



ZYRA E RREGULLATORIT PËR ENERGJI
REGULATORNI URED ZA ENERGIJU
ENERGY REGULATORY OFFICE

RULE ON THE RESOLUTION OF COMPLAINTS AND DISPUTES IN ENERGY SECTOR

Prishtina, August 2011



Pursuant to the authority given under Article 14 paragraph 2, subparagraph 2.13 and 2.14 and Article 16, paragraph 1 and article 25 of the Law No. 03/L-185 on Energy Regulator, **the Board of the Energy Regulatory Office** on a session held on 29.08.2011 adopted the:

RULE ON THE RESOLUTION OF COMPLAINTS AND DISPUTES IN THE ENERGY SECTOR

CHAPTER I GENERAL PROVISIONS

Article 1

Purpose

The purpose of this rule is to set conditions and procedures for the submission, review and resolution of customer complaints against energy enterprises in energy sector and dispute settlement between licensees.

Article 2

Scope

1. This Rule establishes the terms, conditions, and procedures relating to complaints and dispute resolution in energy sector, in order to:
 - 1.1. ensure the transparent and non-discriminatory performance of energy activities in the energy sector in Kosova;
 - 1.2. protect customers through promoting transparent and open access to information regarding resolution of customer complaints and disputes;
 - 1.3. resolve disputes among customers and suppliers and between energy enterprises;
 - 1.4. ensure the equal treatment of all customers in Kosovo with respect to their rights and obligations regarding energy services;
 - 1.5. procedures applicable to customer complaints and the obligations of a suppliers in relation to customer complaints;
 - 1.6. to offer alternative dispute resolution in the energy sector;
 - 1.7. to monitor the disputes settlement procedures.
2. Natural gas and issues related to the supply and services of natural gas are not covered by this rule.



Article 3
Definitions

1. Terms used in this rule have the following meaning:
 - 1.1. **"Household Customer"** - customers purchasing energy for their own household consumption, excluding commercial or professional activities.
 - 1.2. **"Non-household Customer"**- any natural or legal person purchasing energy which is not for their own household use, and shall include producers and wholesale customers.
 - 1.3. **"Energy Regulatory Office (ERO)"** - an independent regulator of energy activities defined in the Chapter II of the Law on Energy Regulator.
 - 1.4. **"Alternative Dispute Resolution (ADR)"** - a negotiation or mediation mechanism for the informal, non-obligatory and voluntary settlement of disputes;
 - 1.5. **"Arbitration Agreement"** - the agreement reached between two or more persons, some or all legal disputes which have arisen or which may arise between them shall be subject to arbitration.
 - 1.6. **"Complaint"** - any request submitted by customers to the supplier or ERO including any other request submitted to ERO by licensees against other licensees;
 - 1.7. **"Dispute"** - any disagreement filed by a licensee against other licensees.
 - 1.8. **"Customers Protection Department (CPD)"** – means the department responsible for reviewing complaints and resolving disputes foreseen in this Rule;
 - 1.9. **"Supplier"** – any energy enterprise licensed to carry out supply activities;
2. All terms used in this Rule shall have the same meanings as the terms used in the Law on Energy, Law on Energy Regulator, Law on Electricity, Law on District Heating and other applicable laws and rules in Kosovo.

CHAPTER II
COMPLAINTS AND DISPUTES

Article 4
Categories of Complaints and Disputes

1. In accordance with Article 16 of the Law on Energy Regulator, ERO is required to resolve disputes in energy sector, including complaints:
 - 1.1. by customers against licensees concerning the service provided;
 - 1.2. by licensees against other licensees related to the performance of the licensed activity;and



- 1.3. by licensees and other energy enterprises regarding third party access to the transmission or distribution electricity system and cross border transmission of electricity, and regarding third party access to the heat distribution system.
2. Any complaint or dispute that relates to allegations of criminal offences and electricity theft referred to in Article 39 of the Electricity Law shall fall under the jurisdiction of the competent court, so these complaints or disputes are not covered by this Rule.
3. Any complaint or dispute that relates to allegations of criminal offences or thermal energy (district heating) theft shall not be covered by this Rule and the jurisdiction of the competent court shall be responsible to handle them.
4. In order to create a simple and effective framework, this Rule provides for complaint and dispute resolution procedures for all categories of customers and licensed energy enterprises.

