



**Republika e Kosovës**  
**Republika Kosova - Republic of Kosovo**  
*Qeveria - Vlada - Government*

*Ministria e Drejtësisë - Ministarstvo Prade - Ministry of Justice*

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**GUIDELINES ON THE  
USE OF ELECTRONIC ENFORCEMENT SYSTEM  
(EMS)<sup>1</sup>**

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<sup>1</sup> Guideline is approved by the Decision No.89/2024 of the Minister of Justice dated 19.04.2024



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No. \_\_\_/2024

Date: \_\_\_\_\_.2024

Pursuant to Article 9, Article 10 (paragraphs 1 and 2), and Article 11 of the Law No. 06/L-113 on the Organization and Functioning of the State Administration and Independent Agencies, Article 11 (paragraph 1, subsection 1.5) of the Law No. 08/L-117 on Government of the Republic of Kosovo, pursuant to Appendix 1 (item 3) of the Regulation (GRK) - No. 14/2023 pm the Areas of Administrative Responsibility of the Office of the Prime Minister, the Ministries as well as pursuant to the Law No. 04/L-139 on Enforcement Procedure, amended and supplemented by the Law No. 05/L-118 and the Law No. 08/L-102, the Minister of Justice renders the following:

**DECISION**

1. The Guideline on the use of the Electronic Enforcement System is approved.
2. An Appendix to this decision is the Guideline on the use of the Electronic Enforcement System.
3. The decision enters into force on the day of its signature.

**Albulena Haxhiu**

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**Minister of Justice**

*The decision shall be sent to:*

- *General Secretary;*
- *Department for Free Professions,*
- *The Division for the Supervision of the Legality of the Work of Free Professions;*
- *Chamber of Private Enforcement Agents of Kosovo;*
- *Archives of the Ministry.*

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## **Introduction**

The Ministry of Justice and the Chamber of Private Enforcement Agents, with the support of the USAID Commercial Justice Activity have developed the automated digital system – Enforcement Management System (EMS).

The Enforcement Management System (EMS) is a digital platform for the automated management of the work of enforcement offices from the presentation of the proposal for enforcement, the automatic notification of the debtor regarding the case and other communications with the parties, the enforcement actions in carrying out the enforcement, the detailed generation of financial transactions, including the costs of each action until closure of the case.

The EMS system also digitizes the work of the Ministry of Justice and the Chamber of Private Enforcement Agents in the supervision and control of the work of private enforcement agents and the assessment of their work.

Digital inspection of the work of private enforcement agents can be carried out through EMS starting from the planning stage. In addition to inspection, EMS also enables the management of disciplinary processes against private enforcement agents. This includes submitting the complaint, enabling the complainant to submit the complaint online, followed by the management of the entire work process of the Disciplinary Commission as well as the electronic communication of the relevant Unit for free professions in the Ministry of Justice with the participants in the disciplinary process and the Disciplinary Commission, as well as all follow-up activities.

EMS standardizes the enforcement process in enforcement offices, leaves traces of all user actions by ensuring the compatibility of actions and data privacy, simplifies processes and actions through their digitization, automates the calculation of the expenses of each enforcement action and all this results in the economization of the procedure, including reduction of costs of the enforcement procedure, eliminating eventual omissions and increasing the efficiency of the enforcement of cases.

The EMS system is in accordance with the e-Government Strategy of Kosovo 2023 - 2027.

This system exchanges data in real time with public registers, such as: the Cadastral Register of Kosovo, the Register of Civil Status, the Register of Vehicles, the Register of Businesses and the Register of Bank Accounts or other registers.

## Purpose of the Guide

The purpose of this Guideline is to provide guidance to those using the Enforcement Management System (EMS) for the purpose of ensuring its unique application by enforcement offices, the Ministry of Justice, the Chamber of Private Enforcement Agents, the Disciplinary Commission and other entities participating in the procedure.

In the *first part* of this Guideline, instructions are provided for use of the module by the enforcement offices which will use the EMS system for all actions in the appointment and implementation of enforcement at the creditor's request, managing the case for search and data exchange in public registers and other registers as well as reporting on their work.

In the *second part* of this Guideline, instructions are provided for the use of the module by officials of the Ministry of Justice and the Chamber of Private Enforcement Agents, including the electronic supervision and control of the work of the enforcement offices as well as the acceptance of the work reports of the private enforcement agents.

In the *third part* of this Guide, instructions are provided for the use of the module of Disciplinary Commission for disciplinary cases against private enforcement agents.

## Terms used

The terms used in this Guideline shall have the following meanings:

- 1.1. **Bank** - means commercial banks licensed by the Central Bank of Kosovo.
- 1.2. **Disciplinary Commission** - means the Disciplinary Commission for private enforcement agents appointed by the Ministry of Justice.
- 1.3. **RBA** means - Register of bank accounts maintained by the Central Bank of Kosovo.
- 1.4. **KCR** - means the Kosovo Cadastral Register maintained by the Kosovo Cadastral Agency.
- 1.5. **CSR** - means the Civil Status Register maintained by the Civil Registration Agency.
- 1.6. **RV** - means the Register of Vehicles maintained by the Civil Registration Agency
- 1.7. **BR** - means the Business Register maintained by the Kosovo Business Registration Agency (KBRA).
- 1.8. **Authentication** - means the process of verifying and identifying users who have access to the system.
- 1.9. **Software** - means a computer program that may contain applications, operating programs, and all components necessary to perform a specific task on an electronic device.

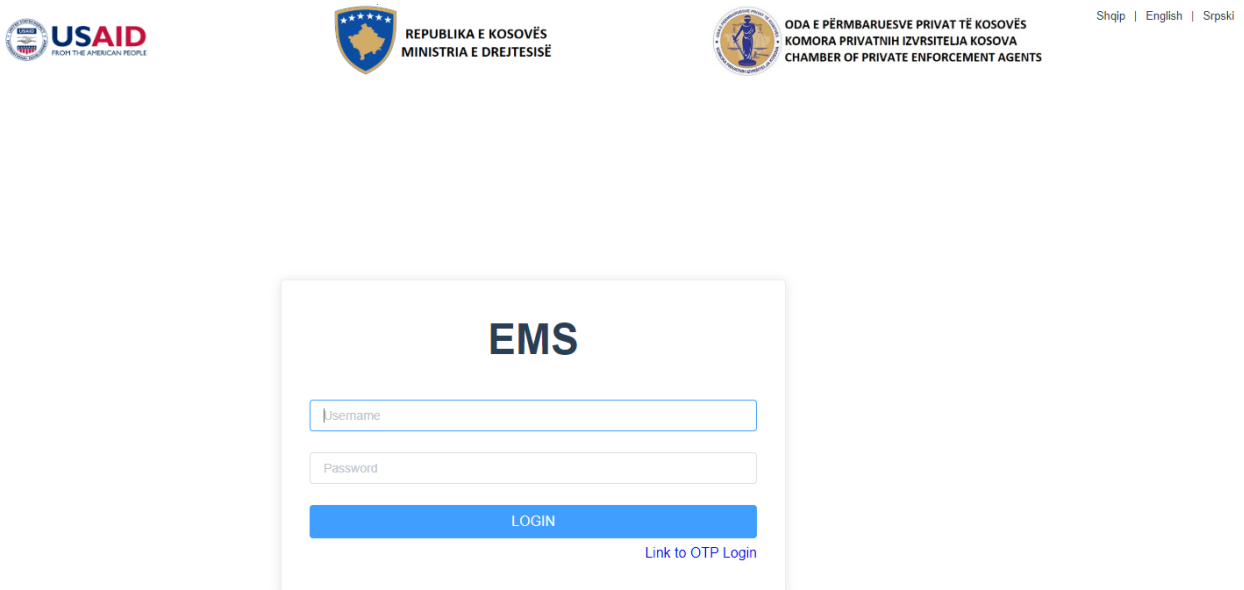
- 1.10. **Username** - means a unique name or tag that user use to identify and access their account in the system.
- 1.11. **Data Warehouse** - an organized and optimized system to maintain, store and manage data from various sources.
- 1.12. **Drop Down List** - a box containing a vertical list of options from which the user can select a single option.

# I. First module – Use of module to manage cases of the enforcement offices

## 1.1. User log-in

For each user profile in the EMS system, their verification is carried out (*authentication*) through *username* and *password*. Profiles have defined rights and the same security rules that apply to everyone.

