

# GOVERNMENT GAZETTE

## OF THE HELLENIC REPUBLIC

19 December 2018

SECOND ISSUE

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### RESOLUTIONS

No. 99128/32001  
+ 95172/30913

Modification of the Internal Service  
Organization of the Municipality of Athens,  
Attica

THE COORDINATOR  
OF ATTICA DECENTRALIZED ADMINISTRATION

Having regard to:

1. The provisions of L. 3852/2010 (GG 87/A/2010) "New Architecture of Local Government and Decentralized Administration - Kallikrates Plan", as amended with Law 4555/2018, in combination with the provisions of Law 2503/1997 (GG 107/A'/1997) "Administration, organization, staffing of the Region, regulation of local government issues and other provisions"

2. The provisions of Presidential Decree (PD) 135/2010 (GG 228/A/2010) "Organization of Attica Decentralized Administration", as in force

3. The provisions of articles 28 and 28A, Law 4325/2015 (GG 47/A'/2015) "Democratization of the Administration - Fighting Bureaucracy and E-Governance. Remedy of grievances and other provisions", as supplemented with the provisions of article 24, Law 4368/2016 (GG 21/A'/2016) "Measures for the acceleration of government work and other provisions"

4. The provisions of articles 63 and 280, Law 3852/2010 "New Architecture of Local Government and Decentralized Administration - Kallikrates Plan" (GG 87/A'/07-06-2010)

5. The provisions of article 10, Law 3584/2007 "Ratification of the Municipal and Community Employees' Status Code" (GG 143/A'/28.06.2007)

6. The provisions of articles 87, 88, 89 and 99, Law 3584/2007 "Ratification of the Municipal and Community Employees' Status Code" (GG 143/A'/28.06.2007), as replaced by paragraphs 4, 5, 6, article 29, Law 4369/2016 (GG 33/A'/27.02.2016)

7. The provisions of article 1, Law 3839/2010, and article 51, par. 1d, Law 3905/2010.

8. The provisions of article 33, par. 1a and 1b, Law 4024/2011 (GG 226/A'/27-10-2011).

9. Article 54, par. 3, Law 4178/2013.

10. Circular ΔΙΑΔ/Φ.35.23/1288/οικ. 8652/ 16-04-2010 of the Secretariat General of Public Administration and E-Governance

11. Document ΔΟΑ/Φ.14/1/οικ.21732/31-10-2011 of the Ministry of Administrative Reform and E-Governance

12. Document 26109/05.06.2018 of the Ministry of Internal Affairs on the "Application of the precedence of categories for the selection of heads for higher posts of 1st and 2nd degree Local Government Organizations (LGO)"

13. Document ΔΙΑΔ/Φ.35.50/2412/οικ.21795/ 18.06.2018 of the Ministry of Administrative Reform and E-Governance on the "Precedence of categories - heads of organizational units"

14. Document 40645/03.08.2018 of the Ministry of Internal Affairs on the "Application of the precedence of categories for the selection of heads for higher posts of 1st and 2nd degree Local Government Organizations (LGO)"

15. Decision 81381/30555/15-11-2016, of the person performing the duties of the Secretary General of Attica Decentralized Administration approving the Internal Service Organization of the Municipality of Athens (GG 3812/B'/ 28-11-2016), as amended with decision 59355/20847/24.08.2018 (GG 3429/ B'/17.08.2018).

16. Minutes No. 5/30.10.2018 of the Board of the Municipality of Athens on the "approval of the Internal Service Organization of the Municipality of Athens".

17. Recommendations 21 and 22/2018 of the Executive Committee of the Municipality of Athens, in accordance with article 63, Law 3852/2010.

18. Decision 1631/30.10.2018 of the Board of the Municipality of Athens on the modification of the Internal Service Organization of the Municipality of Athens.

19. Decision 270317/25.10.2018 Explanatory Report of the Division of Human Resources, Municipality of Athens, documenting the necessity and advisability of implementing the notion of precedence of categories in the regulatory provisions of the Internal Service Organisation (OEY in Greek) of the Municipality of Athens in the selection of heads of organizational units and keeping reasonable exemptions, according to the administration's discretion.

