

3.1.1 Facilitate investments of private sector and improve mechanisms to attract FDI in strategic sectors promoting adoption of higher value-added products and services and innovation.

Summary of checks performed by relevant authorities on the steps for which funding is requested, including weaknesses identified and any corrective actions taken

In accordance with the national legal framework on public internal control, financial management and internal audit, the RGF Regulation and the applicable Commission Implementing Decision, the competent authorities conducted a comprehensive verification process for this reform step.

This included the systematic collection and review of relevant evidence by the Office of Prime Minister (OPM) and Ministry of Industry, Entrepreneurship, Trade and Innovation (MIETI), with internal audit units exercising their functions in accordance with their mandates. The checks and verifications were performed through the relevant layers of the control system, including the units responsible for implementation of this reform step, the Reform Agenda coordination units in OPM and MIETI, and the respective Secretary Generals.

The Reform Agenda coordination structures within the Office of the Prime Minister carried out additional checks and verifications to ensure the completeness and accuracy of the reported information and supporting evidence.

The step under review	Establish investor grievance settlement mechanism as per Law on Sustainable Investment, and aftercare program and investor aftercare unit within Investment Promotion Agency
Baseline	No investor grievance mechanisms and investor aftercare service
Deadline of the step	June, 2026
Actual results	Regulation (OPM) No. 01/2026 on the Internal Organisation and Systematisation of Jobs of the Investment and Export Agency was signed by the Prime Minister on 14 January 2026, establishing the organisational framework required for the Agency's operationalisation. Article 17 of the Regulation provides for the establishment of an Aftercare Division within the Agency. This creates the institutional basis for developing and implementing a structured aftercare function as part of the Agency's investment promotion mandate. In addition, on 26 February 2026, the Secretary General of the Ministry of Industry, Entrepreneurship, Trade and Innovation established a working group to draft the Regulation on the Status and Compensation of Members of the Appeals Panel.

Evidence provided	1. The Regulation on Internal Organization and Job Classification for the Investment and Export Agency; 2. Decision on the establishment of the working group on drafting the Regulation on the Status and Compensation of Members of the Appeals.
Checks in the verification of the step and related findings	During the verification of this reform step, all relevant evidence was reviewed and summarised in the control checklist, while all supporting documents were properly stored to ensure a complete audit trail. The conducted checks and verifications confirmed that: • all required documents, as specified in Annex 1 of the Reform Agenda, were provided and attached to this report; • the submitted evidence is consistent with the description and requirements of the reform step set out in the Commission Implementing Decision; • the submitted documentation confirms the fulfilment of the reform step; • the submitted documentation confirms the period in which the reform step was fulfilled. Based on the checks and verifications conducted, the evidence provided confirms the progress of the reform step and the relevant implementation period. No related findings were identified.
Compliance with general principles and DNSH principle	The implementation of this step does not contravene/contravenes the general principles outlined in Article 4 and 11(4) of Regulation (EU) 2024/1449 and Article 3 of the Facility Agreement. The implementation of this step does not contravene/contravenes the ‘Do No Significant Harm’ principle (DNSH).
Double Funding	No third-party contributions were involved in the implementation of this reform to date.
Clear conclusion on the achievement of the step	This reform step has not been implemented fully by June of 2026.



Republika e Kosovës
Republika Kosova – Republic of Kosova
Qeveria – Vlada – Government

**REGULATION (OPM) – NO. 01/2026 ON INTERNAL ORGANIZATION
AND JOB CLASSIFICATION FOR THE INVESTMENT AND EXPORT
AGENCY¹**

¹Regulation (OPM) – no. 01/2026 on Internal Organization and Job Classification for the Investment and Export Agency, with Decision No.342/2026, dated 14.01.2026

Prime Minister of the Republic of Kosovo,

Pursuant to Article 94 (3) of the Constitution of the Republic of Kosovo, Articles 9 (3) and 28 (3) of Law No. 06/L-113 on the Organization and Functioning of State Administration and Independent Agencies, Article 19 (7) of Law No. 08/L-209 on Sustainable Investments, Article 9 (1.11) of Law No. 08/L-117 on the Government of the Republic of Kosovo, and Article 9 (7) of Regulation (GRK) No. 01/2020 on Standards for Internal Organization, Job Classification, and Cooperation in State Administration Institutions and Independent Agencies, issues:

REGULATION (OPM) – NO. 01/2026 ON INTERNAL ORGANIZATION AND JOB CLASSIFICATION FOR THE INVESTMENT AND EXPORT AGENCY

Article 1
Purpose

The purpose of this Regulation is to define the internal organization and job classification within the Investment and Export Agency.

Article 2
Scope

This Regulation shall be implemented by the Investment and Export Agency, which operates within the Office of the Prime Minister.

Article 3
Definitions

The terms used in this Regulation shall have the same meaning as the terminology used in the applicable law on sustainable investments and the applicable law on the organization and functioning of state administration and independent agencies.

Article 4
Mission of the Investment and Export Agency

Investment and Export Agency (hereinafter: IEA) aims to promote and increase investments and exports in the Republic of Kosovo. In its mission, the IEA is guided by the principles of responsible investment supported by the United Nations and by the declarations and decisions on international investment and multinational enterprises of the Organisation for Economic Co-operation and Development (OECD).

2. The IEA develops, monitors, and reports performance indicators for attracting investments, increasing exports, job creation, and investor satisfaction, in accordance with the state objectives defined by law.

Article 5

Organizational Structure of the IEA

1. The IEA organisational structure shall be as follows:
 - 1.1. Office of the Executive Director;
 - 1.2. Departments; and
 - 1.3. Divisions.
2. The total number of employees at the IEA shall be sixty-seven (67).

