEP network, the provision of technical support for internal staff, the management of complex issues related to hardware and software used

by AKEP, as well as the administration of the Centralized Information System on Electronic Communications Network Infrastructure – ATLAS.

This Directorate also focuses on ensuring cybersecurity through coordination and handling of security incidents in networks and information systems, as well as identifying and responding to security incidents and risks. Another important function of the Directorate is the administration of the ccTLD.al domain, including its subdomains, and the management of issues related to number portability and electronic addresses.

The main functions of the Directorate are:

1. Management and maintenance of information technology infrastructure, including servers, computer networks, peripheral equipment, and all systems and applications used by AKEP;
2. Provision of technical support to internal users regarding hardware, software, and network issues;
3. Administration of AKEP's official website, including updating and publishing official information;
4. Handling issues related to internet access, broadband services, and protective measures for users;
5. Protection of systems against cyber-attacks and ensuring information security;
6. Coordination and handling of security incidents in networks and information systems, as well as identification and response to potential risks;
7. Administration of information reported by electronic communications undertakings regarding the assessment of network and service security, as well as the security measures undertaken by them;
8. Administration of the ccTLD.al domain, including its subdomains;
9. Continuous monitoring of the performance of servers and critical systems;
10. Planning and implementation of measures to improve the efficiency of IT resources;
11. Following and implementing decisions and recommendations of international institutions such as the EU, BEREC, IRG, etc., in accordance with the Directorate's field of activity;
12. Creation and maintenance of portals, document management systems, and applications used by AKEP;
13. Monitoring the AURA process automation system to increase operational efficiency;
14. Drafting and periodically testing plans for restoring critical systems in case of failure, cyber-attack, or natural disaster;
15. Ensuring data backup and the functioning of critical IT infrastructure;
16. Drafting internal procedures and protocols for information security management, in accordance with international standards;
17. Recording periodic staff training for cybersecurity awareness;
18. Use of new technologies such as Artificial Intelligence, Big Data Analytics, etc., to improve service quality and institutional efficiency;
19. Following and implementing decisions and recommendations of international institutions such as ITU and BEREC, in accordance with the Directorate's field of activity.

The organizational structure of the Directorate consists of:

- ICT and Domain Sector;
- Network Security and Information Security Sector.

III. DIRECTORATE OF CONSUMER PROTECTION, STATISTICS AND INSPECTION (DCPSI)

The Directorate of Consumer Protection, Statistics and Inspection (DCPSI) is responsible for carrying out tasks related to the protection of consumers and the rights of end-users of electronic communications and postal services; the collection and processing of statistical data for the electronic communications and postal sectors; as well as the control/inspection of the activities of entities providing networks and/or services in these sectors, which are subject to supervision by AKEP, in accordance with the applicable legal acts, namely Law No. 54/2024, Law No. 46/2015, and the by-laws issued for their implementation.

Main functions of the Directorate are:

1. Following issues related to consumer protection and the rights of end-users of electronic communications and postal services in accordance with the applicable legislation, including;
2. Administering and handling complaints submitted to AKEP against providers of electronic communications and postal services;
3. Assisting AKEP's Dispute Resolution Commission in conducting (alternative) dispute resolution procedures between consumers/end-users and service providers in accordance with relevant legal and sub-legal acts;
4. Monitoring the implementation by electronic communications operators of legal and regulatory obligations regarding contractual relations with subscribers, including pre-contractual information, contract content, publication of relevant information, subscriber registration, etc.;
5. Taking measures to ensure equal access to electronic communication services for users with disabilities;
6. Ensuring number portability and/or switching of service providers for consumers/end-users and handling related complaints;
7. Ensuring the availability of universal electronic communications services;
8. Cooperating with relevant consumer protection bodies such as the Consumer Protection Commission, consumer associations, and organizations representing persons with disabilities;
9. Collecting and processing periodic and ad hoc statistical and financial data for the electronic communications and postal sectors;
10. Publishing periodic statistical reports on electronic communications and postal services;
11. Implementing administrative and organizational procedures for planning and conducting inspections in the electronic communications and postal sectors for entities under AKEP supervision;
12. Conducting unannounced inspections in cases of serious violations to ensure rapid and effective action in consumer protection;
13. Developing an accessible digital statistics platform where data on coverage, quality, and service access are reported in real time or periodically;

14. Conducting analyses related to the Directorate's scope and preparing annual analytical reports on consumer protection and compliance levels;
15. Carrying out inspections of operators to verify compliance with laws and standards;
16. Imposing corrective measures in cases of violations and documenting them in accordance with the law;
17. Contributing to the harmonization of national legislation with the EU acquis in areas of consumer protection, statistics, and inspection;
18. Educating and raising consumer awareness through information campaigns and media activities;
19. Drafting and publishing consumer guidelines on topics such as number portability, minimum internet speed, contract clauses, hidden costs, etc.;
20. Drafting, updating, and monitoring the implementation of by-laws related to consumer protection, statistics, and inspection;
21. Following and implementing decisions and recommendations of international institutions such as ITU and BEREC.