20. Decision οκ.45873/17114 / 6/1/2017 (GG2055 / B'/14.06.2017) of the Coordinator of Attica Decentralized Administration on the transfer of the right to sign.

For the above reasons, we decided:

Approval of the decision 1631/25.10.2018 of the Municipal Council, Municipality of Athens on the "approval of the Internal Service Organisation of the Municipality of Athens" which is as follows:

PART A

ORGANISATION OF SERVICES

A. MAYOR

INDEPENDENT DEPARTMENT OF MAYOR'S ADMINISTRATIVE SUPPORT

- a. Mayor's Office
- b. Offices of Deputy mayors and Delegated Municipal Councilors
- c. Special Advisors' Office

INTERNAL AUDIT DIVISION

- a. Recording, Review and Control of Procedure Observance Department
- b. Quality Assurance Department of Provided Services
- c. Communication and Transparency Department

INDEPENDENT DEPARTMENT OF INTERNATIONAL COOPERATION AND PUBLIC RELATIONS

- a. Communication and Citizens' Information Office
- b. Healthy Cities Office
- c. Information Office for EU Europe Direct.

B. CHAIRMAN OF THE MUNICIPAL COUNCIL

B1. Office of Municipal Council Chairman

C. INDEPENDENT OFFICE OF MUNICIPAL OMBUDSMAN

D. SECRETARY GENERAL

INDEPENDENT DEPARTMENT OF ADMINISTRATIVE SUPPORT FOR THE SECRETARY GENERAL

LEGAL DIVISION

- a. Judicial Department
  - b. Secretariat, Archive and E-governance Department
- DIVISION OF STRATEGIC PLANNING, RESILIENCE, INNOVATION AND DOCUMENTATION

- a. Administrative Support, Documentation and E-Governance Department
- b. Department of Strategic Planning
- c. Department of Innovation and Extroversion
  - c1. Volunteering Office
  - c2. "Serafeio" office
- d. Resilience and Sustainability Department
- e. Technology, IT and Communications Department
- f. Department of the City's Geospatial Data Management

INDEPENDENT DEPARTMENT OF CIVIL PROTECTION AND CITIZENS' E-SERVICE

E. HEAD OF GENERAL ADMINISTRATION DIVISION

E1. Office of Administrative Support for the General Directorate

DIVISION OF HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT

- a. Administrative Support and E-Governance Department
- b. Permanent Staff Department
- c. Private Law Department

d. Department of Human Resources Education, Development, Health and Safety

d1. Office of Employees' Health and Safety (change of name)

e. Employment Control Department

DECENTRALIZATION AND ADMINISTRATION DIVISION

a. Administrative Support and E-Governance Department

b. Administrative, Supervision and Coordination Department of City Districts

b1. Security Personnel Office

c. Department of Municipal Service for Citizens and Entrepreneurs of the 1st City District

d. Department of Municipal Service for Citizens and Entrepreneurs of the 2nd City District

e. Department of Municipal Service for Citizens and Entrepreneurs of the 3rd City District

f. Department of Municipal Service for Citizens and Entrepreneurs of the 4th City District

g. Department of Municipal Service for Citizens and Entrepreneurs of the 5th City District

h. Department of Municipal Service for Citizens and Entrepreneurs of the 6th City District

i. Department of Municipal Service for Citizens and Entrepreneurs of the 7th City District

j. Municipal and Historical Archive Department

i. Filing, Processing and Archive Department

DIVISION OF SUPPORT FOR COLLECTIVE BODIES,

MUNICIPAL PARTIES AND ELECTED REPRESENTATIVES

a. Department of Support for Municipal Parties, Elected Representatives and E-Governance

b. Department of Municipal Council, Executive Committee and Municipal Consultation Committee

b1. Office of Legal Entities and Municipal Enterprises

c. Department of Financial Committee and Life Quality Committee

CITIZENS' SERVICE CENTERS' DIVISION (KEP)

a. Citizens' Service Department

b. Internal Response Department

c. Department of External Applications

DIVISION OF CIVIL STATUS

a. Administrative Support and E-Governance Department

b. Certificate Issuance Department

c. Department of Male Registry

d. Department of Nationality, Municipal Registry and Electoral Lists

e. Birth Department

f. Marriage -Death Department

g. Civil marriage Department

CHILDHOOD, EDUCATION AND LIFELONG LEARNING DIVISION

a. Planning, Organisation and E-Governance Department

b. Support and Operation Department of Schools, School Committees and the Municipal Education Committee (DEP in Greek)