Article 6

Office of the Executive Director of the IEA

1. The Office of the Executive Director of the IEA shall consists of:
 - 1.1. Executive Director;
 - 1.2. Deputy Executive Director;
 - 1.3. One (1) Senior Executive Officer;
 - 1.4. One (1) Senior Certifying Officer; and
 - 1.5. One (1) Administrative Officer.
2. The duties and responsibilities of the Executive Director and the Deputy Executive Director are determined in accordance with the applicable law on the organization and functioning of state administration and independent agencies, as well as the applicable law on sustainable investments.
3. The duties and responsibilities of the senior executive officers and administrative officers are determined in accordance with the applicable law on public officials.
4. The number of employees in the Office of the Executive Director shall be five (5).

Article 7

Departments and Divisions of the IEA

1. The following departments and divisions shall operate within the IEA:
 - 1.1. Office for Promotion of Investments and Export:
 - 1.1.1. Investment Promotion Division; and
 - 1.1.2. Export Promotion Division.

1.2. Office for Sector Research and Development:

1.2.1. Division for Research and Sector Analysis; and

1.2.2. Sector Development Division.

1.3. Office for Services (One-stop-shop)

1.3.1. Facility Division;

1.3.2. Division for Strategic Investments; and

1.3.3. Division for Aftercare.

1.4. Legal Office

1.4.1. Division for Oversight of Legislation Implementation; and

1.4.2. Division for Legal Advisory in the Field of Investments and Exports.

1.5. Budget and Finance Division.

1.6. Human Resources Management Unit.

1.7. Division for Public Procurement.

1.8. Internal Audit Unit.

1.9. Division for Information Technology, Logistics and Archiving.

1.10. Communication and Marketing Division.

Article 8

Office for Promotion of Investments and Export

1. Office for Promotion of Investments and Export is to attract and connect investors with investment opportunities in Kosovo by promoting the country investment potential, creating contacts, facilitating access to information, and contributing to the creation of a favorable environment for investors, in line with national objectives and priority sectors. Likewise, The Office for Promotion of Investments and Export shall have the mission of increasing Kosovo's trade presence at the global level by promoting the export of competitive and high-quality products and services, and by facilitating access to international markets for exporters from Kosovo.

2. The Office for Promotion of Investments and Export shall have the following duties and responsibilities:

2.1. Collecting up-to-date information on investment trends and identifying promising segments for investment promotion;

2.2. Developing and managing promotional campaigns aimed at engaging potential investors;

2.3. Organizing events in cooperation with partners to reach the target audience for increasing investments;

2.4. Promoting through trade fairs and commercial events;

2.5. Establishing and maintaining a network of intermediaries within Kosovo and internationally;

2.6. Researching competitive advantages for products with export potential in international markets;

2.7. Establishing, formalizing, and maintaining the national database of exporters;

2.8. Providing individual information and advisory services;

2.9. Organizing events to assist exporters in finding buyers and partners;

2.10. Targets potential international partners with the aim of generating new contacts and collaboration opportunities;

2.11. Developing marketing tools to address potential buyers in export markets and domestic companies;

2.12. Establishing and maintaining a network of intermediaries within Kosovo and at the international level;

2.13. Identifying the challenges of exporting companies and presenting them in the relevant planning processes, in coordination with the respective ministries;

2.14. Drafting plans and developing annual activities in accordance with the requirements for market expansion for exports;

2.15. Overseeing the work of selected companies engaged in promoting export opportunities;

2.16. Development and implementation of programs for engaging the diaspora in investments and exports, including the identification of potential diaspora investors and exporters, linkage with international trade partners, and promotion of diaspora investments in priority sectors.

3. The Director of the Office for Promotion of Investments and Export shall report to the Executive Director of the IEA.

4. The Office for Promotion of Investments and Export is equivalent to department.

5. The following divisions shall operate within the Office for Promotion of Investments and

Export:

5.1. Investment Promotion Division; and

5.2. Export Promotion Division.

6. The number of employees in the Office for Promotion of Investments and Export shall be thirteen (13).

Article 9

Investment Promotion Division

1. Investment Promotion Division shall have the mission of attracting and connecting investors with investment opportunities in Kosovo, by promoting the country's investment potential, establishing contacts, facilitating access to information, and contributing to the creation of a favorable environment for investors, in line with state objectives and priority sectors.

2. Investment Promotion Division has the following duties and responsibilities:

2.1. Collecting up-to-date information on investment trends and identifying promising segments for investment promotion;

2.2. Developing and managing promotional campaigns aimed at engaging potential investors;

2.3. Organizing events in cooperation with partners to reach the target audience for increasing investments;

2.4. Promoting through trade fairs and commercial events;

2.5. Targeting potential investors with the aim of generating leads;

2.6. Establishing and maintaining strong relationships with key stakeholders, including trade/business organizations, industry associations, chambers of commerce, and relevant government agencies in the respective countries;

2.7. Establishing and maintaining a network of intermediaries within and outside of Kosovo;

2.8. Overseeing the work of selected companies engaged in promoting investment opportunities in Kosovo to foreign investors.

3. The Head of the Investment Promotion Division reports to the Director of the Office for Promotion of Investments and Export.

4. The number of employees in the Investment Promotion Division is seven (7).

Article 10

Export Promotion Division

1. Export Promotion Division shall have the mission of increasing Kosovo's trade presence by promoting the export of competitive and high-quality products and services, and by facilitating access to international markets for exporters from Kosovo.
2. The Export Promotion Division shall have the following duties and responsibilities:
 - 2.1. Researching competitive advantages for products with export potential in foreign markets;
 - 2.2. Establishing, formalizing, and maintaining the national database of exporters in foreign markets;
 - 2.3. Providing individual information and advisory services for exporters in foreign markets;
 - 2.4. Organizing events to assist exporters in finding buyers and partners in foreign markets;
 - 2.5. Targets potential partners in foreign countries with the aim of generating business contacts and creating new cooperation opportunities.
 - 2.6. Developing marketing tools to address potential buyers in export markets and domestic companies for export abroad;
 - 2.7. Establishing and maintaining a network of intermediaries within Kosovo and abroad to promote exports;
 - 2.8. Identifying the challenges of exporting companies and providing support in the relevant planning processes, in coordination with the respective institutions;
 - 2.9. Drafting plans and developing annual activities in accordance with the requirements for market expansion for exports to foreign countries;
 - 2.10. Overseeing the work of selected companies engaged in promoting export opportunities in foreign countries.
3. The Head of the Export Promotion Division reports to the Director of the Office for Promotion of Investments and Export.
4. The number of employees in the Export Promotion Division is five (5).

