

CONTENTS

XV. ADMINISTRATION

1. HUMAN RESOURCES

Active staff training

2. INFORMATION SERVICE

XV. ADMINISTRATION

1. HUMAN RESOURCES

CRC mission is to encourage development of the telecommunications sector within competitive environment by ensuring access to various advanced and accessible technical communication services and protection of consumer's interests.

The Commission aims to fulfill its strategic goals by providing effective policy of recruitment, keeping and further training of dynamic and qualified specialists in the areas of telecommunications, economy and law.

In 2003 the total number of people working for CRC and its administration amounts to 237 –106 men and 131 women. There are 52 managerial positions, 29 of which are occupied by men and 23 by women. In 2003 the average age of the employees is 41. 22 of the employees will reach pension age in 2008.

Functional structure of the administration (232):	
Economists	32
Licensing	19
Management of the radio frequency spectrum	19
Radio frequency spectrum monitoring and control	77
Legal advisers	19
Numbering, interconnection	13
Others	53

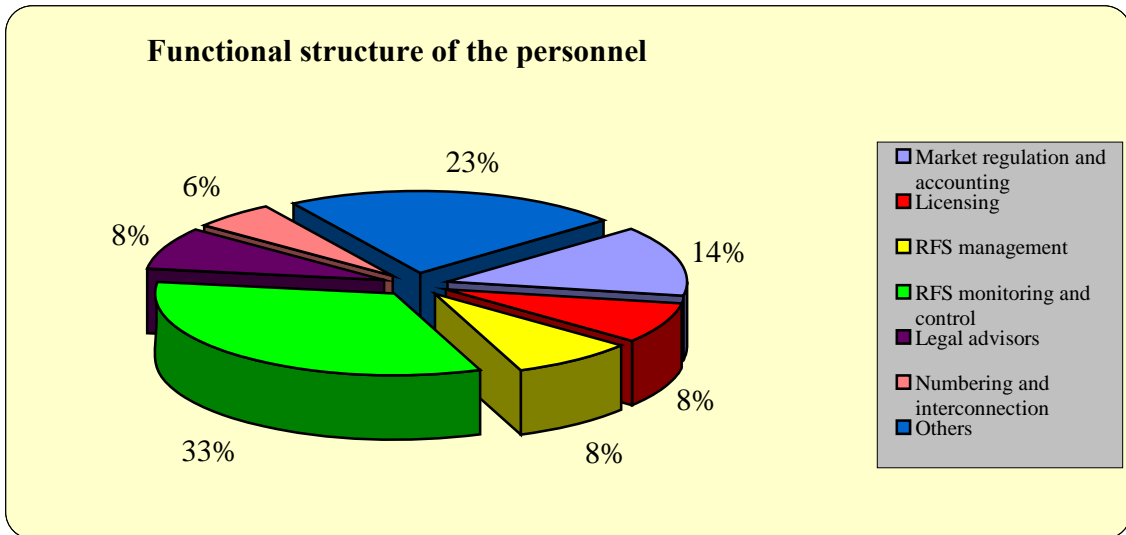


Figure 55

Expert sectors	
Law	20
Economy	40
Technical sciences	152
Others	20

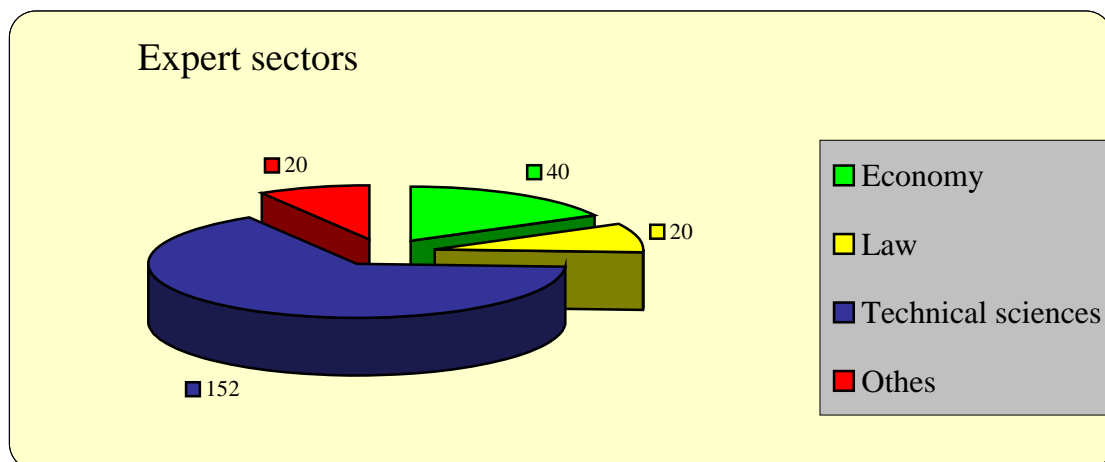


Figure 56

After the Telecommunications Act became effective in November 2003, all the employees in the administration signed labour contracts in accordance with the current legislation.