- c. Lifelong Learning Department
- d. Licensing-Control Department
- e. Children's Camps Department
- SOCIAL SOLIDARITY DIVISION
  - a. Planning, Organisation and E-Governance Department
  - b. Social Integration Department
    - b1. Office of Charity Associations
  - c. Department of Equality and Anti-Discriminatory Policies
  - d. Social Work Department
  - e. Allowance Policy and Social Security Department
  - f. Support and Social Integration Department for Immigrants and Refugees
  - g. Reception and Support Department for the Homeless
  - h. Senior Citizen's Department
- DIVISION OF MUNICIPAL CLINICS AND PUBLIC HEALTH
  - a. Planning, Organisation and E-Governance Department
  - b. Department of Municipal Clinics of 1st and 2nd City Districts
  - c. Department of Municipal Clinics of 3rd and 4th City Districts
  - d. Department of Municipal Clinics of 5th, 6th and 7th City Districts
  - e. Department of preventive medicine, health promotion and public health
- MUNICIPAL POLICE DIVISION
  - a. Administrative Support and E-Governance Department
  - b. Department of Operational Planning
  - c. Parking Control Department
  - d. Municipal Police Department of 1st City District
    - d1. Office of Historical City Center
  - e. Municipal Police Department of 2nd and 7th City Districts
  - f. Municipal Police Department of 3rd and 4th City Districts
  - g. Municipal Police Department of 5th and 6th City Districts
  - h. Department of Administrative Penalties for Health Regulated Establishments and Enterprises
- F. HEAD OF GENERAL FINANCIAL DIRECTORATE
  - F1. General Directorate Administrative Support Office
- FINANCIAL DIVISION
  - a. Budget Department
  - b. Accounting Department
  - c. Cash Management and Expenditure Department
  - d. Winding-up and Expenditure Order Department
  - e. Revenues Department
  - f. Payroll Department
  - g. Contract Financial Monitoring Department
- DIVISION OF MUNICIPAL ASSETS
  - a. Administrative Support, Documentation and E-Governance Department

- b. 1st Cemetery Department
- c. 2nd Cemetery Department
- d. 3rd Cemetery
- e. Utilization and Exploitation Department of Municipal Assets
- f. Purchase, Expropriation & Leasing Department
- g. Department of Assets, Public Spaces, Cadastre and Legacies
- DIVISION OF PROCUREMENT AND STOCKS
  - a. Procurement, Scheduling, Request Documentation and E-Governance
  - b. Department of Procurement Contract Procedures
  - c. Department of Stocks in Warehouses
  - d. Fuel and Lubricant Management Department
- DIVISION OF CITY REVENUES
  - a. Planning, Organisation and E-Governance Department
  - b. Commercial Licensing Department
  - c. Public Space Use Licensing Department
  - d. Open-air Markets and Related Activities Licensing Department
  - e. General Revenues Certification Department
  - f. Certification Department of Revenues from Traffic Code Violations
  - g. Department for Charges for Services and Real Property Fee
- G. HEAD OF GENERAL DIRECTORATE OF TECHNICAL SERVICES AND PROJECTS
  - G1. General Directorate Administrative Support Office
- BUILDING INFRASTRUCTURE DIVISION
  - a. Administrative Support and E-Governance Department
  - b. Studies, Documentation and Planning Department
  - c. Supervision Department
    - c1. Office of Studies and Supervision of E/M Installations
    - d. Technical Crews Department
- DIVISION OF CITY PLAN AND URBAN ENVIRONMENT
  - a. Organisation, Documentation and E-Governance Department
  - b. City Planning Department
  - c. Surveying and Environment Department
  - d. City Planning Applications and Expropriations Department
  - e. Cultural Heritage Department
  - f. Sustainable Mobility Department
- BUILDING DIVISION
  - a. Organisation, Documentation and E-Governance Department
  - b. License Issuance Department
    - b1. Building Permit Archive Office
    - b2. Elevators' Office
  - c. Constructions Control Department
    - c1. Office of Dangerous Constructions and Humidity Issues Construction Terms Department
- DIVISION OF ROADS, SEWERAGE AND PUBLIC SPACES
  - a. Administrative Support and E-Governance Department