Article 11

Office for Sector Research and Development

1. Office for Sector Research and Development shall have the mission of supporting the development and promotion of priority sectors by providing knowledge and expertise through the

development of sectoral analyses and the establishment of partnerships with key sector stakeholders.

2. Office for Sector Research and Development shall have the following duties and responsibilities:

2.1. Analyzing sectoral data to update databases and support decision-making;

2.2. Conducting market research and analysis to identify trends, challenges, and opportunities within specific sectors;

2.3. Providing specialized expertise on trends and dynamics within the sectoral ecosystem for the respective sectors;

2.4. Establishing and maintaining strong relationships with key actors in industries, sectors, and commercial enterprises;

2.5. Facilitating dialogue and cooperation among stakeholders to address sectoral challenges and promote innovation;

2.6. Providing knowledge on legal and administrative requirements applicable to specific sectors.

3. The Director of the Office for Sector Research and Development shall report to the Executive Director of the IEA.

4. Office for Sector Research and Development is equivalent to department.

5. The following divisions shall operate within the Office for Sector Research and Development:

5.1. Division for Research and Sector Analysis; and

5.2. Sector Development Division.

6. The number of employees in the Office for Sector Research and Development shall be eleven (11).

Article 12

Division for Research and Sector Analysis

1. The mission of the Division for Research and Sector Analysis is to research and analyze sectors in order to support IEA's decision-making for investment and export promotion, by providing knowledge and expertise through conducting sectoral analyses and the creation of partnerships with key sectoral stakeholders.

2. Division for Research and Sector Analysis shall have the following duties and responsibilities:

2.1. Analyzing sector data to update databases and support decision-making;

2.2. Conducting market research and analysis to identify trends, challenges, and

opportunities within sectors;

2.3. Providing specialized expertise on trends and dynamics within the sectoral ecosystem;

2.4. Establishing and maintaining strong relationships with key actors in industries, sectors, and commercial enterprises;

2.5. Facilitating dialogue and cooperation among stakeholders to address sectoral challenges and promote innovation in various sectors;

2.6. Providing knowledge on legal and administrative requirements applicable to sectors.

3. The Head of the Division for Research and Sector Analysis reports to the Director of the Office for Research and Sector Analysis.

4. The number of employees in the Division for Research and Sector Analysis shall be five (5).

Article 13

Sector Development Division

1. The Sector Development Division's mission is to support sector development and create partnerships with key sector stakeholders.

2. Sector Development Division shall have the following duties and responsibilities:

2.1. Collection and processing of the sector data;

2.2. Assessing the potential, challenges and trends of each sector to identify development opportunities;

2.3 Drafting sector profiles containing key data, economic indicators and information on the competitiveness of sectors;

2.4. Comparative analysis of sector performance with regional and international markets;

2.5. Preparation of analytical reports on the impact of economic, environmental and trade factors on sectors;

2.6. Creating and maintaining collaborative partnerships with public institutions, businesses, sectoral organizations and international partners;

2.7. Support for investments in research and development (R&D), technology transfer, integration into domestic and global value chains, and increasing local content in priority sectors.

3. The Head of the Sector Development Division reports to the Director of the Office for Research and Sector Analysis.

4. The number of employees in the Sectors Development Division is five (5).

Article 14

Office for Services (One-stop Shop)

1. The Office for Services shall have the mission of providing efficient investor care services on a continuous basis throughout every phase of the investment process, by ensuring the facilitation of the investment process, aftercare, as well as the processing of proposals for strategic investments.

2. The Office for Services shall have the following duties and responsibilities:

2.1. Facilitating investments, which includes investor assistance services as defined by the applicable sub-legal act on investor care services, including the provision of information:

2.1.1. on the economic environment and investment opportunities in priority sectors and development trends;

2.1.2. on regulatory and administrative requirements of the sectors relevant to the investor;

2.1.3. on available investment locations, including parcels and facilities available through digital maps, as well as the organization of site visits;

2.1.4. Coordination and structuring of investment incentive packages, in accordance with Article 16 of Law No. 08/L-209 on Sustainable Investments, including fiscal incentives, subsidies, support for training and employment, support for research and development, as well as linkage to domestic and international financial instruments, in cooperation with the competent institutions;

2.1.5. on opportunities for access to industrial and technological parks for investments that meet state objectives;

2.1.6. on opportunities to connect relevant public authorities with potential business partners;

As well as the provision of support regarding:

2.1.7. business registration, by informing investors about the procedures to be followed and facilitating communication between the investor and

The business registration in Kosovo;

2.1.8. procedures for obtaining permits and licenses, approvals, authorizations, and similar acts, by informing investors about the applicable procedures under relevant laws and facilitating communication between the investor and the competent public authority;

2.1.9. selecting investment locations, by informing investors about public properties available for investment, and facilitating contact with the competent public authority for the allocation of such property for use by the investor;

2.1.10. access to industrial and technological parks for investors that meet state objectives or belong to priority sectors, by ensuring rapid access to this infrastructure

in cooperation with the Kosovo Investment and Enterprise Support Agency (KIESA);

2.1.11. linking investors with relevant public authorities and potential business partners;

2.1.12. identifying appropriate workforce through connections with universities and accredited professional training institutions.