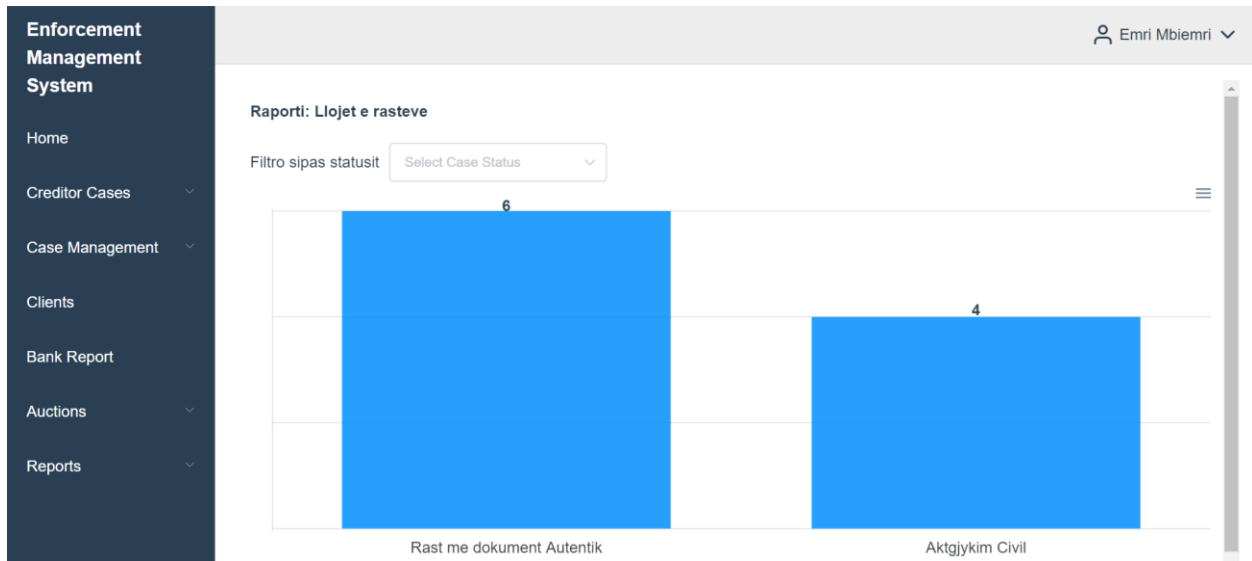
Figure No. 1. Accessing the system



## 1.2. Main interface

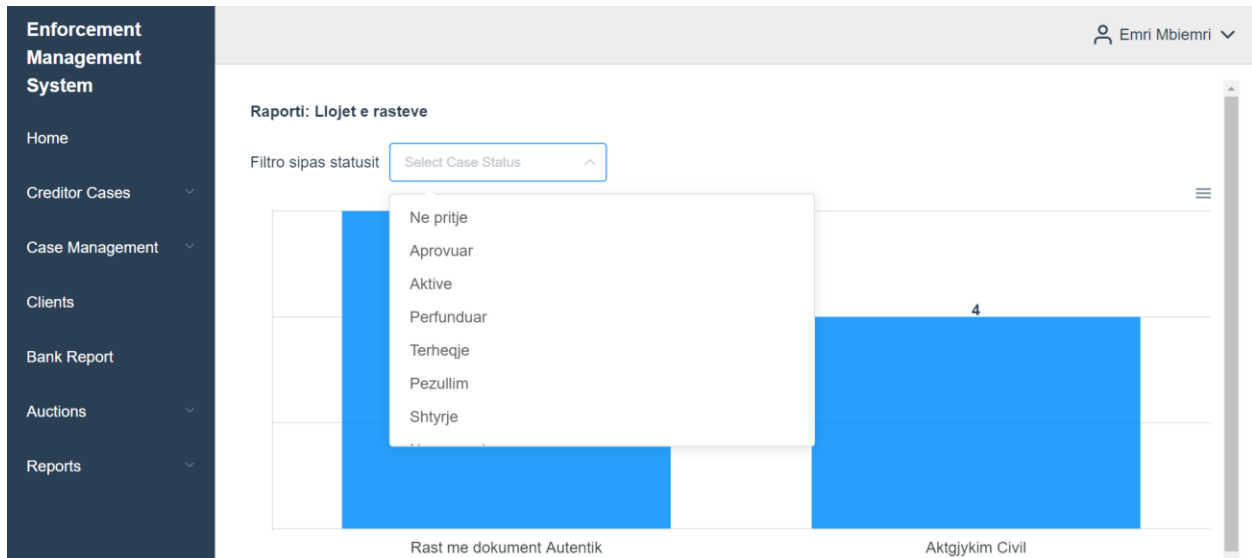
Once the user is verified, the main interface of the user, respectively the enforcement office, is opened. In this interface you can see a general overview of the data, which can be filtered according to the status of the cases of the respective office.

Figure No. 2. Main system interface



Filtering of cases is carried out in the filtering field (*drop down list*) where all existing statuses in the system appear.

Figure No. 3. Filtering option in the main interface chart



### 1.3. Search interface

In this interface, all cases of the enforcement office are displayed, regardless of their status and they can be searched through one of the columns displayed in the table. For example, if the case number is written in the "Case Number" field and the "Search" button is pressed, then the corresponding case will be displayed.



Figure No.4. Search interface

	Case Number	Status	Create Date	Actions
1	PA-00000/2021	Perfunduar	28.09.2021 10:52	<a href="#">View</a>
2	PA-00002/2021	Pezullim	17.10.2021 10:34	<a href="#">View</a>
3	PA-00003/2021	Ne prapesim	17.10.2021 10:57	<a href="#">Update</a>
4	PA-00004/2021	Perfunduar	19.10.2021 10:36	<a href="#">View</a>
5	PA-00005/2021	Perfunduar	19.10.2021 11:23	<a href="#">View</a>
6	PNR-0006-2/21	Perfunduar	29.10.2021 11:48	<a href="#">View</a>

The "action" column allows you to view the details of the case or update the subject depending on its status. If the proposal for enforcement has not been allowed, the system enables the proposal for enforcement to be completed, while for the approved cases the details of the request can be viewed.

## 1.4. Proposal for enforcement

The proposal for enforcement interface is a window that contains the progress of the process in four steps. EMS controls the transition from step to step, enabling each step to control the previous step and reducing the potential for error.

In this interface, the user enters the data of the parties involved in the procedure. For easier use, the party in the system is called "client" and upon first registration, the party's data can be used in the future without the need for a new registration, either as creditor or debtor.

Figure No. 5. Creating a new case - Step 1

**New Case**

Progress: 1 Main Data, 2 Voluntary, 3 Documents, 4 Instalments

**Main Data**

Creditor ID:  [Q](#) [@](#)

**Data from Creditor about debtor**

Debtors:  [Add / View](#)

Case type:

Monetary:

Request amount:

Law interest:  %

Procedure costs:

[Prev](#) [Next](#)

"Owners" must first register at the client registration interface, then be recorded in this list as a party.

Figure No. 6. Adding business owners

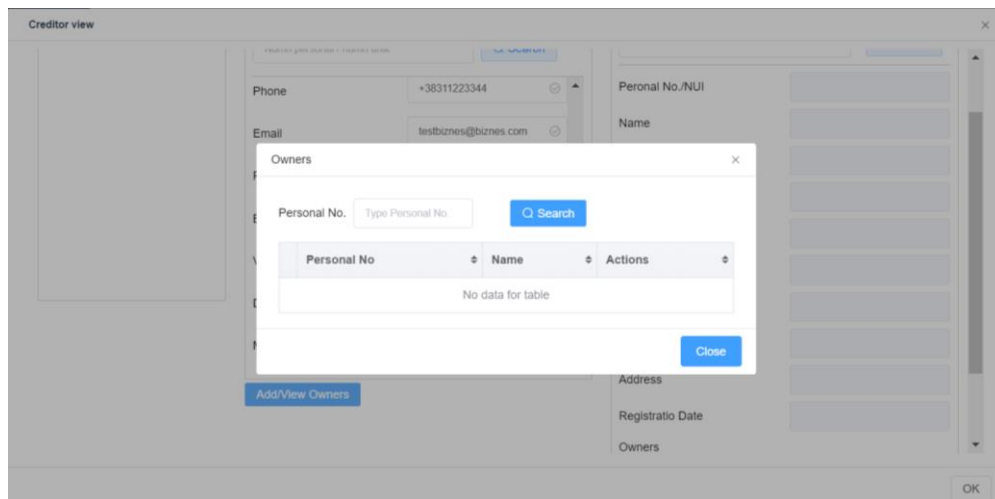
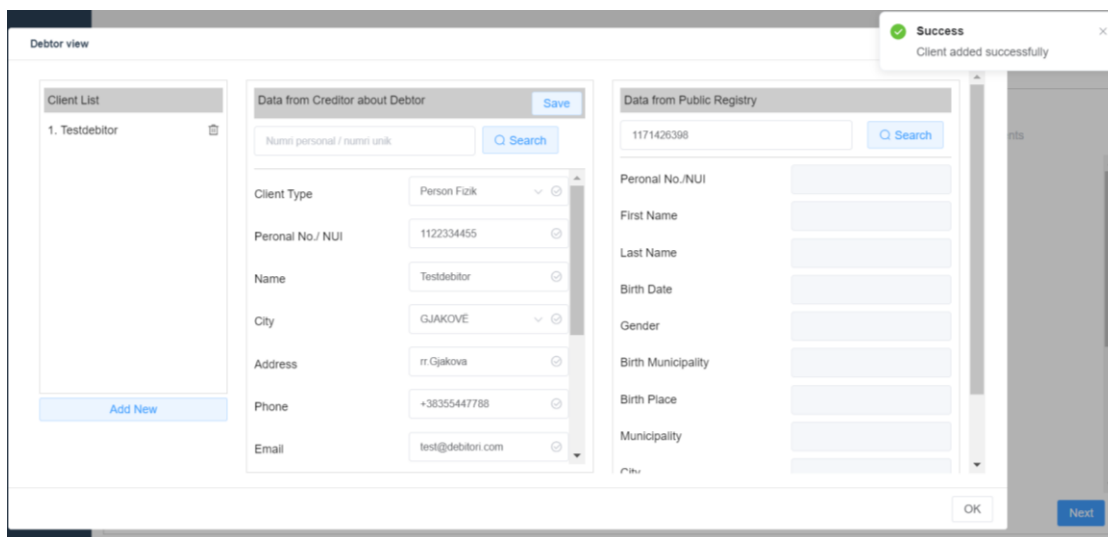