The Commission has its own staff payment system and performance assessment system in compliance with the adopted Salary Internal Rules for 2003. Basic elements of the system are staff training and extra bonuses paid to the employees, the amount of which is related to the assessment of their performance. The basic salaries had been raised twice by 3.5% in accordance with the income government policy.

In 2003 ten public procedures for staff recruitment were organized on competitive environment basis by using traditional and new methods.

Active staff training

The total employees, trained in 2003 in the following fields, amount to 121:

- legal regulations and organization of the administrative activity – 10;
- managerial skills and management of human resources – 48;
- financial management – 6;
- European integration – 2;
- information technologies – 41;
- specialized training – 9 under the international initiative “Centre of Excellence” at ITU-D for Central and East Europe.

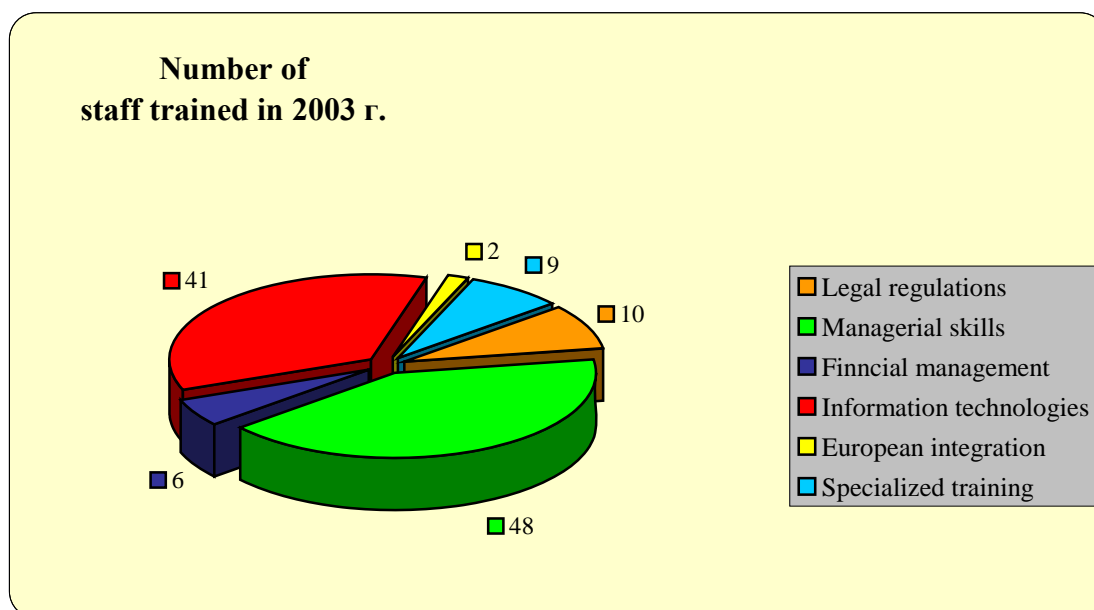


Figure 57

In the autumn of 2003 the Second Managerial seminar “Strategic planning and management information system” was organized. The main task was to define strategic and operational goals, as well as to present the project for implementation of a management information system. Senior and middle staff took part in the seminar and the participants were provided specialized training.

2. INFORMATION SERVICE

The main directions in the information service activities carried by the Communications Regulation Commission during the past year can be characterized as follows:

- Realization of contract for development, supply and implementation of Management information system for the needs of CRC and corporate database;
- Activities carried out for information protection: supply of equipment for personal authorization of access to the computer and information resources, supply of UPS system for permanent power supply of all personal working places, implementation of corporate solutions for anti-viruses protection;
- Extension, maintenance and monitoring of communication equipment, including design and build-up of wireless segments in the corporate LAN, extension of cable network;
- Implementation of solutions for optimization and improvement of Internet services provided to CRC staff and maintenance and design of WEB-based information products and terminals for CRC clients, including maintenance of CRC web site; work on project for implementation and service of information terminal (KIOSK) for providing society with information, development and implementation of WEB interface for corporate e-mail;
- Purchase, installation and implementation of software systems and products servicing CRC operation: build-up, implementation and administration of PKI system for CRC electronic certification in accordance with the Electronic Document and Electronic Signature Act; implementation and service of system for monthly reporting provided by the staff, implementation of sub-system "Budget" designed for registration of licenses granted to the CRC clients, etc.
- Purchase, installation, putting into operation and service of computer and technical equipment supporting CRC operation;
- Coordination and control of the implemented information systems and technical equipment and realization of accompanying projects related to the development of CRC Quality management system.