2.2. Aftercare for investors, which means the provision of support services for existing investors, as defined by the applicable sub-legal act on investor care services, including:

2.2.1. organizing regular individual meetings with existing investors to discuss past and planned projects, challenges, and the necessary support;

2.2.2. providing information on regulatory and administrative requirements applicable to their existing projects;

2.2.3. providing facilitation services for the purpose of expanding activities;

2.2.4. maintaining a database of the network of partners that provide support services for investors;

2.2.5. conducting surveys on investor needs and perceptions in order to identify areas requiring reform to improve investment opportunities;

2.2.6. implementing local and international programs and projects that support aftercare for investors;

2.2.7. facilitating the consultation process between the investor and the public authority or public service provider in relation to the resolution of disputes pursuant to Article 44 of Law No. 08/L-209 on Sustainable Investments.

2.3. Supplementary verification of investments, as defined by the applicable sub-legal act on supplementary verification;

2.4. Receiving and reviewing proposals for strategic investments, as defined by the applicable sub-legal act;

2.5. Evaluating the documentation of proposals for strategic investments, as defined by the applicable sub-legal act;

2.6. Proposing submission to the Council for approval, recommendation for designation, rejection, or revocation of the strategic investment;

2.7. Developing and maintaining a digital platform to support the process of investor care services.

3. The Director of the Office for Services shall report to the Executive Director of the IEA.

4. The Office for Services is equivalent to a department.

5. The following divisions shall operate within the Office for Services:

5.1. Facility Division;

5.2. Division for Strategic Investments; and

5.3. Division for Aftercare.

6. The number of employees in the Office for Services shall be ten (10).

Article 15

Facility Division

1. The Division for Facilitation shall have the mission of providing efficient investor care services on a continuous basis throughout every phase of the investment in order to ensure the facilitation of the investment process.

2. The Facility Division shall have the following duties and responsibilities:

2.1. Additional verification of investors and investment projects;

2.2. Providing client-oriented information on the relevant characteristics of the investment environment as well as administrative processes related to investments;

2.3. Pre-selection of investment locations and organization of field visits in accordance with the scope;

2.4. Connecting investors, among others, with central and local public authorities and institutions, potential business partners;

2.5. Helping investors in finding the right employees and facilitating contacts with relevant universities and training providers;

2.6. Assistance with business registration procedures and applications for permits and licenses;

2.7. Navigating and fast-tracking administrative processes for structured problem resolution with individual investors;

3. The Head of the Facility Division shall report to the Director of the Office for Services.

4. The number of employees in the Facility Division shall be three (3).

Article 16

Division for Strategic Investments

1. The Division for Strategic Investments shall have the mission of ensuring effective evaluation,

facilitation, and oversight of strategic investment projects in Kosovo, by promoting cooperation among stakeholders.

2. The Division for Strategic Investments shall have the following duties and responsibilities:

2.1. Receiving proposals for strategic investments and assessing whether the proposed project is in compliance with the applicable legislation;

2.2. Preparing the file for the review of the investment project;

2.3. Conducting research on the necessary data and documents for the review of the proposal;

2.4. Reviewing the proposal with the assistance of competent and supporting institutions from the relevant sectors and responsible officials for strategic investment;

2.5. Proposing submission to the Council for approval, recommendation for designation, rejection, or revocation of the strategic investment. Specifically:

2.5.1. providing a preliminary recommendation for the designation of the strategic investment as proposed, if during the preliminary review it is determined that the proposal meets the conditions and criteria set forth by the applicable law on sustainable investments;

2.5.2. providing a final recommendation for the designation of the strategic investment as proposed, if during the final review it is determined that the proposal meets the conditions and criteria set forth by the applicable law on sustainable investments;

2.5.3. providing a final recommendation for the designation of the strategic investment as proposed, if during the final review it is determined that the proposal meets the conditions and criteria set forth by the applicable law on sustainable investments;

2.5.4. providing a preliminary recommendation for the rejection of the strategic investment as proposed, if during the preliminary review it is determined that the proposal does not meet the conditions and criteria set forth by the applicable law on sustainable investments;

2.5.5. providing a recommendation for the approval or rejection of the project prepared by the respective proposers for strategic investment, in accordance with Article 29 of the applicable law on sustainable investments;

2.5.6. providing any other recommendation foreseen by the applicable legislation or requested by the Council for the purpose of implementing the provisions of the applicable law on sustainable investments;

2.6. In cooperation with other administrative units, providing support for investor services in accordance with the provisions of the applicable law on sustainable investments;

2.7. Reviewing projects prepared by public institutions for strategic investments in priority sectors;

2.8. Proposing the relevant recommendation to the Executive Director for submission to the Council, and coordinating the work of public institutions in the preparation of strategic investment projects;

2.9. Monitoring and reporting on the implementation of strategic investments;

2.10. Conducting supplementary verification of intended and completed investments that may potentially affect public order or national security, and, through the Executive Director, submitting the relevant recommendations to the Council;

2.11. Facilitating consultations, observing dispute resolution and investment-related conflicts, and recommending preventive measures in accordance with Chapter VII of the applicable law on sustainable investments;

2.12. Making proposals for action plans, reports, and decisions of the Council for the promotion and protection of investments and exports;

2.13. Providing other services foreseen by the applicable sub-legal act on strategic investments.

2.14. Provides secretarial services to the Investment Council and the Appeals Panel.

3. The Head of the Division for Strategic Investments shall report to the Director of the Office for Services.

4. The number of employees in the Division for Strategic Investments shall be three (3).

Article 17

Division for Aftercare

1. The Division for Aftercare shall have the mission of supporting existing investors by providing continuous assistance and solutions that contribute to their growth and success.