Figure No. 7. Form for filling out customer data



By pressing the "Save" button, the data are also saved, while records from the respective public register are displayed on the right side. If the party is a business, then the data are submitted from the Business Registry, while for natural persons from the Civil Registry.

Once the parties are interconnected, the process continues with the completion of the main records of the case/request, starting with data on the type of case, monetary value, amount owed and so on. The fields are specified in detail in Figure No. 8 and Figure No. 9.

Figure No. 8. Case data form

**New Case**

1 Main Data 2 Vullnetary 3 Documents 4 Installments

Creditor ID: 8001122 ✓

**Data from Creditor about debtor**

Debtors: 112334455 Add / View

Case type: Select

Monetary

Request amount

Law interest

Procedure costs

Prev Next

Figure No. 9. Case registration form

**New Case**

1 Main Data 2 Vullnetary 3 Documents 4 Installments

Monetary:

Request amount: 1,000.00

Law interest: 1.00 %

Procedure costs: 1.00

Lawyer expenses: 1.00

Additional costs: 1.00

Currency: Euro

Requests date of creditor: 20.09.2022

Prev Next

The second step in main data is voluntary payments, whether the party has made them in cash or also during the process.

Figure No. 10. Voluntary payments registration form

**New Case**

1 Main Data 2 Vullnetary 3 Documents 4 Installments

**Add New Vullnetary**

Payment type: Pagesa me keste

Payment amount: 50

Payment date: 18.09.2022

Cancel Save

Prev Next

A very important part of the case is the accompanying documentation provided by the creditor or also the documents generated in the enforcement office. They can be attached from the menu or the third step in the case data. Each document must be defined for the type of document and its

nature should be briefly described. The document uploaded to the system for a subject receives the status "Connected". If for any reason this document is deleted, it gets the status "Disconnected".

This status indicates that the document has not been taken as a basis for the progress of the process, but it is not completely removed from the system and is viewed by administrative users of the executive office.

Figure No. 11. Document uploading form

The screenshot shows a 'Create Document' modal window. It has a 'Select File' button (green) with 'testim.pdf' listed below it. There are two dropdown menus: 'Document type' with 'Kontrata' selected and 'Document Status' with 'Lidhur' selected. A text area for 'Description' contains 'dokumenti i pare'. At the bottom, there are 'Cancel' (red) and 'Create Document' (blue) buttons. The background shows a 'New Case' interface with a progress bar and 'Instalments' section.

Figure No. 12. The form where all uploaded documents are displayed

The screenshot shows the 'Documents' section of the 'New Case' application. It features a progress bar with four steps: 'Main Data', 'Voluntary', 'Documents', and 'Instalments'. Below the progress bar is a 'Create New Document' button and a search bar. A table displays the following data:

	Description	Type	Status	Created On	Actions
1	dokumenti i pare	Kontrata	Lidhur	19.09.2022 10:10	Download

The fourth step in this process is the instalment payment part. If the parties in the enforcement procedure agree on payment in instalments, then in this menu we record when the agreement for payment in instalments was made, in order to follow the implementation of the agreement.

Figure No. 13. Form for registration of instalment payments

Figure No. 14. Table showing all recorded payments

No.	Case Number	Payment Amount	Payment Date	Statusi	Create Date	Actions
1		10.00	22.09.2022	Në pritje	19.09.2022	<a href="#">Edit</a> <a href="#">Delete</a>
2		20.00	26.09.2022	Në pritje	19.09.2022	<a href="#">Edit</a> <a href="#">Delete</a>

### 1.5. Case pending approval

For pending cases, the “Number” of the case is not generated by the system until the decision is made by the enforcement agent for that case. In this case, the enforcement agent cannot undertake any activity in this matter.

Figure No. 15. Table showing all cases

	Case Number	Statusi	Create Date	Actions
1	PA-0000/2021	Perfunduar	28.09.2021 10:52	<a href="#">View</a>
2	PA-0002/2021	Pezullim	17.10.2021 10:34	<a href="#">View</a>
3	PA-0003/2021	Ne prapesim	17.10.2021 10:57	<a href="#">Update</a>
4	PA-0004/2021	Perfunduar	19.10.2021 10:36	<a href="#">View</a>
5	PA-0005/2021	Perfunduar	19.10.2021 11:23	<a href="#">View</a>
6	PNR-0006-2/21	Perfunduar	29.10.2021 11:48	<a href="#">View</a>
7	PNR-0007-2/22	Aprovuar	11.02.2022 09:36	<a href="#">Update</a>
8	PNR-0008-2/22	Aktive	08.03.2022 09:27	<a href="#">Update</a>
9	PNR-0009-2/22	Aprovuar	07.07.2022 10:49	<a href="#">Update</a>
10	PNR-0010-2/22	Aprovuar	07.07.2022 12:27	<a href="#">Update</a>
11	N/A	Ne pritje	19.09.2022 10:08	<a href="#">Update</a>

Cases are approved in the pending cases menu.

Figure No. 16. The form that enables the permission or refusal of enforcement

**Enforcement Management System**

- Home
- Creditor Cases
- Case Management
  - Search Case
  - New Case
  - Requests Pending
  - Active Case
  - Complete Case
- Clients
- Bank Report
- Auctions
- Reports

Emri Mbiemri

Requests Pending

Search

Case Id	Case Status	Case Type	Create Date	Close Date	Request Amount	Additional Expenses	Activity
14	Ne pritje	Rast me dokument Autentik	19.09.2022 10:08		1000.00	1.00	<a href="#">Approve</a> <a href="#">Comments</a>