- b. Studies, Documentation and Planning Department
- c. Supervision Department
- d. Technical Crews Department
- e. Licensing Department

**ELECTRICAL DIVISION**

- a. Administrative Support and E-Governance Department

- b. Studies, Documentation and Planning Department
- c. Electrical Lighting Network and Infrastructure Maintenance Department

**ENGINEERING DIVISION**

- a. Studies, Planning, Administrative Support and E-Governance Department

- b. Vehicle Maintenance Department

- b1. Vehicle Electronic Equipment Maintenance and Repair Department

- B2. Office of Management, Maintenance and Disposal of Rolling Stock and Other Equipment

**CLEANING - RECYCLING DIVISION**

- a. Studies, Planning, Scheduling, Administrative Support and E-Governance Department

- b. Alternative Waste Management Department

- c. Work Quality Control Department

- d. Waste and Recyclable Packaging Material Collection and Transportation Department

- d1. Vehicle Mobility Office

- e. Supervision Department of Infrastructure and Facilities Operation

- f. Road-cleaning Department

- g. Special Work Department

**DIVISION OF GREEN AREAS AND URBAN FAUNA**

- a. Planning, Scheduling, Administrative Support and E-Governance Department

- b. Plant Production, Environmental Education and Technical Support Department

- b1. Main Desk

- c. Green Areas of 1st City District Department

- d. Green Areas of 2nd and 3rd City District Department

- e. Green Areas of 4th and 5th City District Department

- f. Green Areas of 6th and 7th City District Department

- g. Urban Fauna Department

- g1. Disinfection Office

- h. National Garden Department

- h1. Children Library and Botanical Museum Office

**PART TWO**

**COMPETENCES OF GENERAL DIRECTORATES - DIVISIONS - DEPARTMENTS OFFICES**

**A. MAYOR**

**INDEPENDENT DEPARTMENT OF MAYOR'S ADMINISTRATIVE SUPPORT**

The Department receives the files with the documents that must be submitted by the Mayor from the services.

It keeps a record of incoming and outgoing documents.

It carries out the Mayor's correspondence.

Through its correspondents, it attends to the response of the service to the E-Governance systems (CRM).

It keeps all archives to be used by the Mayor.

It provides the necessary administrative and secretariat support to Special Councilors or Special and Scientific Collaborators.

It collects the Annual Report of the Municipal Authority.

It supports the operation of the Special and Scientific Collaborators of the Mayor.

**a. Mayor's Office**

The office is responsible for the Mayor's personal correspondence and keeps the relevant record.

It plans and organises the Mayor's meetings.

It keeps a calendar of the Mayor's personal contacts.

**b. Offices of Deputy Mayors and Delegated Municipal Councilors**

The Offices handle the personal correspondence of Deputy Mayors and Delegated Municipal Councilors. Plan, organize and regulate the meetings of the Deputy Mayors and Delegated Municipal Councilors.

They keep a calendar of the personal contacts of the Deputy Mayors and Delegated Municipal Councilors.

They receive the files with the documents to be signed by the Deputy Mayors and Delegated Municipal Councilors from the Services and return them.

**c. Office of Special Counselors**

The Special Counselors give advice and expert opinions, either orally or in writing, for a specific field of activities of the Municipality for which they have been hired.

Their advisory work is for the Mayor, the Municipal Council, the Financial Committee and the Life Quality Committee.

They do not have any decisive competences of any nature.