2. The Division for Aftercare shall have the following duties and responsibilities:

2.1. Organizing regular individual meetings with existing investors to discuss past and planned projects, challenges, and the necessary support;

2.2. Clarifies, facilitates and consolidates processes around the requirements of potential investors and exporters, including but not limited to clear action instructions from responsible institutions;

2.3. Supporting investors in dealing with administrative procedures related to their investment and export projects;

2.4. Helping potential investors and exporters to expand their activities by leveraging

synergies with investment and export facilitation services;

2.5. Establishing and maintaining a network of service partners to provide a comprehensive portfolio of support services to investors;

2.6. Collecting information on investor needs and perceptions and feeding them into policy advice on investment climate reforms;

2.7. Implementation of national programs and international projects that support aftercare measures;

2.8. Preparation of structured recommendations for legal, administrative, and regulatory reforms, based on practical experience and obstacles identified by investors and exporters, and submission of such recommendations to the competent institutions.

3. The Head of the Division for Aftercare shall report to the Director of the Office for Services.

4. The number of employees in the Division for Aftercare shall be three (3).

Article 18

Legal Office

1. The Legal Office shall have the mission of ensuring that the duties and responsibilities of the IEA are exercised in compliance with the applicable legislation during their planning and implementation.

2. The Legal Office shall have the following duties and responsibilities:

2.1. Providing legal advice and opinions, clarifications, legal reports, and analyses for the IEA;

2.2. Providing support in drafting decisions, contracts, other legal acts, as well as forms, guidelines, and templates for the needs of the IEA;

2.3. Reviewing from a legal perspective the documents prepared by other IEA units, prior to their approval by the Executive Director;

2.4. Representation of the IEA in legal proceedings in relation to external parties;

2.5. Monitoring legal changes that affect the functioning of the IEA;

2.6. Participating in the drafting of legislation related to the work of the IEA;

2.7. Providing advice to ensure the correct and proper implementation of applicable legislation by all IEA units;

2.8. Advocating with responsible institutions for changes in policies and legislation in support of investments and exports.

3. The Head of the Legal Office shall report to the Executive Director of the IEA.
4. The Legal Office is equivalent to a department.
5. The following divisions shall operate within the Legal Office:
 - 5.1. Division for Oversight of Legislation Implementation; and
 - 5.2. Division for Legal Advisory in the Field of Investments and Exports.
6. The number of employees in the Legal Office shall be seven (7).

Article 19

Division for Oversight of Legislation Implementation

1. The Division for Oversight of Legislation Implementation shall have the mission of assessing the compliance of IEA activities and decisions with the applicable legislation, monitoring adherence to legal standards, and promoting effective rule of law implementation.
2. The duties and responsibilities of the Division for Oversight of Legislation Implementation shall be:
 - 2.1. Coordinating activities with all organizational structures of the IEA for the implementation of legislation;
 - 2.2. Providing legal support in the field of legislation;
 - 2.3. Identifying issues in the implementation of normative acts;
 - 2.4. Coordinating the IEA's legislative activities with relevant institutions;
 - 2.5. Representing the IEA in legal proceedings in relation to external parties;
 - 2.6. Reviewing from a legal perspective the documents prepared by other IEA units, prior to their approval by the Executive Director.
3. The Head of the Division for Oversight of Legislation Implementation shall report to the Director of the Legal Office.
4. The number of employees in the Division for Oversight of Legislation Implementation shall be three (3).

Article 20

Division for Legal Advisory in the Field of Investments and Exports

1. The Division for Legal Advisory in the Field of Investments and Exports shall have the mission of providing legal advice on all matters related to investments and exports.
2. The duties and responsibilities of the Division for Legal Advisory in the Field of Investments

and Exports shall be:

- 2.1. Providing internal legal support within the IEA in drafting proposed decisions, proposed agreements, proposed memoranda, and proposed contracts related to strategic investors;
 - 2.2. Providing internal legal support within the IEA in navigating legal requirements for conducting business activities, including obtaining permits and licenses for investments;
 - 2.3. Providing legal support within the IEA regarding legal requirements and regulatory frameworks applicable to exports;
 - 2.4. Advocating with responsible institutions for changes in policies and legislation in support of investments and exports.
3. The Head of the Division for Legal Advisory in the Field of Investments and Exports shall report to the Director of the Legal Office.
 4. The number of employees in the Division for Legal Advisory in the Field of Investments and Exports shall be three (3).

Article 21

Budget and Finance Division

1. The Budget and Finance Division shall have the mission of planning and executing the budget in accordance with the applicable law on public financial management and other applicable legislation.
2. The Budget and Finance Division shall have the following duties and responsibilities:
 - 2.1. Planning the budget of the IEA in coordination with other organizational units;
 - 2.2. Proposing the budget for the Medium-Term Expenditure Framework (MTEF), in line with the requests submitted by the IEA;
 - 2.3. Preparing the annual draft budget of the IEA in accordance with planning documents;
 - 2.4. Creating programs/sub-programs based on the needs of organizational units, in cooperation with the Budget Department in the ministry responsible for finance;
 - 2.5. Implementation of accounting standards on keeping accounting records;
 - 2.6. Accounting for commitments and payments, as well as registration of all commitments and payments;
 - 2.7. Coordinating work with the ministry responsible for finance and banking institutions;
 - 2.8. Recording revenues and various donations, as well as entering accounting data;

- 2.9. Preparing budget analyses and periodic reports on budget expenditures and monitoring the implementation of projects linked to the IEA's budget;
 - 2.10. Creating a system for identifying all amounts and recording them in a dedicated debt ledger;
 - 2.11. Regularly reviewing the debt ledger and planning activities for collecting overdue debts;
 - 2.12. Compiling periodic reports on the level of debt, based on IEA data and data from the Treasury.
3. The Head of Budget and Finance Division shall report to the Executive Director of IEA.
4. The number of employees in the Budget and Finance Division shall be three (3).