Article 5

Information Access

1. ERO during the review of the complaint or dispute has the right to require from the parties documents and information necessary to resolve the complaint or dispute.
2. While a complaint or dispute resolution process is pending, ERO or a party with a legal interest in the case may:
 - 2.1. request from parties to submit additional documents;
 - 2.2. request from parties to provide additional explanation regarding the circumstances of the complaint or dispute;
 - 2.3. request from other public authorities to provide relevant information, documents or an opinion with respect to the case in question;
 - 2.4. visit the site or premises;
 - 2.5. perform other related activity designed to obtain information relevant to the dispute.
3. All parties to the dispute shall be treated equally and have a fair opportunity to present their case.
4. All resolutions of complaints/disputes shall be treated in an expeditious manner in accordance with the deadlines set forth in this Rule.

CHAPTER III CUSTOMER COMPLAINTS

Article 6

Customer Protection

1. Each supplier is responsible for the protection of its customers by addressing complaints alleging any act or omission by such supplier or distribution system operator making reasonable



efforts to resolve such complaints.

2. All customers must bring their complaints regarding service provided by a supplier or distribution system operator to such supplier before seeking redress with ERO.
3. Each supplier is required to develop procedures that meet the provisions of this rule and other rules approved by ERO and offer information to address customer complaints pursuant to Article 6, paragraph 1 of this rule. Any such procedure shall:
 - 3.1. ensure prompt and fair resolution of disputes, and shall be transparent and non-discriminatory;
 - 3.2. accord with ERO Rules on minimum required content of the procedures for the complaint and dispute resolution. Such procedure shall include the method of accepting complaints, the requirements for authorizing and assigning employees to this task, and applicable training programs;
 - 3.3. be submitted to ERO for review and approval.
4. Each supplier is responsible for making public its complaint procedures in accordance with paragraph 3 of this article, by release on its website.

Article 7

Form of customer complaints

1. A complainant may notify the supplier by telephone or other methods of communication, without submission of a complaint form, only in the following instances:
 - 1.1. complaints seeking clarification or additional information, but not requesting further action by the supplier.
2. In the event that the supplier deems that a complaint form is nonetheless useful in such cases, the energy enterprise shall fill out the form for the customer based on information provided and deliver such form to the customer for approval.
3. Any complaint submitted by a customer shall be set forth in a form prepared by the supplier.
4. The suppliers shall submit standard type of complaint forms to ERO for approval.
5. The suppliers shall make complaint forms available to the public and shall provide such forms to customers upon request.
6. The suppliers shall provide support and direction to customers regarding their rights and the process relating to submission of complaints.

Article 8

Content of a Customer Complaint

1. All complaints shall contain general information regarding the customer as well as a statement of the alleged act, omission or violation made by the supplier or system operator providing services to such customer.
2. A complaint may concern any service noncompliant with the Rule on General Conditions of Energy



Supply, and other relevant codes, rules, regulations or contractual terms.

3. A complaint may cover one or more violations. If the complaint covers more than one violation, each violation shall be addressed.

Article 9

Complaint Review process

1. Each supplier shall review, investigate and respond to the complaint as soon as possible.
2. When there is cause to believe that the dispute may be resolved in an informal way and by mutual agreement, the complainant or the supplier in question may invite the other party to negotiation in accordance with Chapter V of this Rule.
3. The deadline for review and investigation of the complaint by the supplier shall not be longer than thirty (30) calendar days from the date of acceptance and registration of complaint. In complex cases the deadline may be extended for an additional thirty (30) calendar days.

Article 10

Response to the Customer Complaint

1. Each supplier is required to respond to all customer complaints in an efficient and fair manner.
2. In cases of complaints seeking only clarification or additional information but not requesting further action by the supplier or system operator per Article 7, paragraph 1 of this rule the supplier may respond verbally without issuing a written response. In such cases, the supplier is required to document the exchange with customer within its register to demonstrate that action was taken. Such documentation shall be made available upon request of the customer or ERO.
3. In all cases not covered by Article 10, paragraph 2, the supplier shall respond in writing to a complainant, and such written response shall contain:
 - 3.1. name, code and address of the customer;
 - 3.2. justification and legal basis;
 - 3.3. available alternative dispute resolution processes if deemed suitable for the circumstances of the complainant;
 - 3.4. status of complaint, including any decision and justification if any decision is issued, or a request for additional information or other such action if required to move the resolution process forward;
 - 3.5. legal remedy to the customer on his or her right to submit to ERO an appeal against the response made by such supplier.
4. In cases set forth in paragraph 2 of this Article, the suppliers shall inform the customer by telephone and when possible submit its response to the customer through the post delivery, personal delivery or e-mail.