**Scientific Collaborators:**

They provide services in their field of expertise covering specialized scientific and technical matters that may be related to research, studies, reports, submission of proposals, processing and presentation of data that are necessary for the implementation of the Municipality's objectives, systematic monitoring of science and technology in their field of expertise.

**21. INTERNAL AUDIT DIVISION**

The head of the Division bears the responsibility for its smooth and effective operation. He/she determines the priorities in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective. He/she signs the documents relating to the Division's competences according to the legal power system of document signing applied by the Municipality.

The Internal Audit Division has full access to all books, records and activities of all organizational units of the Municipality of Athens to implement its auditing work and the proposals it submits for the smooth operation of the services. It also bears the responsibility to keep the privacy of the records it becomes aware of and, in general, it must comply with the rules of confidentiality. The competent heads and employees of the Municipality's organizational units cooperate directly with and provide information to the internal auditors and, in general, facilitate their work in any possible way. The reports of the Internal Audit Service are duly submitted to the Municipality's administration bodies.

a. Recording, Review and Control of Procedure Observance Department

It proposes measures for the smooth operation of the services and installs and maintains quality assurance systems of the separate operations of the Municipality according to the acceptable national and/or international quality standards.

It digitally records the flows of the operation procedures of the Divisions and Departments, certifies them for their correctness and based on them, it carries out operation and performance controls of the Services. It is responsible for the observance and updating of the relevant digital file of procedure flows and cooperates with the Heads of the Divisions and Departments for the inclusion of changes and new regulations. It proposes suitable control procedures and mechanisms to ensure the effectiveness and efficiency of the services of the Municipality. It draws and introduces control and measurement tools of the total quality to improve and modernize the Services of the Municipality. Wherever required, it cooperates with the Strategic Planning, Resilience, Innovation and Documentation Division to prepare and implement said tools.

It designs and recommends systems and methods to measure the effectiveness of the Municipality's Services and Legal Entities (procedures, indicators etc) with the cooperation of the Internal Audit Division, wherever necessary.

It plans and recommends the Measurement and Evaluation Regulation of municipal services under the applicable law.

It formulates, whenever necessary, and recommends periodical objectives for the performance of the Municipality's Services and its Legal Entities.

It collects records and data with the cooperation of the Strategic Planning, Resilience, Innovation and Documentation Division, whenever necessary, which are related to the effectiveness of Services and the achievement of their relevant periodical objectives.

It monitors their progress, processes the data and issues updating reports.

It analytically sets forth on an annual basis the effectiveness reports for the Services and Legal Entities, with the cooperation of the Strategic Planning, Resilience, Innovation and Documentation Division, wherever necessary.

It bears the responsibility for the application of the Common Evaluation Framework, as stipulated in the applicable law and for as long as it is in force, and for its successful implementation, it cooperates with the divisions of the other Municipality's Services.

It possibly re-designs based on the annual reports submitted to the Municipality's administration bodies, including possible improvement comments.

b. Quality Assurance Department of Provided Services

- It ensures the smooth operation of the Services for the public, regarding the quality of provided services, wishing to improve them.

- It is responsible for the reliability and integrity of the submitted financial accounting, statistical and other data.

- It ensures the compliance of the Services with the relevant laws and provisions.

- It ensures the adequacy and effectiveness of the procedures of the Municipality's Services.

c. Communication and Transparency Department

- It handles the correspondence with the Parliament, communicates, cooperates and corresponds with all independent Administrative Authorities and Auditing Bodies, analyzing and investigating any issue it may arise to ensure fully documented answers within the stipulated deadlines.

- It assumes the responsibility for the coordination of the services of the Municipality and the collection of data, wherever and whenever required, giving comprehensive answers in the stipulated deadlines.

- It plans, informs the municipal services and applies any activity ensuring transparency in the relation between the Municipality and third parties.

- It applies the consultation procedures for decisions and matters of the Municipality's interest.

- It checks the accuracy and ongoing updating of the provided information for the citizens, through the e-governance systems used by the Municipality, related to the structure, organization, competences, regulations, procedures and conditions for the provision of services for the citizens.