Figure No. 17. Subject status change form

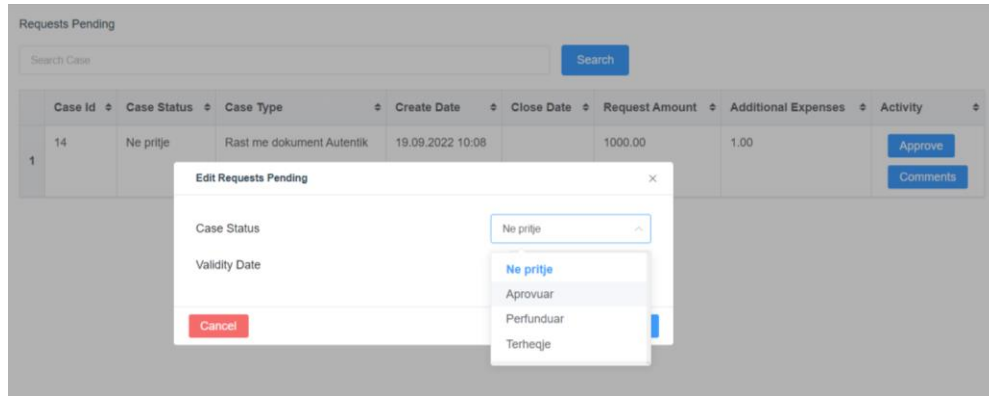
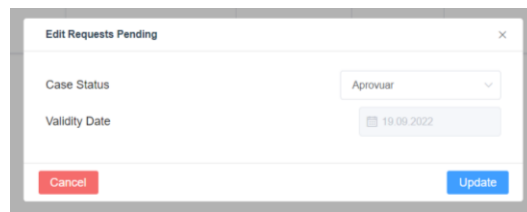
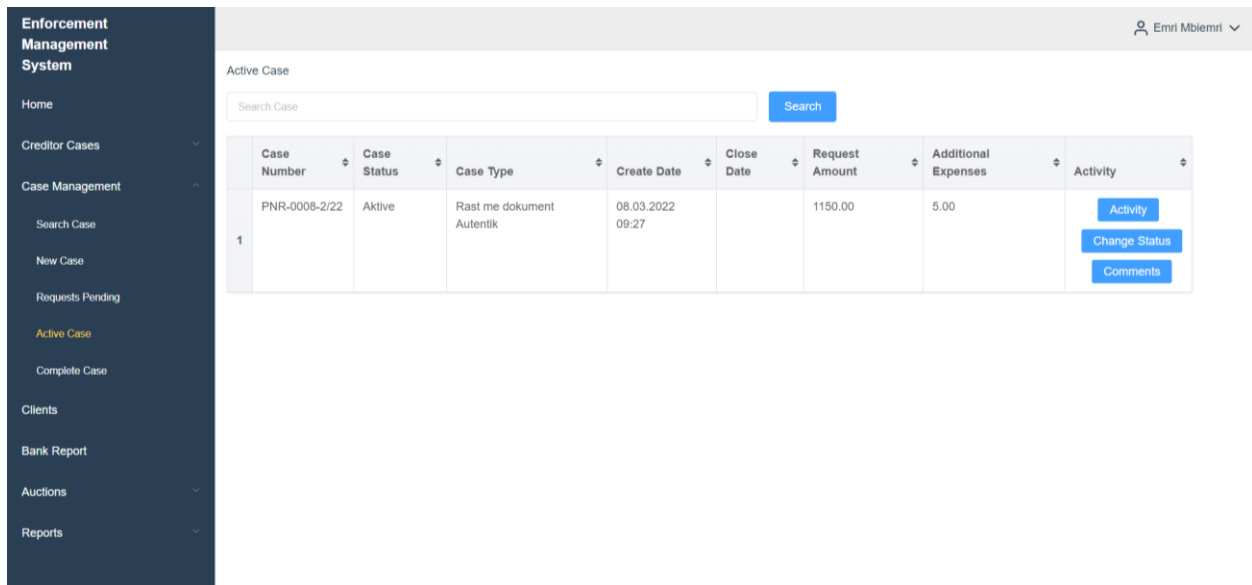


Figure no. 18. Notice before changing status



When the request is approved, the system automatically changes the status. When the legal conditions are met, the case appears in active cases with the possibility of continuing enforcement actions.

Figure No. 19. Table of permitted cases



## 1.6. Activities

Figure No. 20. Active cases after the expiration of the objection period

Case Number	Case Status	Case Type	Create Date	Close Date	Request Amount	Additional Expenses	Activity
1 PNR-0009-2/22	Aktive	Aktgjykim Civil	07.07.2022 10:49		100.00	1.00	Activity Change Status Comments
2 PNR-0010-2/22	Aktive	Aktgjykim Civil	07.07.2022 12:27		100.00	1.00	Activity Change Status Comments
3 PNR-0011-2/22	Aktive	Aktgjykim Civil	20.12.2022 11:01		1000.00	0.00	Activity Change Status Comments

In this menu you can see all the cases that are active and enforcement actions can be taken. By pressing the “activities” button we go to the interface where all the details of the case are displayed.

Figure No. 21. Case data form (Request from the creditor)

**Case Data**

Creditor: META-COMPANY  
Debtor: View  
Case Number: PNR-0011-2/22  
Case Type: Aktgjykim Civil  
Requested Amount: 1000  
Law Interest: 1  
Procedure Expenses: 35.4  
Lawyer Expenses: 350  
Additional Expenses: 0  
Currency: Euro  
Request date of Creditor: 19.12.2022  
Date of Validity: 20.12.2022  
Case Status: Aktive  
Description: Test ne trajnim.

**Borxhi Total**  
Borxhi Total: 1386.4

**Documents**

Description	Type	Status	Created On	Actions
1 test	Kontrata	Lidhur	20.12.2022 11:03	Download
2 Njofim per debitorin	Kontrata	Lidhur	20.12.2022 11:09	Download
3 Propozim per permbarrim	Kontrata	Lidhur	20.12.2022 11:09	Download

**Installments**  
No data for table

**Vullnetary**

No.	Payment Amount	Payment Date	Payment Type Name
1	10	18.12.2022	Pagesa me keste

**Activities**

No.	Case Number	Activity Type	Fee Value	Activity Date
1	PNR-0011-2/22	Propozimi per permbarrim	10.00	20.12.2022

The first interface is the presentation of all the data of the case, starting from the creditor's request to the enforcement agent's documentation. The second interface presents the undertaken activities. It is also possible to complete additional activities which are not foreseen to be completed



automatically by the system, for example, field visits. Adding additional activities is done through the "Add New" button.

Figure No. 22. Interface for recording activities manually

The screenshot shows a web interface with a top navigation bar containing 'Case Data', 'Activities', 'Payments', 'RLLB', 'Auto Registry', 'KJC', and 'Cadastre'. The 'Activities' tab is active. Below the navigation bar, there is a header 'Activity Case - PNR-0011-2/22' and an 'Add New' button. A table displays the following data:

No.	Case Number	Activity Type	Fee Value	Activity Date	Actions
1	PNR-0011-2/22	Propozimi per permbarim	10.00	20.12.2022	[Edit] [Delete]

The third interface contains the data for the payments made and enables them to be updated for new payments.

Figure No. 23. Recorded payments table

The screenshot shows a web interface with a top navigation bar containing 'Case Data', 'Activities', 'Payments', 'RLLB', 'Auto Registry', 'KJC', and 'Cadastre'. The 'Payments' tab is active. Below the navigation bar, there is a header 'Payments' and an 'Add New' button. A table displays the following data:

Id	Payment Amount	Payment Date	Statusi	Create Date	Actions	
1	3	10.00	02.10.2023	E përfunduar	31.10.2023	[Edit] [Delete]

If the "Add New" button is pressed, then the new form appears where the payment can be added as indicated in Figure No. 24.

Figure No. 24. Payment registration form

The screenshot shows a modal window titled 'Edit Payment'. It contains three input fields:

- Payment amount:** A text input field containing the value '10'.
- Payment Status:** A dropdown menu with 'E përfunduar' selected.
- Payment date:** A date picker field showing '02.10.2023'.

At the bottom of the form, there are two buttons: a red 'Cancel' button on the left and a blue 'Update' button on the right.

The fourth interface contains the communication with the RBA, where the EMS automatically exchanges data directly with the RBA. This interface as a first step presents the list of debtors against whom actions should be taken. By clicking the "View" button, the debtor is selected where the necessary information can be obtained.

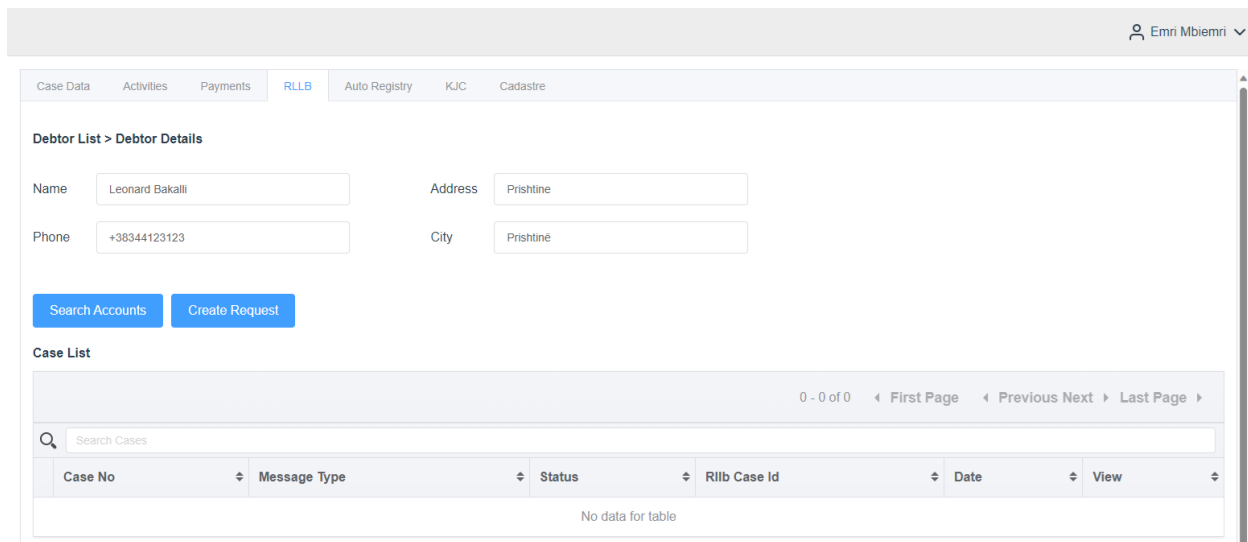
Figure No. 25. Interface of Registry of Bank Accounts



In this interface information on the debtor's accounts can be requested or actions can be taken to block the bank account, transfer funds and close the case.