Article 11

Assistance to the customer

1. Supplier must provide at least one employee during business hours to respond to questions and requests from customers.
2. Employees of each supplier who are responsible for receiving telephone calls and office visits from customers must be properly qualified and instructed on how to screen, handle promptly or refer questions, disputes and requests for service to the appropriate persons.
3. Supplier shall provide a 24-hour service to answer the telephone calls of customers.

Article 12

Record – keeping

1. Upon submission of the complaint by a customer, the supplier shall record such complaint in its register. The register of complaints shall document the type of complaints, the date of submission and any actions taken with respect to the complaint.
2. Based on its investigation and review of the complaint, the supplier shall respond to the customer in accordance with Article 10 and shall clearly justify the response. All responses to customer complaints and all documentation thereof shall contain a date, name of authorized person who has reviewed the decision, and the decision and explanation as to whether the complaint is justified and any recommendation of action to be taken.
3. If, based on the fact of each specific case, the supplier does not issue a decision to grant or reject the complaint, the supplier shall explain the reasons for its non-response in a report to the customer and shall keep a record of such response.
4. With the decision/response for the acceptance or refusal of the complaint, the supplier will submit to the customer a copy of all customer documents, processes, receipts, the flow of energy and other notes on which the supplier's decision was based.

CHAPTER IV

REFERRAL OF COMPLAINTS AND DISPUTES TO ERO

Article 13

Appeal to ERO

1. A customer may appeal to ERO only the decisions/responses made by the supplier as specified in this rule. Customers can submit complaints to CPD of ERO within fourteen (14) calendar days from the date of received decision/responses by supplier, or from the date when the deadline of response by supplier has expired as specified in Article 9, paragraph 3 of this rule.
2. Any licensee may initiate any dispute resolution against another licensee in respect of performance of the licensed activity, and any request regarding third party access to the transmission system, or electricity distribution, district heating, and cross border electricity flows.
3. Within three (3) calendar days of receipt of the referral of the complaint or dispute in accordance with paragraph 1 and 2 of this article, CPD shall register such complaint or dispute.



Article 14

Review of Complaint by ERO

1. Upon receipt of the referral of the complaint or dispute, ERO shall review complaint or dispute and shall issue a decision or a recommendation, in accordance with the following schedule:
 - 1.1. for complaints from household customers: thirty (30) calendar days;
 - 1.2. for all non-household customer complaints: sixty (60) calendar days
 - 1.3. for all disputes between licensees and other energy enterprises: ninety (90) calendar days.
2. The schedule set forth in paragraph.1 of this Article, may be extended only for the following:
 - 2.1. Cases of complexity or where additional information are required. In such cases, CPD shall notify all parties immediately and provide an explanation for the extension. In no event shall such extension exceed thirty (30) calendar days;
 - 2.2. Cases in which the parties have agreed to pursue ADR, in accordance with Chapter V, then the parties shall agree that the ADR process stops the running of the clock for the schedule period. In the event that ADR is unsuccessful and the matter is returned to CPD for a review, the clock resumes running in accordance with the schedule set forth in paragraph 1 of this Article.
3. CPD may refer any customer's case/complaint back for redress to the energy enterprise where CPD deems that the energy enterprise did not comply with applicable laws, rules and procedures.
4. The Head of CPD shall bring a decision for complaints brought by household customers and non-household customers of the tariff group 4 (0.4 kV Category II).
5. A customer or licensee may appeal a decision of the Head of CPD to the Board of ERO within fourteen (14) calendar days from the date of notification to the customer.
6. For all complaints and disputes under Article 4, paragraph 1, subparagraph 1.1 of this rule, where customers on tariff group 0,1,2,3 and 8 are included, subparagraph 1.2 and 1.3 of this Article, the Head of CPD shall submit a recommendation to the Board of ERO for its decision.