Article 22

Human Resources Management Unit

1. The Human Resources Management Unit shall have the mission of ensuring the effective management of human resources through the development of procedures, programs, and services that contribute to the balanced distribution of tasks and responsibilities for the institution's civil servants.
2. The Human Resources Management Unit shall have the following duties and responsibilities:
 - 2.1. Supporting and advising the Executive Director on human resources management;
 - 2.2. Exercising and ensuring the implementation of competencies in accordance with authorizations and responsibilities for the implementation of legislation, documents, requirements, procedures, and standards applicable to the institution in the field of human resources;
 - 2.3. Administering personnel files for the civil servants of the IEA;
 - 2.4. Preparing the annual and medium-term personnel plan, in accordance with the institution's budget planning process;
 - 2.5. Assisting the respective units in preparing job descriptions, job classification, and job systematization;
 - 2.6. In coordination with unit heads, periodically identifying and evaluating the needs for training of the institution's civil servants, as well as developing professional capacities through training;
 - 2.7. Monitoring the implementation of the IEA personnel training plan;
 - 2.8. Managing processes related to appointments, dismissals, transfers, suspensions, retirements, confirmations of civil servants within the Agency, and other categories within

the meaning of the applicable law on public officials;

2.9. Ensuring the implementation of performance evaluation procedures and work attendance tracking;

2.10. Managing disciplinary procedures and procedures for complaints and disputes concerning civil servants and public officials;

2.11. Drafting the annual report and work plan for human resources management.

3. The Head of the Human Resources Management Unit shall report to the Executive Director of the IEA.

4. The number of employees in the Human Resources Management Unit is three (3).

Article 23

Division for Public Procurement

1. The Division for Public Procurement shall have the mission of carrying out all public procurement procedures for the needs of the IEA in an efficient and transparent manner, ensuring the proper use of public funds, public resources, as well as all other funds and resources of the IEA, in compliance with the applicable legislation.

2. The Division for Public Procurement shall have the following duties and responsibilities:

2.1. Preparing, coordinating, and implementing the IEA's annual procurement plan;

2.2. Conducting and implementation of procurement procedures for goods, works and services;

2.3. Ensuring that all requests are prepared and procurement procedures are conducted in compliance with applicable legal provisions;

2.4. Providing advice and assistance to the Executive Director and other IEA units in decision-making related to procurement procedures; and

2.5. Preparation of procurement reports according to the applicable legislation.

3. Preparing procurement reports in accordance with applicable legislation.

4. The number of employees in the Division for Public Procurement shall be three (3).

Article 24

Internal Audit Unit

1. The Internal Audit Unit shall have the mission of contributing to the improvement of financial management and internal control of public finances with the aim of enhancing governance and protecting taxpayers' interests.

2. The duties and responsibilities of the Internal Audit Unit shall be:

- 2.1. Drafting and submitting the Annual Internal Audit Plan;
- 2.2. Conducting regular and systematic audits within the Agency, in accordance with the Law on Internal Control of Public Finances and other applicable rules and standards for the Agency;
- 2.3. Verifying the existence and implementation of the IEA's internal control system and its quality;
- 2.4. Identifying substantial deficiencies in the IEA's management system;
- 2.5. Verifying the compliance of IEA procedures with the applicable rules for the IEA;
- 2.6. Examining all operational functions of the IEA;
- 2.7. Verifying that all accounts are accurate, complete, and timely, including the reliability and completeness of accounting information;
- 2.8. Obtaining sufficient, appropriate, relevant, and usable information as a basis for audit findings and recommendations;
- 2.9. Auditing by evaluating the economy, efficiency, and effectiveness of the management and control systems of IEA units;
- 2.10. Providing recommendations for improvements to enhance the economy, efficiency, and effectiveness of IEA activities;
- 2.11. Providing advice on the development of the IEA's organizational rules and on the assessment of the effectiveness of proposed measures;
- 2.12. Cooperating with the National Audit Office, the Internal Audit Committee of the Office of the Prime Minister, and the Central Harmonization Department of the ministry responsible for finance;
- 2.13. Drafting and submitting periodic and annual internal audit reports, and
- 2.14. Monitoring reports of the National Audit Office, the Audit Authority, and other authorized audit bodies, and addressing and monitoring the recommendations from these reports.

3. The Head of the Internal Audit Unit reports to the Prime Minister.

4. The number of employees in the Internal Audit Unit shall be three (3).

Article 25
Division for Information Technology, Logistics and Archiving

1. The Division for Information Technology, Logistics and Archiving shall have the mission of providing administrative support and general services to other organizational units, in order to ensure the smooth functioning of the IEA.
2. The Division for Information Technology, Logistics and Archiving shall have the following duties and responsibilities:
 - 2.1. Managing, coordinating, and providing administrative services, including information technology services, to all units and bodies within the IEA;
 - 2.2. Providing common services for all IEA personnel;
 - 2.3. Ensuring the functioning of logistics, transportation, warehouses, office materials, documentation, and the IEA's infrastructure.
3. The Head of the Division for Information Technology, Logistics and Archiving shall report to the Executive Director of the IEA.
4. The number of employees in the Division for Information Technology, Logistics and Archiving shall be four (4).