To create such a request, the "Create request" button must be pressed. If the "Search Accounts" button is pressed, information from the system is obtained in real time.

Figure No. 26. The form of search for data of debtors in RBA



Upon creation of the request for blocking or transfer of funds, the EMS system automatically generates the order and forwards it to the RBA. The system enables the order to be completed manually and the same can be uploaded to the system for further processing.

The fifth interface contains the direct communication between the system and the Registry of Vehicles for stopping and releasing vehicles. The fifth interface contains the direct communication between the system and the Registry of Vehicles for blocking and releasing vehicles.

The first step in blocking the vehicles is the selection in the list of debtors as shown in Figure 27, then the list of the debtor's vehicles is displayed where the vehicle can be selected for blockage, as shown in Figure No. 28 and No. 29.

Figure No. 27. List of debtors

Të dhënat e rastit				
Aktivitetet	Pagesat	RLLB	Regjistri i automjeteve	KJC Cadastre
<b>Debtor List</b>				
Name	Client Type Name	Personal No.	Email	Actions
Leonard Bakalli	Person Fizik	1171828852	leonard@mail.com	<a href="#">Shiko</a>

Figure No. 28. List of vehicle blockages

Të dhënat e rastit									
Aktivitetet	Pagesat	RLLB	Regjistri i automjeteve	KJC Cadastre					
← Back   List of Blocks									
									<a href="#">Search Vehicle</a>
<input type="text" value="Search this table"/>									
	Nr. Personal	Numri Unik	Personal No.	Nr. Shasis	Targat	Emri	Mbiemri	Status	
1	112334455	N/A	112334455	AABBCCDDEEWW	01-112-KS	Filan	Fisteku	Aktive	
2	100200300	800112	100200300	AABBCCDDEEWW	01-911-KS	Lir	Tolaj	Mbyllur	
3	123432345	N/A	123432345	AABBCCDDEEWW	01-102-KS	Bujar	Murati	Aktive	
4	987654323	N/A	987654323	AABBCCDDEEWW	01-112-KS	Ilir	Deva	Aktive	

Figure No. 29. Vehicles that can be blocked

Të dhënat e rastit									
Aktivitetet	Pagesat	RLLB	Regjistri i automjeteve	KJC Cadastre					
← Back   Vehicle List									
<input type="text" value="Nr. Personal/Nr. unik/ Nr. Shasis/ Nr. Targave"/>									<a href="#">Kërko</a>
	Nr. Personal	Numri Unik	Personal No.	Nr. Shasis	Targat	Emri	Mbiemri	Action	
1	112334455	N/A	112334455	AABBCCDDEEWW	01-112-KS	Filan	Fisteku	<a href="#">Block</a>	
2	100200300	800112	100200300	AABBCCDDEEWW	01-911-KS	Lir	Tolaj	<a href="#">Block</a>	
3	123432345	N/A	123432345	AABBCCDDEEWW	01-102-KS	Bujar	Murati	<a href="#">Block</a>	

After selecting the vehicle, the blockage form appears where the data can be filled in and the blockage is carried out, as shown in Figure no. 30.

Figure No. 30. Block Vehicle Form

Të dhënat e rastit   Aktivitetet   Pagesat   RLLB   **Regjistri i automjeteve**   KJC   Cadastre

← Back | Block Vehicle Form

Nr Personal: 112334455

Statusi i ndaleses

Lejimi i vazhdimet te regjistrimit

Statusi skadon

Data e skadimit: [Calendar icon]

Arsyetimi: Please write reason

**Block**   Anulo

After managing the case, the enforcement agent has the option to publish the auctions in the auction's menu. Their publication is currently only carried out in EMS and this functionality can only be used as a list and management of auctions in the office.

In Figures No. 31 and 32 we can see the list and form of auctions that an enforcement agent carries out. The first step is in the form of the list of auctions, if the New Auction button is pressed, then a form opens where the notes of the auction are filled in and it is possible to save it.

Figure No. 31. Auctions List

#### Auctions List


Search Auctions   **Kërko**   **New Auctions**

No.	Institution Name	Published Date	Statusi	Actions
No data for table				

Figure No. 32. Auction publishing form

New Publish

Select File



Institucioni

Data Publikimit

Cmimi Startues

Pershkrimi

Dokumenti

Case No

Status

Data Largimit

Cmimi Shitjes

PEA

Data Publikimit

Cmimi Startues

Pershkrimi

Choose File No file chosen

Write here the Case No

Status ID

Data Largimit

Cmimi Shitjes

Ruaj

## II. Second module – Use of the system by inspection officials

### 2.1 Planning of the inspection work

The EMS system enables electronic inspection in accordance with the legal provisions for the inspection of enforcement offices. The system allows to firstly start with the drafting of the work plan for the relevant calendar year. Once the plan is drafted, the system requires approval from the relevant management unit so that it can proceed to the next steps. In the planning, the enforcement office that will be inspected must be determined, as well as the steps as shown in Figure No. 33.

Figure No. 33. Enforcement office inspection planning registration form

The screenshot shows a web interface for 'Inspection Planning Request'. At the top right, there is a user profile 'Bujar Murati'. The main content area is titled 'Inspection Planning Request' and is divided into two steps: '1 Main Data' and '2 Documents'. Under 'Main Data', there are several input fields: 'PEA Office' with the value 'Destan Bujupaj' and a 'View' button; 'Planning Date' with the value '15.11.2023'; 'Inspection Status' with a dropdown menu showing 'To Be Approved'; 'Inspection Type' with a dropdown menu showing 'Regullit'; and 'Closed Date' with a date picker icon. A blue 'Ruaj' button is positioned at the bottom right of the form area.

If the "view" button is pressed, then all the information from the Register of Enforcement Agents appears as in Figure No. 34.

Figure No. 34. Enforcement office data form

Main User Data

Name: Destan Bujupaj

Address: address

Certificate Number: Certificate Number

Description: Description

NUI: NUI

Email: email

Institution Name: Institution Name

Close

Other documents can be attached to special inspections thus representing a starting point for the beginning of the inspection.

Figure No. 35. Table of attached documents for the planned inspection

---

**Inspection Planning Request**

① Main Data ————— ② Documents

[Create New Document](#)

🔍 Search this table

Description	Type	Status	Created On	Actions
No data for table				

[Complete](#)

When the "Create New Document" button is pressed, as shown in the previous picture, a window appears where it enables the uploading documents with the relevant description. This process is illustrated in Figure No. 36.

*Figure No. 36. Document attachment form*

The image shows a web-based form titled "Create Document" with a close button (X) in the top right corner. The form contains the following fields and controls:

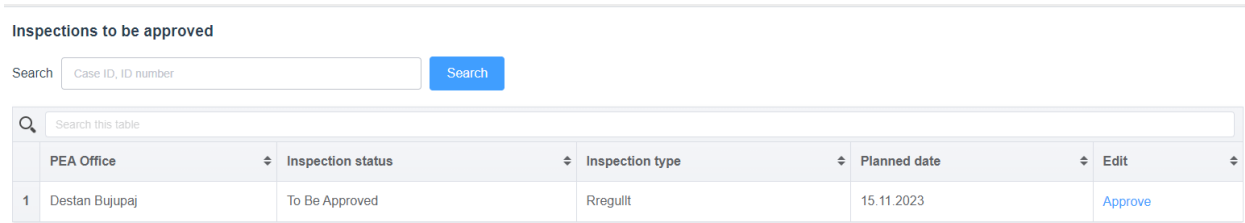
- Document:** A text input field with a green "Select File" button to its right.
- Document type:** A dropdown menu with "Select" as the current selection.
- Document Status:** A dropdown menu with "Lidhur" as the current selection.
- Description:** A larger text area with "Description" as a placeholder.
- Buttons:** A red "Cancel" button at the bottom left and a blue "Create Document" button at the bottom right.