Organizational structure:

- Consumer Protection Sector
- Statistics Sector
- Inspection Sector

IV. REGULATORY AND MARKET SUPERVISION DIRECTORATE (RMSD)

The Regulatory and Market Supervision Directorate (RMSD) is responsible for implementing obligations and competencies defined in Law No. 54/2024 "On Electronic Communications in the Republic of Albania" and Law No. 46/2015 "On Postal Services in the Republic of Albania," with the aim of ensuring fair competition, protecting end-user interests, and guaranteeing universal service in both sectors.

Main functions:

1. Conducting market analyses to assess competition and identify operators with Significant Market Power (SMP);
2. Proposing ex-ante obligations for SMP operators;
3. Drafting regulatory acts on access, interconnection, and pricing;
4. Supervising access and interconnection obligations;
5. Evaluating statistical and financial data from operators;
6. Monitoring market developments;
7. Reporting to national and international bodies;
8. Implementing the regulatory framework for the postal market;
9. Supervising universal postal service provision;
10. Drafting by-laws for postal market regulation;
11. Monitoring postal tariffs;
12. Evaluating postal market data;
13. Conducting international benchmarking analyses;

14. Performing regulatory impact assessments;
15. Preparing consultation documents and processing stakeholder feedback;
16. Monitoring the impact of new technologies (e.g., 5G);
17. Providing guidance on regulatory implementation;
18. Developing market performance indicators;
19. Monitoring SMP operator compliance;
20. Implementing international recommendations (ITU, BEREC).

Organizational structure:

- Market Analysis and Access Sector
- Postal Services Sector

V. LEGAL AFFAIRS DIRECTORATE (LAD)

The Legal Affairs Directorate (LAD) ensures legality in AKEP's administrative and regulatory activities and represents the institution in judicial proceedings. It also contributes to improving the regulatory framework.

Main functions:

1. Drafting and updating by-laws;
2. Reviewing draft acts for legal compliance;
3. Legal representation of AKEP in courts;
4. Cooperation with other directorates;
5. Supporting dispute resolution procedures;
6. Maintaining legal archives and databases;
7. Monitoring legal developments;
8. Reviewing contracts and agreements;
9. Preparing legal analyses;
10. Supporting audits;
11. Drafting legal manuals and guidelines;
12. Preparing official legal responses;
13. Representing AKEP in consultations;
14. Organizing legal training;
15. Monitoring the Official Gazette (QBZ);
16. Supporting regulatory processes;
17. Providing legal interpretations;
18. Implementing international recommendations.

Organizational structure:

- Legal Services Sector
- Dispute Resolution Sector

VI. HUMAN RESOURCES AND EXTERNAL RELATIONS DIRECTORATE (HRERD)

The HRERD manages human resources, documentation, and institutional relations domestically and internationally.

Main functions:

1. Developing HR policies;
2. Ensuring gender equality and non-discrimination;
3. Managing recruitment and employment procedures;
4. Handling labor relations;
5. Monitoring ethics and discipline;
6. Conducting disciplinary procedures;
7. Promoting institutional culture;
8. Managing personnel documentation and HRMIS;
9. Planning professional development;
10. Coordinating training programs;
11. Evaluating training impact;
12. Coordinating EU integration activities;
13. Managing international relations;
14. Representing AKEP internationally;
15. Coordinating participation abroad;
16. Managing institutional relations;
17. Managing official documentation and archives;
18. Managing electronic archive systems;
19. Coordinating public information;
20. Ensuring access to information (Law No. 119/2014);
21. Implementing international recommendations.

Organizational structure:

- Human Resources and Archive/Protocol Sector
- External Relations Sector

VII. FINANCE AND SUPPORT SERVICES DIRECTORATE (FSSD)

The Finance and Support Services Directorate ensures financial, logistical, and administrative support.

Main functions:

1. Drafting and managing the annual budget;
2. Presenting the budget to the Steering Council;
3. Monitoring budget implementation;
4. Accounting of financial transactions;
5. Preparing financial reports;

6. Managing revenues;
7. Following overdue payments;
8. Asset inventory management;
9. Handling asset disposal;
10. Managing logistics and infrastructure;
11. Supporting organizational units;
12. Managing contracts;
13. Implementing internal financial control;
14. Ensuring compliance;
15. Managing support services;
16. Improving internal procedures;
17. Managing financial documentation;
18. Supporting procurement processes;
19. Monitoring investments;
20. Managing financial risks;
21. Digitalizing financial processes;
22. Managing property documentation;
23. Preparing analytical financial reports;
24. Implementing international recommendations.

Organizational structure:

- Finance Sector
- Support Services Sector



REPUBLIKA E SHQIPËRISË

**ELECTRONIC AND POSTAL COMMUNICATIONS AUTHORITY (AKEP)
[PROPOSED STRUCTURE]**

No. Prot. ____

Tirana, on ..20__

**EXPLANATORY REPORT
ON
THE DRAFT ACT [TITLE OF THE PROPOSED DRAFT ACT]**

I. PURPOSE OF THE DRAFT ACT AND OBJECTIVES TO BE ACHIEVED

[In this section, the working group / proposing organizational unit / relevant directorate shall present: (a) the purpose or need of AKEP for the approval of the draft act, and (b) a summary of the issues that this draft act aims to regulate or resolve.]