Article 15

Procedure in CPD

1. For the purposes of issuing a fair decision and depending on the circumstances, in accordance with this rule, ERO may:
 - 1.1. invite the parties and/or witnesses for a hearing ;
 - 1.2. request from the parties the submission of additional documents or any other evidence deemed appropriate;
 - 1.3. ask other public authorities for information, documents or opinions with respect to the specific case;
 - 1.4. visit the premises for inspection;



- 1.5. perform other related activity designed to obtain information relevant to the dispute.

Article 16

Interim measures

1. Under specific circumstances and only as necessary to prevent any non retrievable harm or damage to the interests of the parties, upon request of the complainant, while CPD or ERO itself is reviewing the complaint, ERO, upon recommendation of CPD, may grant any interim measures deemed appropriate. Such interim measures are temporary decisions required to ensure the protection of the complainant or supplier.
2. Before making a recommendation to the Board of ERO on interim measures, CPD may request the parties in dispute to provide additional information, if deemed necessary and appropriate.
3. Decisions on interim measures shall be enforceable from the date of their receipt from the parties.
4. The Board of ERO shall revoke the interim measures once the reasons justifying their imposition are no longer valid.
5. Decisions on interim measures shall be valid until the settlement of the complaint by ADR, decision by CPD or by the Board, withdrawal of the complaint, or by the decision of competent court.

Article 17

Review of complaints and disputes by the Board of ERO

1. The Board of ERO is responsible to decide upon disputes in accordance with Article 14, paragraph 5 and 6 of this rule and the administrative procedures laid down in the Law on the Energy Regulator.

Article 18

Decision of the Board of ERO

1. The Board of ERO shall issue a decision on any complaint or dispute within sixty (60) calendar days from the date on which the complaint or dispute was submitted to it in accordance with Article 14, paragraph 5 or 6 of this rule.
2. In cases where Board of ERO requires additional information, the deadline for reaching the decision may be extended for additional thirty (30) calendar days. ERO shall notify the parties promptly of any extension and the reasons for such extension.
3. Decisions issued by the Board of ERO shall contain:
 - 3.1. the name and address of the issuing authority and the issuance date;
 - 3.2. the name and address of complainant and the opposing party;
 - 3.3. the registration number of the complaint;
 - 3.4. the justification and the legal basis of the decision;
 - 3.5. any remedy, including sanctions and imposition of administrative fines, in accordance with the Law on the Energy Regulator;
 - 3.6. legal remedy of the complainant's right to challenge the decision of ERO before the Courts of the competent jurisdiction.



4. Decisions of the Board of ERO shall be enforceable from the date of their issue.
5. Customers or the licensees may initiate an administrative conflict before the competent court within thirty (30) calendar days since the date of the receipt or publication of decision in the website of ERO, whichever occurs last.
6. If, within the period of time set forth in paragraph 1 or 2 of this Article, ERO does not bring a decision, ERO shall provide the parties with a written explanation regarding the reason for the delay and an estimated date of decision.
7. The Board of ERO may apply the same procedural rules as set forth in Articles 15 and Article 16, of this rule.

Article 19

Responsibility of Parties while a Complaint or Dispute is under review

1. While any complaint or dispute is still in review the parties have responsibilities in accordance with their commercial relationship and supply contract of energy.
2. Customers have a responsibility to pay their undisputed invoices in a timely manner in accordance to the Article 19, paragraph 4 of the Rule on Disconnection and Reconnection of Customers in Energy Sector.
3. Supplier has the obligations to continue to supply customers with energy.

CHAPTER V ALTERNATIVE DISPUTE RESOLUTION

Article 20

Purpose of ADR Procedure

1. ADR is an informal procedure which is voluntary and may be used in different forms, such as: negotiation, mediation or other similar alternative resolution.
2. All forms of ADR are available for disputes that fall under Article 4, paragraph 1, subparagraph 1.2 and 1.3 of this rule. In all cases that fall under Article 4, paragraph 1, subparagraph 1.1, in order to ensure the protection of household customers, the only form of ADR available is negotiation.
3. The purpose of ADR is to avoid the formal complaint procedure and decrease the number of complaints that will require formal decisions such as decisions of ERO or a relevant court.
4. ADR may be used at any time after submission of the complaint or even during the entire complaint procedure.

Article 21

Procedures Applicable Pursuant to ADR

1. ADR may be suggested by any party, CPD or the Board of ERO.
2. Each supplier must inform all complainants on their right to use ADR procedure.