## **2.2. Approval of the plan**

The approval of the plan prepared by the relevant Department is a step covered by the profile of the Secretary in the Ministry of Justice, meanwhile, for the plan of inspections by the Chamber of Private Enforcement Agents, the approval of the plan is carried out by the President of the Chamber. A necessary step for the further continuation of inspections is the approval of the regular plan, as presented in Figures No. 37 and No. 38.



Figure No. 37. Table awaiting plan approval



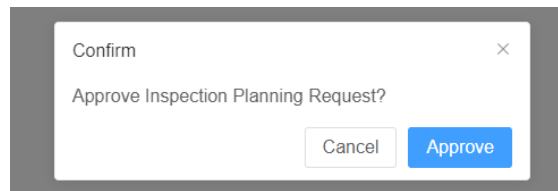
Inspections to be approved

Search Case ID, ID number

PEA Office	Inspection status	Inspection type	Planned date	Edit
1 Destan Bujupaj	To Be Approved	Rregullt	15.11.2023	<a href="#">Approve</a>

When the "Approve" button is pressed, a new window appears requesting confirmation of the action.

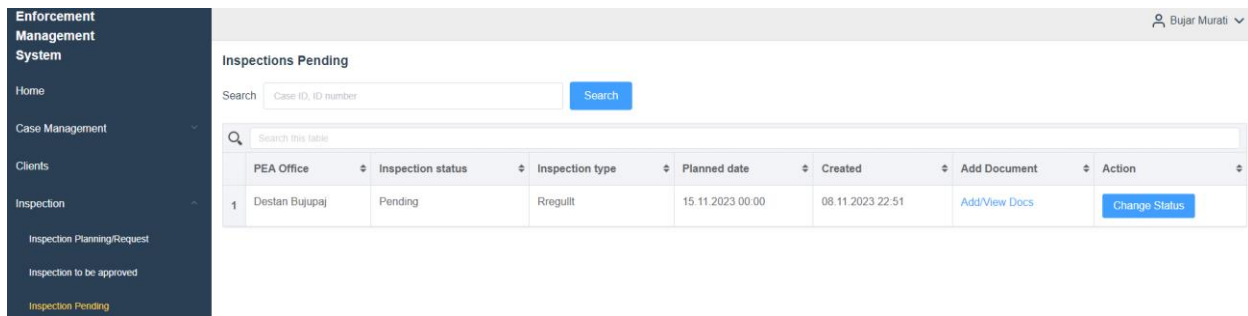
Figure No. 38. Approval confirmation form



### 2.3. Inspections pending

The inspections pending menu contains all the inspections that are planned to be carried out and which have been approved, but which have not reached their execution time. Regarding the inspection time, the system notifies the enforcement office regarding the inspection start date. In these inspections, no activity can be undertaken without reaching the date for the start of the inspection.

Figure No. 39. Table of inspections pending



Enforcement Management System

Home

Case Management

Clients

Inspection

Inspection Planning/Request

Inspection to be approved

Inspection Pending

Inspections Pending

Search Case ID, ID number

PEA Office	Inspection status	Inspection type	Planned date	Created	Add Document	Action
1 Destan Bujupaj	Pending	Rregullt	15.11.2023 00:00	08.11.2023 22:51	<a href="#">Add/View Docs</a>	<input type="button" value="Change Status"/>

### 2.4. Ongoing inspections

The menu of ongoing inspections displays inspections that have reached the planned date for inspection. By clicking on the "Edit" button, a new window opens where it offers the possibility of taking actions for inspection.

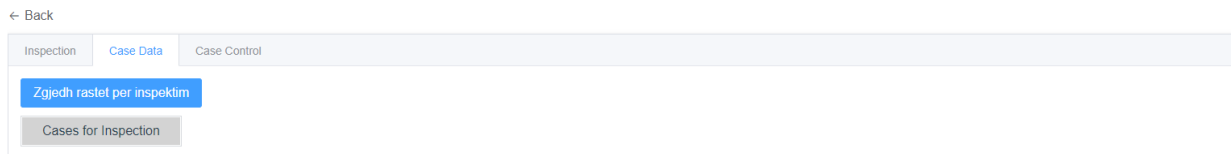
Figure No. 40. Table of ongoing inspections

PEA Office	Inspection Status	Inspection type	Planned date	Edit	Add Document	Action
1 Destan Bujupaj	On Going	Rregullit	15.11.2023	Edit	Add/View Docs	Change Status

The interface that opens for taking actions in the inspection contains three sub-menus. The interface provides special opportunities to select cases for inspection and fill-in inspection findings and orders. The transition between them does not have any preconditions so as to provide the opportunity of detailed inspection and facilitate the work of the inspector.

The inspection official accesses the enforcement cases by clicking on the "Case Data" interface, then presses the selects "cases for inspection" button and the new interface appears where the official can select the cases.

Figure No. 41. Button to open the form for selecting cases for inspection



The defined parameter allows a maximum of 10 cases to be selected for inspection. The window that enables the selection of cases for inspection is presented in Figure No. 42.

Figure No. 42. Table for selection of cases for inspection

Action	Case Number	Emri(Debitorit)	Emri(Creditori)	Case open date	Case Status	Case Type	Closed Date
<input checked="" type="checkbox"/>	PA-00005/2021		Autodardania	19.10.2021	Perfunduar	Rast me dokument Autentik	07.03.2022
<input checked="" type="checkbox"/>	PA-00004/2021		Bahtije Fejzullahu	19.10.2021	Perfunduar	Rast me dokument Autentik	29.10.2021
<input checked="" type="checkbox"/>	PA-00000/2021		META-COMPANY	28.09.2021	Perfunduar	Rast me dokument Autentik	
<input checked="" type="checkbox"/>	PA-00003/2021		META-COMPANY	17.10.2021	Ne prapesim	Aktgjykim Civil	
<input checked="" type="checkbox"/>	PA-00002/2021		Autodardania	17.10.2021	Pezullim	Aktgjykim Civil	

After selecting the cases, the system provides very easy navigation from case to case to view/inspect the details, and actions of the enforcement agent in it. The official can also open the decisions that were taken during the enforcement process. This step is illustrated in Figure No. 43.

Figure No. 43. Form for inspection of case data

← Back

Inspection Case Data Case Control

Select cases for inspection

Cases for Inspection

- Case #PA-00000/2021
- Case #PA-00003/2021
- Case #PA-00002/2021
- Case #PA-00004/2021
- Case #PA-00005/2021

Case Data

Creditor

Debtor

View

Case Number

PA-00003/2021

Case Type

Requested Amount

123

Law Interest

3

Procedure Expenses

10

Lawyer Expenses

11

Additional Expenses

5

Currency

Request date of Creditor

16.10.2021

Date of Validity

Case Status

Description

rasti i ardhur nga KQJK ssss

Activities

No.	Case Number	Activity Type	Fee Value	Activity Date
No data for table				

Borxhi Total

Borxhi Total :

Documents

Search this table

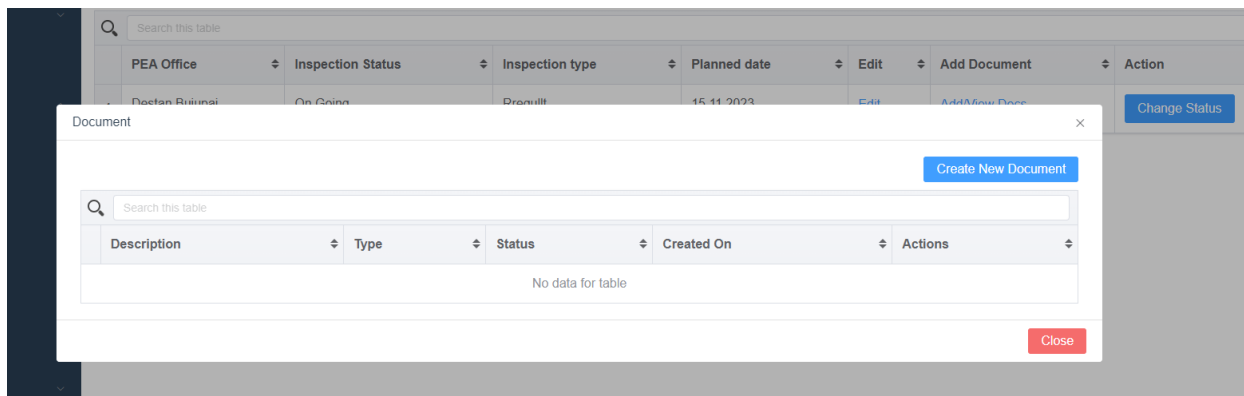
No.	Description	Type	Status	Created On	Actions
1	Kontrata	Kontrata	Lidhur	17.10.2021 10:58	Download
2	dssssadgsg	Fatura	Shkeputur	17.10.2021 10:59	Download
3	awedrgfhmjin	Kontrata	Lidhur	24.02.2022 11:52	Download
4	fatura qe e obligon	Fatura	Lidhur	25.02.2022 10:59	Download