**II. ASSESSMENT OF THE DRAFT ACT IN RELATION TO THE OBLIGATIONS
ASSIGNED TO AKEP UNDER STRATEGIES, PROGRAMMATIC DOCUMENTS AND
OTHER LEGAL COMMITMENTS**

[In this section, data and explanations shall be provided regarding references to the type of document or act from which AKEP's obligation derives to undertake the initiative or act for issuing the draft act proposed for review by the Steering Council (KD) of AKEP.]

**III. PRESENTATION OF FACTS, ACTIONS AND RELEVANT JUSTIFICATION,
TOGETHER WITH AN EXPLANATORY SUMMARY OF THE DRAFT ACT**

**1. PRESENTATION OF FACTS, ACTIONS AND PROCEDURAL ISSUES RELATED
TO THE CONTENT OF THE DRAFT ACT**

This section serves to elaborate in detail:

- (a) facts, circumstances, events, etc., which are related to the nature of the issues and obligations that the draft act aims to regulate;
- (b) actions taken and procedures followed through which the conditions for issuing the draft act

have been prepared, or through which the issues/problems have arisen that have led to the need and obligation for issuing the draft act through a decision of the AKEP Steering Council.

2. JUSTIFICATION OF THE DRAFT ACT

In this section, beyond fulfilling the formal obligation mentioned above for issuing the act and meeting the deadline for its issuance, the following should also be presented:

- (a) the advantages and benefits that the initiative for the approval and implementation of the draft act brings, depending on the case and the issues addressed;
- (b) the problems encountered in the past, currently encountered, or that may arise in the future in relation to the respective case or issue;
- (c) as well as the necessary explanations.

3. EXPLANATORY SUMMARY OF THE CONTENT OF THE DRAFT ACT

Clarifications and explanations regarding the type and structure of the draft act, including the reasons for such an organization, followed first by the legal explanation and then the technical explanation of the content of the specific provisions included in each section of the draft act, namely the purpose and subject of regulation of these provisions.

IV. IMPACT, EFFECTIVENESS AND EXPECTED EFFICIENCY FROM THE IMPLEMENTATION OF THE DRAFT ACT

[The persons or the organizational unit proposing the draft act, as applicable, shall elaborate in this section the assessment of the expected impact, effectiveness and efficiency resulting from the proposed solution or regulation in the draft act, also defining a follow-up evaluation of the draft act by assigning responsible persons and procedural deadlines, where applicable.]

V. AKEP STRUCTURES RESPONSIBLE FOR THE IMPLEMENTATION OF THE DRAFT ACT

[This section serves to explain which AKEP structures will be responsible for monitoring and implementing the purpose and obligations arising from the draft act. Where applicable, it should also include specific deadlines for the implementation of these obligations, as well as the timing and method of reporting on their implementation.]



REPUBLIKA E SHQIPËRIË
AUTHORITY FOR ELECTRONIC AND POSTAL COMMUNICATIONS
STEERING COUNCIL

No. _____ Prot.

Tirana, on ..202_

Draft

DECISION

No. __, dated ..20

FOR

“.....”

The Steering Council (SC) of the Electronic and Postal Communications Authority (AKEP),
with the participation of:

Mr. _____ Chairman
Ms. _____ Member
Mr. _____ Member
Mr. _____ Member
Mr. _____ Member

and the secretary Ms. _____, *at the meeting held on ..202*, in accordance with the procedure established in Law No. 54/2024 “On Electronic Communications in the Republic of Albania”, the Internal Regulation on the organization and functioning of the AKEP administration approved by Decision No. _____, dated _____ of the AKEP Steering Council, as well as Law No. 8480, dated 27.05.1999 “On the functioning of collegial bodies of state administration and public entities”, upon the proposal of the Directorate of _____ and _____, considered the request with the subject:

“Approval of”.

LEGAL BASIS:

1. Articles of Law No. 54/2024 “On Electronic Communications in the Republic of Albania”, as amended.
2.

THE STEERING COUNCIL:

Having reviewed the written materials consisting of the following:

1. Accompanying Report of the Draft Decision;
2. Formatted and justified Draft Decision;
3. Supporting documentation.

NOTES THAT:

1.
2.

FOR THESE REASONS:

Pursuant to of Law No. 54/2024 “On Electronic Communications in the Republic of Albania”, as amended, point 1 of Article 112 of Law No. 44/2015 “Administrative Procedure Code of the Republic of Albania”, and Law No. 8480, dated 27.05.1999 “On the functioning of collegial bodies of state administration and public entities”, the aforementioned legal basis and documentation, and taking into consideration the importance of approving this decision, the Steering Council of AKEP;

DECIDES:

1. To approve
2. To approve
3.
4. This decision shall be published on the official website of AKEP, www.akep.al.

This decision enters into force immediately.

Chairman Member Member Member Member