Article 26
Communication and Marketing Division

1. The Communication and Marketing Division shall have the mission of increasing the transparency of the IEA's work through open, objective, impartial, clear, accountable, and timely communication with the public, ensuring active public participation in the implementation of the IEA's duties and responsibilities.
2. The Communication and Marketing Division has the following duties and responsibilities:
 - 2.1. Providing professional support to the Executive Director by offering advice on the effectiveness of policy presentation;
 - 2.2. Preparing and distributing press releases, statements, reports, and other IEA publications to the public;
 - 2.3. Coordinating with the Public Communication Office of the Office of the Prime Minister for effective public communication;
 - 2.4. Preparing, distributing, and archiving photographs and audiovisual materials of key IEA activities;
 - 2.5. Preparation of public communication reports according to the applicable legislation;

2.6. Updating, ensuring access to, and the credibility of information on the IEA's official website and managing the official email account for public communication;

2.7. Managing IEA communication on the institution's official social media accounts;

2.8. Developing and managing the country's brand and image in relation to the promotion of investments and exports;

2.9. Developing marketing materials, including but not limited to brochures, videos, presentations, and materials that provide information on investment and export opportunities;

2.10. Developing marketing strategies that align with the overall objectives of the IEA;

2.11. Developing and managing the IEA's brand identity;

2.12. Providing support for the creation and management of promotional campaigns through various channels;

2.13. Providing support for the content of IEA activities, ensuring consistency in message delivery and their presentation on the website, social media, brochures, leaflets, etc.;

2.14. Organizing and coordinating events and the exposure of IEA activities;

2.15. Developing strategies for the retention of investments and exports;

2.16. Using analytical tools to measure marketing performance;

2.17. Providing continuous support to IEA structures, in particular to the Office for Investments and the Office for Export.

3. The Head of Communication and Marketing Division shall report to the Executive Director of IEA.

4. The number of employees in Communication and Marketing Division is five (5).

Article 27

Annexes

The classification of job positions by class and administrative group within the administrative units of the IEA is defined in Annex 1, and the organizational chart of the IEA in Annex 2, both of which form an integral part of this Regulation.

Article 28

Entry into force

This Regulation shall enter into force on the date of its publication in the Official Gazette of the Republic of Kosovo

Albin KURTI

Acting Prime Minister of the Republic of Kosovo

14 January 2026

Annex 1

Job Positions of the Investment and Export Agency			
Position/Structure	Class	Group (general or specific)	Number
1. Office of the Executive Director			Total: 5
i. Executive Director	Senior Executive	N/N	1
ii. Deputy Executive Director	Senior Executive	N/N	1
iii. Senior Executive Officer	Professional 1	G12 – The Social Sciences Group	1
iv. Senior Certifying Officer	Professional 1	CS-0167 – Economic Group	1
v. Administrative Officer	Professional 2	G63 – General Administration Group	1
2. Office for Promotion of Investments and Export			Total: 13
i. Director of Office	Middle-Level Executive	N/N	1
2.1. Investment Promotion Division			
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Investment Promotion Officer	Professional 1	G63 - General Administration Group	6
2.2. Export Promotion Division			
i. Head of Division	Low Level Executive	N/N	1

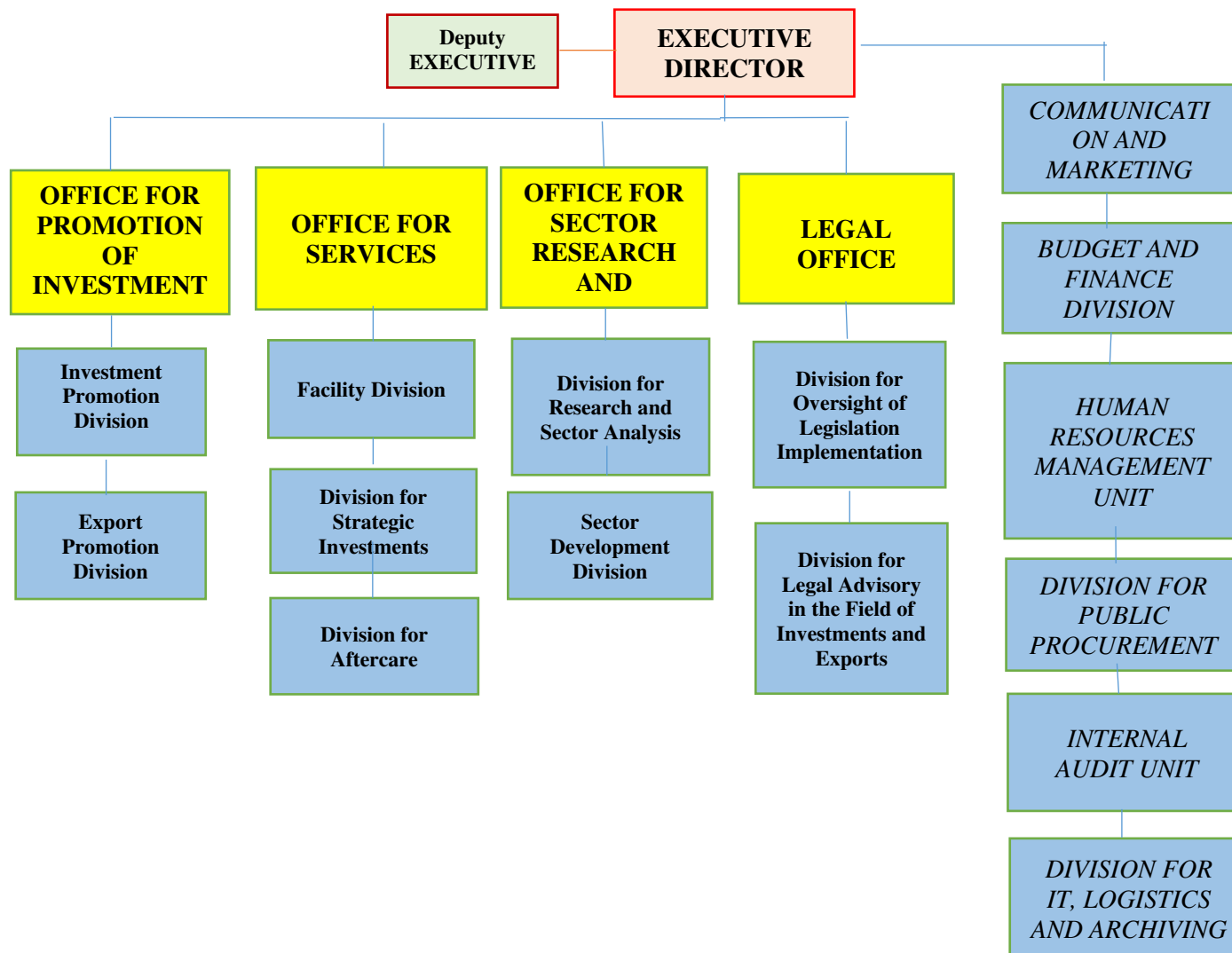
ii. Senior Export Promotion Officer	Professional 1	G63 – General Administration Group	4
3. Office for Sector Research and Development			Total: 11
i. Director of Office	Middle-Level Executive	N/N	1
3.1. Division for Research and Sector Analysis			
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Research and Analysis Officer	Professional 1	G63 – General Administration Group	4
3.2. Sector Development Division			
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Officer for Sector Development	Professional 1	G63 – General Administration Group	4
4. Office for Services			Total: 10
i. Director of Office	Middle-Level Executive	N/N	1
4.1. Facility Division			
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Facility Officer	Professional 1	G63 – General Administration Group	2
4.2. Division for Strategic Investments			
i. Head of Division	Low Level Executive	N/N	1

