CONTENTS

XV. ADMINISTRATION

1. HUMAN RESOURCES MANAGEMENT

- **Organizational and managerial design and position planning**

Communications Regulation Commission adopted Rules on the Arrangement, Activity, Work Organization and Structure of Communications Regulation Commission and its Administration (promulgated in State Gazette No 95/2002). According to these Rules, the activities of the Commission are implemented by administration staffed 232 employees. The new organizational and managerial structure became effective in October 2002 according to which the CRC administration is organized into eight functional directorates one of which is general.

The functions of the common administration were differentiated into two directorates – respectively, "Administrative and Economic Services" Directorate and "Financial Services, IT Services and HRM" Directorate.

With respect to the new functions undertaken by CRC, two new departments were established – "Technical Regulation and Electronic Signature" Directorate and "Market Regulation" Directorate. In order to optimize the activity of Communications Regulation Commission related to the main work, a new directorate was created – "Licensing/Authorization and Frequency Planning" Directorate – which combined the work of the existing "Licensing/Authorization" Directorate and "Radio Frequency Spectrum" Directorate.

The functions of General Directorate "Communications Control" were expanded with regards to the supervision in the area of postal services.

Certain preparations were made and specialized training was provided for the administration staff of CRC with respect to the application of Regulation for Attestation of State Administration Employees, adopted by virtue of Decree of Council of Ministers No 105/2002.

- **Staff recruitment and employment**

In order to secure the new CRC administration structure with human resources, certain staff recruitment procedures were organized and carried out using some traditional and new methods (such as interview, job advertisements in the press, the Internet, etc.).

- **Remuneration and staff motivation**

The salaries of the CRC administration employees were raised twice in 2002 by 5% respectively on 1 January 2002 and on 1 July 2002 in accordance with the adopted budget for 2002.

In order to heighten the motivation of the staff and increase the work efficiency, during the accounting period in concern some rules for determination of the amount of the bonuses to the basic salary of the CRC administration employees were worked out and adopted. There were some additional financial benefits and specific cash awards given as an appraisal for the work extended. The remuneration system was optimized by the introduction of non-cash payment of salaries.

- **Staff training**

In 2002 all staff training activities were directed towards the following areas of interest, presented with the respective percentage of participants in the total number of staff:

Foreign languages (English) – 56 %;

Management – 16 %;

Information technologies – 14%;

Specialized training in the field of regulation – 9%;

European integration – 5%.

The CRC administration employees were prepared to participate in some international initiatives (ITU, SETA) for specialized training in the field of telecommunications regulation.

2. INFORMATION SERVICE

The activities carried out by Communications Regulation Commission during the past year can be characterized as follows:

- Ensuring accompaniment and maintenance of an optimal level of operation of the information systems and technical means servicing the CRC activities;
- Preparation of a concept for development of an integrated information system and common corporate database to ensure the organization's work;
- Working out a concept to ensure security and protection for the data in the corporate intranet environment;
- Preparation of tender documentation and launching a tender procedure for implementation of the first stage of the CRC management information system;
- Implementation of solutions for optimization of the Internet services for the CRC employees;
- Change in the web site content and registration of a domain in connection with the establishment of Communications Regulation Commission;
- Working out designs of web-based information terminals to provide information services to the general public as well as designs of multimedia presentation products reflecting CRC activities;
- Transition to OS Windows 2000 and preparation of the users to work in an integrated information environment;
- Updating and implementation of solutions related to antivirus protection actions;
- Purchase, installation and putting into operation the necessary information and technical means;

3. ADMINISTRATIVE SERVICE AND DOCUMENT FILING

Information databases for the granted licenses, permits and certificates were created and daily updated.

There are application and declaration forms, attachments for technical data requirements to the technical and operational and work projects available for each administrative service. Additional information about the administrative services is provided on the web site of Communications Regulation Commission, the information bulletin of the Commission and on announcement boards.