- It ensures that any information will be timely provided to any interested party in relation to project implementation declarations, procurement of materials and provision of services for the Municipality.

- It keeps and processes statistical data with quality and quantity characteristics for the evaluation of services regarding their response quality and time, the degree and frequency of involvement and their harmonization with the applicable legislative framework.

#### INDEPENDENT DEPARTMENT OF INTERNATIONAL COOPERATION AND PUBLIC RELATIONS

It bears the responsibility for the organization and implementation of all the Municipality's events (conferences, meetings, ceremonies, receptions etc) and the promotion agenda of the work and services provided by the Municipality. It organizes, receives, accommodates and holds guided tours of foreign celebrities and/or groups of Domestic and foreign parties.

It attends to all transportation procedures of a Municipal Delegation abroad (Mayor, Counselors, Officers).

It is responsible to hold award and honorary distinctions events.

It processes and duly promotes all financial issues.

Following the Approval of the Municipal Council, it holds the procurement procedures for materials or services that are necessary for the proper organization of the above events.

It promotes, develops the participation of the Municipality of Athens in the works for the Urban Agenda Policy in the framework of the European Union, in cooperation with the relevant city networks and European initiatives.

It promotes, develops and cultivates the relations between the Municipality and International, European Organisations and Local Government Organizations.

It promotes the cooperation and development of the relations of the Municipality and other organisations of local government interest with cities abroad or states that the each time Municipal Authority chooses to promote its relations and seeks special cooperation.

It promotes, develops and cultivates the technical, scientific, cultural cooperation with bodies and city networks abroad, in cooperation with the Municipality's Bodies.

It technically and scientifically supports the activities of the Municipality abroad and coordinates the works of any type of conferences in which the Municipality takes part.

##### a. Citizen's Communication and Information Office

It holds press conferences and provides services to the public relating to the Mayor's activities and the initiatives of the Municipality's services.

It monitors the daily Press. It is informed and keeps a file with the articles and photographs of the daily Press, mass media and the Internet that are related to the Mayor and the Municipality.

It updates the official website of the Municipality [www.cityofathens.gr](http://www.cityofathens.gr).

It answers in writing, wherever deemed necessary, to newspaper and other mass media comments that are related to the Mayor and the Municipality.

It keeps a photo archive.

It manages the online portal of the municipality by collecting material from the services and entering it to the Municipality's website. For this reason it cooperates with the Division of Strategic planning, Resilience, Innovation and Documentation.

##### b. Healthy Cities Office

It attends to and coordinates the sectoral cooperation with the Municipality's services in the fields of health, welfare, culture, environment, sustainable civil development and quality of life in the city along the axis of the principles of the WHO European Healthy Cities Network.

It recommends and implements programs and actions to promote physical and mental health to create a physical and structured environment that encourages and supports health, recreation, well-being, security, social actions, accessibility, possibility of moving and the feeling of cultural identity.

It establishes a network of collaborators from Universities, NGOs, Volunteers' Associations, Bodies and Societies to compile and implement the above programs.

It holds meetings-conferences to inform the public and make it aware in issues of Health, the Environment and Culture and organizes the participation of the Municipality in information, know-how and experience exchange networks with other cities, in Greece and abroad.

It documents and assesses all data that constitute the environmental picture of Athens in cooperation with the Division of Strategic Planning, Resilience, Innovation and Documentation and the Surveying and Environment Department of the City Plan and Urban Environment Department.

It represents the Municipality of Athens in the National Inter-Municipal Network of Healthy Cities.

##### c. Information Office for EU Europe Direct

It promotes the updating of the citizens on European matters in the institutional form set by the European Union, holding relevant events in cooperation with bodies of the city.

It proposes and draws European cooperation programs.

#### B. CHAIRMAN OF MUNICIPAL COUNCIL

B1. Office of Municipal Council Chairman It carries out the personal correspondence of the Chairman and keeps a record for it.

It plans, organizes and sets up the meetings of the Chairman.

It keeps a diary of the Chairman's personal contacts.