3. Once the complaint or dispute comes before CPD, or the Board of ERO the complainants or parties must be informed on their rights to use ADR.
4. Participation in ADR is entirely voluntary. All parties to the dispute must agree to participate in ADR. If all parties do not agree to ADR, the matter shall not proceed to ADR.
5. In the case of agreement to participate in ADR by a customer at the stage of review of the complaint by the supplier, customer shall notify supplier in written of acceptance. The supplier shall promptly obtain a written agreement to this effect from the customer and shall notify the ERO of such acceptance. Such notification shall include a date when negotiations shall commence and all relevant documents. The supplier is responsible to notify ERO promptly, with a copy to the customer, as to any agreement reached, or failure to reach an agreement.
6. In the case of disputes that fall under Article 4, paragraph 1, subparagraph 1.2 and 1.3, if the parties, at any stage of review of the dispute, agree to participate in ADR, they are required to submit a joint written document to the ERO, notifying ERO of their intent to pursue ADR. The complainant is responsible to notify ERO immediately upon failure to reach an agreement pursuant to ADR.
7. Any agreement reached by the parties as a result of ADR must be submitted to ERO in writing for approval. ERO has thirty (30) days from the date of submission of such agreement to approve or reject the agreement. Approval shall be granted as long as the agreement is in conformity with applicable law and does not violate the rights of either party or non-parties affected by the agreement.
8. Any party that has agreed to ADR pursuant to paragraph 4 of this article may also terminate ADR at any time. Such termination shall be by written notice to the other party and by written notice to the ERO.

Article 22 **Negotiation**

1. Negotiation may be used if there is a possibility to negotiate elements of complaint in prompt and effective manner.
2. ERO's involvement in negotiation is limited to assisting parties to reach an agreement by ensuring procedural transparency and the exchange of information, without intervening or expressing any opinion in relation to the dispute.
3. Parties that have agreed to pursue negotiations may request each other to provide additional documentation. In instances where CPD or the Board of ERO suggests negotiation and the parties agree to pursue negotiation, CPD or Board of ERO may assist by requesting additional documentation.
4. Where the parties have agreed to pursue negotiations, the parties shall provide ERO promptly with all documents relevant to negotiations and shall give ERO an opportunity to attend all negotiation sessions.
5. The parties are required to inform ERO immediately of any agreement or failure to reach agreement pursuant to negotiations.
6. In the event that agreement is reached in negotiations, such agreement is submitted to the ERO



for approval pursuant to paragraph 7 of this article.

7. The Board of ERO approves or rejects the agreement, after review and recommendation by CPD.
8. In the event that no agreement is reached in negotiations, CPD may issue a recommendation to:
 - 8.1. the parties to use mediation;
 - 8.2. the parties to use arbitration;
 - 8.3. the Board of ERO to issue a decision.

Article 23

Mediation

1. Mediation is a form of ADR that is used when an opinion of a third party mediator may influence and assist in solving disputes between the parties. It is an available option to parties in disputes that fall under Article 4, paragraph 1, subparagraph 1.2 and 1.3 of this rule.
2. A mediator is an independent, impartial advisor intended to assist the parties in settling their disputes through mutual agreement. A mediator may prove useful in assisting the parties to better understand each other's position in the dispute.
3. The parties may select their own mediator.
4. Where parties use a mediator, ERO's involvement is limited to assisting the parties in disputes to reach an agreement by ensuring procedural transparency, the exchange of information, and providing a list of possible mediators where available, without intervening or expressing any opinion in relation to the dispute.
5. Parties that have agreed to pursue mediation may request the other party to provide additional documentation. In instances where CPD or Board of ERO suggests mediation and the parties agree to pursue mediation, CPD or Board of ERO may assist by requesting additional documentation.
6. Where the parties have agreed to pursue mediation, the parties shall provide ERO promptly with all documents relevant to mediation and shall give ERO an opportunity to attend all mediation sessions.
7. The parties are required to inform ERO immediately of any agreement or failure to reach agreement pursuant to mediation.
8. In the event that agreement is reached in mediation, such agreement is submitted to ERO for approval. Approval shall be granted as long as the agreement is in conformity with applicable law and does not violate the rights of either party or non-parties affected by the agreement.
9. Subject to Article 23, paragraph 8, the Board of ERO approves or rejects the agreement, after review and recommendation by CPD.
10. In the event that no agreement is reached in mediation, CPD may issue a recommendation that:
 - 11.1 the parties seek other forms of Dispute Resolution;
 - 11.2 the Board of ERO issue a decision.