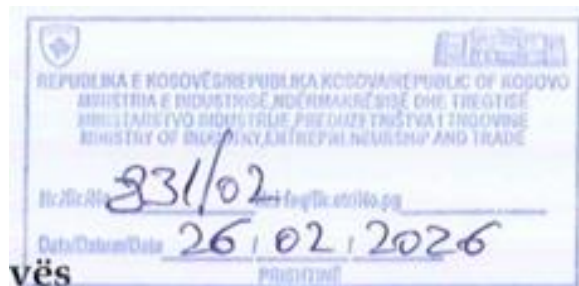
ii. Senior Strategic Investment Officer	Professional 1	G63 – General Administration Group	2
4.3. Division for Aftercare			
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Aftercare Officer	Professional 1	G63 – General Administration Group	2
5. Legal Office			Total: 7
i. Director of Office	Middle-Level Executive	N/N	1
5.1. Division for Oversight of Legislation Implementation			
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Officer for Supervision of the Implementation of Legislation	Professional 1	G1 – Legal Group	2
5.2. Division for Legal Advisory in the Field of Investments and Exports			
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Legal Officer	Professional 1	G1 – Legal Group	2
6. Budget and Finance Division			Total: 3
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Budget and Finance Officer	Professional 1	G2 – Budget and Finance Group	2

7. Human Resources Management Unit			Total: 3
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Human Resources Officer	Professional 1	G6 – Human Resources Group	2
8. Division for Public Procurement			Total: 3
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Procurement Officer	Professional 1	G4 – Public Procurement Group	2
9. Internal Audit Unit			Total: 3
i. Head of Division	Low Level Executive	N/N	1
ii. Internal Auditor	Professional 1	G5 - Internal Audit Group	2
10. Division for Information Technology, Logistics and Archiving			Total: 4
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Officer for Information Technology	Professional 1	G49 – Information Technology Group	1
iii. Senior Archiving Officer	Professional 1	G7 – Documentation Archiving Group	1
iv. Logistics Officer	Professional 2	G63 – General Administration Group	1

11. Communication and Marketing Division			Total: 5
i. Head of Division	Low Level Executive	N/N	1
ii. Senior Public Communication Officer	Professional 1	G8 – Public Relations and Information group	2
iii. Senior Marketing Officer	Professional 1	G8 – Public Relations and Information group	2
Total Number of Staff			67

ORGANIZATIONAL CHART OF THE INVESTMENT AND EXPORT AGENCY





Republika e Kosovës
Republika Kosova - Republic of Kosovo

Qeveria - Vlada - Government

Ministria e Industrisë, Ndërmarrësisë, Tregtisë dhe Inovacionit

Ministry of Industry, Entrepreneurship, Trade and Innovation

Zyra e Sekretarit i përgjithshëm – Ured Generalni Sekretar – Office of the Secretary General

Ref.02/Nr. 69

Date: 26.02.2026

The Secretary General of the Ministry of Industry, Entrepreneurship, Trade and Innovation, based on Article 18 of Law No. 06/L-113 on the Organization and Functioning of State Administration and Independent Agencies (Official Gazette No. 7/01, March 2019), and Article 31 of the Rules of Procedure of the Government of the Republic of Kosovo (Regulation No. 17/2024), hereby issues the following:

DECISION

1. A working group is established for the drafting and finalization of the Regulation on the Status and Compensation of Members of the Appeals Panel.
2. The working group shall consist of the following members:
 - 2.1 Melita Shabani – Chairperson
 - 2.2 Irfan Lipovica – Member
 - 2.3 Lulzim Kadriu – Member
 - 2.4 Nazmi Osmanaj – Member
 - 2.5 Besim Jashari – Member

2.6 Mensur Azemi – Member

2.7 Dardan Nallbani – Member

2.8 Liridona Hoti – Member (ZKM – Office of the Prime Minister)

2.9 Besar Dinarama – Member (Secretariat of the Government Coordination Office)

2.10 Vehar Nushi – Member (Strategic Planning Office)

2.11 Vesel Veseli – Member (Secretariat of the Government Coordination Office)

2.12 Trendelina Duraku – Member (Legal Office)

2.13 Bardha Rustemi – Member (External Expert).

3. The deadline for drafting and finalizing the Regulation is 27 April 2026.
4. Upon the entry into force of this Decision, Decision No. 358/02 dated 03 February 2026 and Decision No. 650/02 dated 16 February 2026 are repealed.
5. This Decision shall enter into force on the day it is signed.



This decision shall be sent to:

- *Cabinet of the Minister*
- *Office of the Secretary General;*
- *Office of the Secretary General of the Office of the Prime Minister (ZKM);*
- *Members of the Working Group;*
- *Department for Strategic Investments;*
- *Legal Department;*
- *Archive of MINT.*