Installments

No.	Payment Amount	Payment Date	Status	Created
1	100.00	18.10.2021	Në pritje	17.10.2021
2	23.00	21.11.2021	Në pritje	17.10.2021
3	10.00	23.04.2024	Në pritje	25.02.2022
4	100.00	29.03.2023	Në pritje	07.03.2022

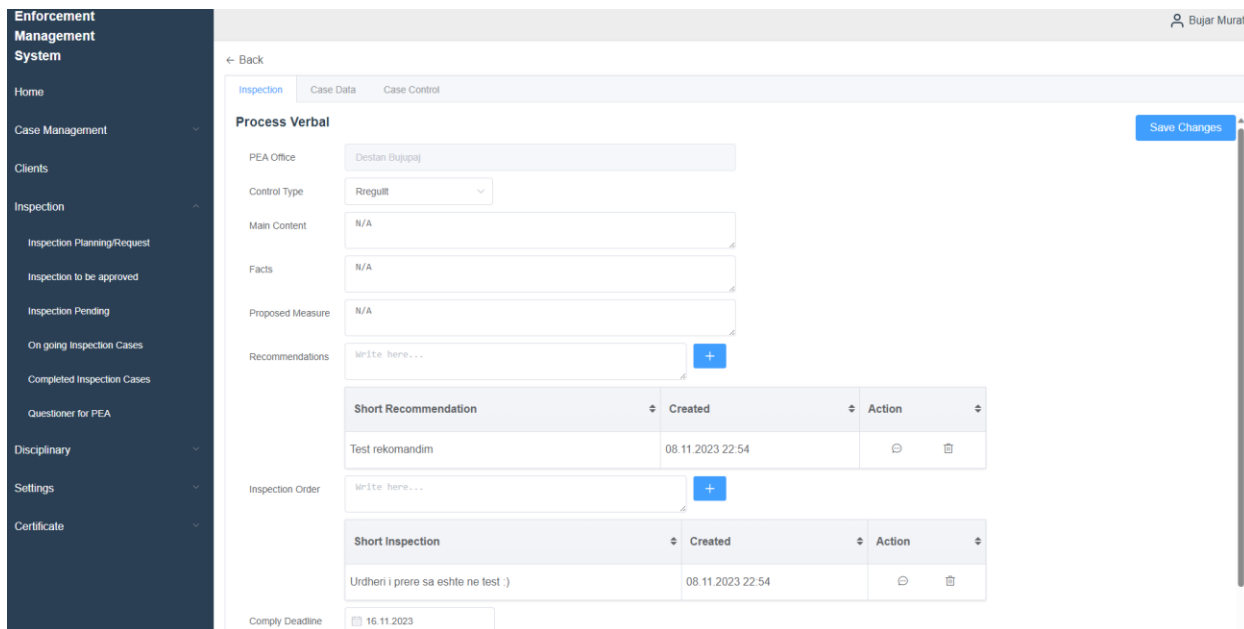
In the list of cases that are in the process of inspection, the official can upload the relevant documentation for the specific case.

Figure No. 44. Uploading relevant documentation for the inspection case



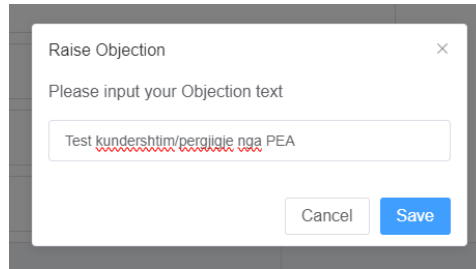
The interface that enables the possibility of writing minutes and orders or recommendations is presented in Figure No. 45.

Figure No. 45. Inspection activities form



The interface for filling in inspection data displays all options as required by law. In each of the recommendations or orders issued by the inspection official, the enforcement agent has the opportunity to provide comments. When pressing the "message" button in the "Action" column, a window appears that gives the enforcement agent the opportunity to provide comments as presented in Figure No. 46.

Figure No. 46. Objection input form



Raise Objection

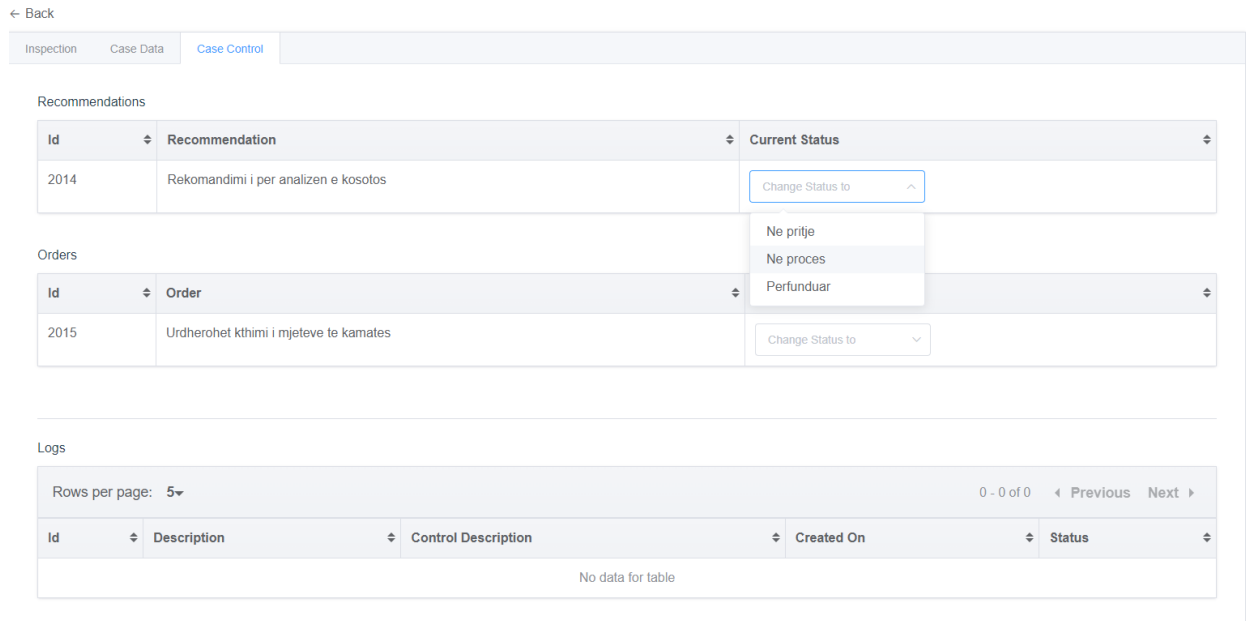
Please input your Objection text

Test kundersthitim/pergjitje nga PEA

Cancel Save

After the completion of the minutes, recommendations, orders as well as comments from the enforcement agent, the EMS system provides the opportunity for the official to inspect the control, if the orders and recommendations have been implemented, and to record them in the system, as in Figure No. 47.

Figure No. 47. Recommendations and orders control form



← Back

Inspection Case Data Case Control

Recommendations

Id	Recommendation	Current Status
2014	Rekomandimi i per analizen e kosotos	Change Status to Ne pritje Ne proces Perfunduar

Orders

Id	Order	Current Status
2015	Urdherohet kthimi i mjeteve te kamates	Change Status to

Logs

Rows per page: 5

0 - 0 of 0 Previous Next

Id	Description	Control Description	Created On	Status
No data for table				

The last part is the interface for viewing completed inspections. These inspections can be viewed but not filled-in.

Figure No. 48. Table of completed inspections

PEA Office	Inspection status	Inspection type	Planned date	Action
1 Destan Bujupaj	Completed	Rregullt	15 11 2023	<a href="#">View</a>

### III. Third module - Use of EMS by members of the Disciplinary Commission

The module for members of the Disciplinary Commission enables the management of disciplinary cases against enforcement agents. When a complaint is submitted, the same is received by the official in the relevant Unit for free legal professions at the Ministry of Justice and is forwarded to the Disciplinary Commission for further review.

Figure No. 49. Enforcement office selection form

After receiving the complaint and selecting in the system the enforcement agent for whom the complaint is filed, the system provides the opportunity to fill-in data regarding the complaint against this enforcement agent, and the details are presented in Figure No. 50.

Figure No. 50. Complaint data registering form

Register Disciplinary Request

1 Select Pea 2 Main Data 3 Documents

PEANUI 123456

Name Destan Djojopaj

Phone Phone No

Email Email

\* Protocol Protocol/Case number

Archive protcol number Archive protcol number

Complaint ID Complaint ID

\* Case Type Case Type

\* Complaint Name Complaint Name

Emergency Case

\* Recive Date 09.11.2023

\* Description Description

\* Status No Analize

Prev Next

The third step is to upload the documentation that the complainant has presented and the documentation systematized by the official of the Ministry of Justice to the system.