CHAPTER VI ARBITRATION

Article 24

Dispute Resolution by use of Arbitration

1. Where an agreement between two parties provides for the use of arbitration for the resolution of disputes, any dispute shall be resolved in accordance with that agreement and the Law on Arbitration, and the provisions of this Rule will not apply to that dispute.
2. Pursuant to paragraph 1 of this article, the parties shall notify ERO in writing of the intention to use arbitration and shall attach to such notice a copy of the agreement providing for arbitration. The parties shall keep ERO informed of the status of the arbitration and shall submit to ERO any decision made in arbitration.

CHAPTER VII MONITORING

Article 25

Monitoring of customer complaints

1. Every year supplier shall submit to ERO a report on the status of customer complaints for the previous year. Such reports shall include:
 - 1.1. the number of complaints by customers brought to the supplier within the reporting period;
 - 1.2. the nature of such complaints;
 - 1.3. all replies or decisions taken with respect to such complaints;
 - 1.4. a statement as to whether ADR was attempted and any response in relation to it;
 - 1.5. the number of disputes terminated without an agreement or a decision reached;
 - 1.6. a general evaluation of the complaints settlement procedure.
2. In reference to Article 24 of the Rule on Licensing, ERO is entitled to request that the energy enterprise submit on periodical basis data related to the resolution of customer complaints.

CHAPTER VIII OTHER PROVISIONS

Article 26

Process of cases

1. No customer may initiate judicial proceedings while such customer has submitted a complaint to the energy enterprise and such energy enterprise is reviewing the complaint in accordance with procedures approved by ERO.



2. No party to a dispute before ERO may initiate judicial proceedings while the dispute before ERO is pending, including the event where the parties to the dispute engage in ADR in accordance with Article 21 of this rule.
2. A party to a dispute may appeal a decision, including an interim measure, by ERO to the competent court in accordance with Article 25, paragraph.3 of the Law on Energy Regulator.

Article 27

Regular meetings of ERO and energy enterprises

1. The staff members of CPD shall meet on a regular basis with representatives of the Energy Enterprises and the public to discuss complaints matters. These meetings present the opportunity for individuals to express grievances or concerns about energy supply service or charges. The representative of customers association will be invited to attend such meetings.
2. Such meetings may be used to discuss complaints and other concerns of customers.
3. Public participation in these meetings is encouraged to inform customers about issues of concern.

CHAPTER IX PENALTY PROVISIONS

Article 26

Fines

1. ERO may impose administrative sanctions for violation of provisions of this Rule in accordance to Article 52 of the Law on the Energy Regulator and Rule on Administrative Measures and Fines.
2. The amount of fines will be calculated according to the Rule on Administrative Measures and Fines.

CHAPTER X TRANSITIONAL AND FINAL PROVISIONS

Article 29

Complaints and disputes before 2004

1. Any supplier that operates at the time of issuance of this Rule shall direct its customers to initiate the procedure in the competent court against all decisions made by such supplier of any dispute prior to 2004 regardless the subject of complaint or dispute.
2. Same conditions set forth in Article 29, paragraph 1, apply to the disputes between the energy enterprises or regarding third party access to the transmission or distribution system.

Article 30

Official Language of the Rule

This rule is issued in Albanian language and shall be translated into Serbian and English language. In the event of discrepancies between versions, the Albanian version shall prevail.



Article 31
Changes

1. ERO retains the right to change or modify any provision of this rule.
2. Procedures for amendment or modification of this rule will be the same as for its approval.

Article 32
Interpretation

If there is uncertainty about the provisions of this Rule, the Board will issue disclosure.

Article 33
Repeal

This rule supersedes Rule on Dispute Settlement Procedures in the Energy Sector drafted by the Law on Energy Nr.2004/09, and approved by the Board of ERO dated 27.05.2009.

Article 34
Entry into force

Rule comes into force on the date of its approval by the Board of ERO and will be published in the official website of ERO.

Board of Energy Regulatory Office

Dr. Ali Hamiti, Chairman

Përparim Kabashi, member

Blerim Koci, Member