Figure No. 51. Uploaded documentation table

Register Disciplinary Request

1 Select Pea 2 Main Data 3 Documents

Create New Document

Search this table

Description	Created On	Actions
No data for table		

Prev Save

The method of uploading the documentation is presented in Figure No. 52:

Figure No. 52. Relevant documentation uploading form

The screenshot shows the 'Register Disciplinary Request' interface with a progress bar at the top. The steps are 'Select Pea', 'Main Data', and 'Documents'. The 'Documents' step is active. A 'Create Document' modal is open, showing a 'Document' field with the file 'testim.pdf' and a 'Description' field with the text 'Ankesa e filume'. The modal has 'Cancel' and 'Create Document' buttons. The background interface has a 'Create New Document' button and a 'Save' button at the bottom right.

Figure No. 53. List of uploaded documents

The screenshot shows the 'Register Disciplinary Request' interface with a progress bar at the top. The steps are 'Select Pea', 'Main Data', and 'Documents'. The 'Documents' step is active. A table lists the uploaded documents. The table has columns for 'Description', 'Created On', and 'Actions'. The first row shows the document 'Ankesa e filume' uploaded on '09.11.2023 06:19' with a 'Download' button and a delete icon.

	Description	Created On	Actions
1	Ankesa e filume	09.11.2023 06:19	Download

The next step is to go to the "Requests Pending" interface. By pressing the "Edit" button, a new window opens which offers the opportunity to send the case from the official to the Disciplinary



Commission. When the complaint is incomplete, the official from the relevant unit of the MoJ will ask the complainant to fill-in the complaint within a period of ten (10) days as shown in figures No. 54 and 55.

Figure No. 54. Requests pending table

Case ID	pea No	Name	Date	Status	Actions
2024	4	Destan Bujupaj	09.11.2023	Ne Analize	<a href="#">Edit</a>

Figure 55 shows the window that opens up to fill-in the complaint and change status in order for it to be sent to the Commission. In the main notes of the complaint, at the end of the fields, there is also a status section where one of the options is selected: sending to the Disciplinary Commission and analysis (when the complaint is pending completion by the party). After selecting the option it will be saved.

If the complaint is selected to be sent to the Disciplinary Commission, then in the "Requests for the Commission" menu, the complaint is presented with the systemized documentation.

Figure No. 55. Form for editing the status of the request and sending it to the Disciplinary Commission

← Edit Disciplinary Request - 2024

① Select Pea      ② Main Data      ③ Documents

Email: kushtrim.dragusha@gmail.com

\* Protocol: 1234

Archive protocol number: 123

Complaint ID: 321

\* Case Type: Ankes

\* Complaint Name: Anonim

Emergency Case:

\* Recive Date: 09.11.2023

\* Description: Ekzekutim i dyfisht

\* Status: Ne Analize

Buttons: [Prev](#)      [Next](#)

Additional options for Status: [Ne Analize](#), [Derguar per komision](#)

In order to open this complaint, each of the three (3) members of the Commission must accept the complaint, otherwise they cannot proceed further with the case. If one of the members rejects the review of the complaint as a result of a conflict of interest, then this appeal shall be sent to his/her substitute after approval of the request for exemption by the Minister of Justice. In the second case, the substitute must accept the complaint. When a quorum of three (3) members is achieved, each of them may access the complaint documentation and notes.

Figure No. 56. List of complaints pending approval by members of the Disciplinary Commission

Case ID	pea No	Name	Date	Status	Actions
1 2024	4	Destan Bujupaj	09.11.2023	Derguar per komision	Mirato

Figure No. 57. Complaint approval form

Forma per pranimin apo refuzimin e rastit nga komisioni

Miratimi:

Arsyetimi:

Figure No. 58. Table for comments by the enforcement agent

Case ID	pea No	Name	Date	Status	Actions
1 2024	4	Destan Bujupaj	09.11.2023	Per koment nga PEA	<a href="#">Edit</a>

When the complaint is accepted and a case is officially opened in the Commission for the enforcement agent in question, then the enforcement agent is given the opportunity to submit comments and attach the relevant documentation for the complaint.

Figure No. 59. The form of answers from the enforcement agent

← Edit Disciplinary Request - 2024 - Destan Bujupaj

PEA Main Data Documents Pergjigja nga PEA

Pergjigja nga PEA Statment

[Save](#)

Figure No. 60. Uploading of documentation by the enforcement agent

← Edit Disciplinary Request - 2024 - Destan Bujupaj

PEA Main Data Documents Pergjigja nga PEA

Pergjigja nga PEA Pergjigja nga PEA

[Create New Document](#)

Description	Created On	Actions
No data for table		

[Save](#)

Figure No. 61. Saving response

← Edit Disciplinary Request - 2024 - Destan Bujupaj

PEA Main Data Documents Pergjigja nga PEA

Pergjigja nga PEA

Create New Document

Search this table

	Description	Created On	Actions
1	dwfg	09.11.2023 06:33	Download

Save

Figure No. 62. List of complaints/cases in process for the Disciplinary Commission

Enforcement Management System

Home Case Management Clients Bank Report Auctions Inspection Disciplinary Registro Kërkesat ne pritje Kërkesat per kombicion Kërkesat per PEA Kërkesat ne proces

Bujar Murati

Disciplinary Requests

Search this table

	Case ID	pea No	Name	Date	Status	Actions
1	2024	4	Destan Bujupaj	09.11.2023	No proces	Edit

As a next step, the Disciplinary Commission can schedule the session and proceed with the steps to be taken.

Figure No. 63. Session creation form

← Edit Request - 2024 - Destan Bujupaj

Main Data Documents Pergjigja nga PEA Session Decision Control

Session List Documents

Create New Session

Search this table

	Session ID	Emri i sesionit	Status	Data e sesionit	Actions
No data for table					

For each session, the relevant documentation documenting all the Commission's actions can be attached.

Figure No. 64. Saving session

Main Data Documents Përgjigja nga PEA **Session** Decision Control

Session List Documents

Create New Session

Search

Actions

Create Session

\* Emri i sesionit Sesioni i pare

\* Status Ne pritje

\* Data e sesionit 15.11.2023

\* Description Percaktimi i orarit per sesionin e pare ne kerkesen ndaj komisionit disiplinor

Cancel Save Session

Figure No. 65. List of sessions

Session List Documents

Create New Session

Search this table

Session ID	Emri i sesionit	Status	Data e sesionit	Actions
1 1011	Sesioni i pare	Ne pritje	14.11.2023	Edit

Figure No. 66. Uploading related documents

< Edit Request - 2024 - Destan Bujupaj

Main Data Documents Përgjigja nga PEA **Session** Decision Control

Session List Documents

Sesioni i pare

Create New Document

Search

Actions

Create Document

Document Select File

testim.pdf

Description test

Cancel Create Document

In the end, the system enables the Commission to upload the decision to the system and the status of the case becomes completed.

Figure No. 67. Decision of the Disciplinary Commission

← Edit Request - 2024 - Destan Bujupaj

Main Data Documents Pergjigja nga PEA Session **Decision** Control

\* Tipi i vendimit Veretje

\* Decision Date 15.11.2023

\* Vendimi i komisionit disiplinor Komisioni pas analizave vendos te jape vereitje ne proceduren e ndermarre

Save

After the decision is rendered by the Disciplinary Commission, it is also possible to upload the document to the system.

Figure No. 68. Uploading the signed decision

Decision Control

\* Tipi i vendimit Veretje

\* Decision Date 15.11.2023

\* Vendimi i komisionit disiplinor Komisioni pas analizave vendos te jape vereitje ne proceduren e ndermarre

Create New Document

Search this table

	Description	Created On	Actions
1	Vendimi	09.11.2023 06:38	Download

Save

Figure No. 69. Conclusion of the disciplinary case

Figure No. 70. List of complaints against the decision of the Commission

Disciplinary Requests

Case ID	pea No	Name	Date	Status	Actions
1 2024	4	Destan Bujupaj	09.11.2023	Vendimi komisionit	Shiko

The relevant unit for free legal professions in the Ministry of Justice will record in the system the data related to the implementation (enforcement) of the final decision of the Disciplinary Commission. Should the enforcement agent fulfil the monetary obligation (fine) within the voluntary deadline or should enforcement be initiated, the system shall record the date of submission of the proposal for enforcement, the enforcement body and the result.

Figure No. 71. Form for control of the fulfilment of the decision