It receives the files with the documents that must be submitted by the Chairman from the services and returns them.

#### C. INDEPENDENT OFFICE OF MUNICIPAL OMBUDSMAN

The Municipal Ombudsman exercises its duties based on legality, transparency, effectiveness of the administration and the protection of the citizens' rights.

The objectives of the Municipal Ombudsman are:

Fighting the maladministration phenomena in the Local Government Organisations and their legal entities.

The improvement of the citizens' relation with the municipal authorities.

The solution and prevention of disputes of the citizens with the municipal authorities so as to restrict recourse to administrative and judicial procedures and the contribution to the improvement of the operation of municipal services, the strengthening of their performance and the accessibility of the citizens to them.

The Ombudsman's Office is open daily and accepts complaints and requests of the citizens electronically, in writing, by phone or personal oral report.

The Ombudsman keeps a website, on which all its reports and decisions are compulsorily posted, ensuring the anonymity of the interested parties and any other information that might be useful for the citizens in their transactions with the services of the Municipality and its legal entities.

#### D. SECRETARY GENERAL

The Secretary General bears the responsibility for the following:

The competencies the Mayor has assigned to him/her.

The Secretary General is the head of the Municipality's staff and exercises higher supervision and control over all Municipal Services.

#### INDEPENDENT DEPARTMENT OF ADMINISTRATIVE SUPPORT FOR THE SECRETARY GENERAL

It coordinates the actions for the effective and prompt implementation of the orders and decision of the Secretary General issued for all Services.

It receives and handles the administrative documents to be signed by the Secretary General. It monitors and handles the Secretary General's correspondence, keeping a relevant record.

It keeps all records to be used by the Secretary General.

Through its correspondents, it attends to the response of the service to the E-Governance systems (CRM).

#### 22. LEGAL DIVISION

The Legal Division of the Municipality is directed by the Legal Counselor, who is the head of the individual departments of the Judicial Department and the Secretariat and the Archive. The Legal Counselor is exclusively responsible to assign the handling of cases to the Lawyers of the Legal Division, give directions to handle them and is responsible for the general coordination of the Division's work. The Lawyers of the Legal Service undertake to give opinions, to study or handle the cases that are assigned to them by the

Head of the Legal Division and they are obliged to keep him/her update at each handling stage, who then informs the Administration and the competent Municipal Services.

##### a. Judicial Department

It legally supports the Administration and the Municipal Services through its Lawyers in any case of judicial or extra-judicial case for which such support is required, for the benefit of the Municipality. Indicatively:

Gives opinions relating to legal issues that are controversial in terms of the application of legislation.

Cases that are related to the application of the expropriation law, declaration of expropriations, determination of a temporary unit price, definite unit price, recognition of beneficiaries, expropriations, opinions etc

##### Cases of Municipal Assets - Leasing

Actions for restitution, contracts with shops, termination of contracts, readjustments of leasing, evictions and execution of decisions and relevant opinions.

Taxation - Administrative Cases Disputes arising from the application of the law on the revenues of Municipalities and Communities, the cases from the application of the above law on the collection of revenues and their relevant opinions.

Criminal and Disciplinary Cases. Indicatively all criminal cases, disciplinary cases of the Municipality employees and technical staff and the relevant opinions.

Tender Notices, Legalization of Contracts, Dispute Settlement arising from Notices, Tenders and Contracts.

The cases relating to the control of tender notices drawn up by the competent services and the legalization control of the contracting parties with the Municipality and the substantial content of the procurement, work, service, study etc contracts that the competent services of the Municipality draw up.

Settlement of disputes arising from non-compliance with the terms of the contracts and the disputes arising from non-compliance with the tender terms.

Disputes from City Plan cases and relevant opinions.

Labour Disputes. Indicatively, cases arising from the application of the law and belonging to the jurisdiction of civil or administrative courts and the relevant opinions.

Cases of issuing and revoking permits for shops and events.

Cases arising from the application of the relevant law (Operation permits of shops etc), legal Judicial or extra-Judicial support of these cases and the relevant opinions.

It bears the responsibility of defending the Municipality's employees and the elected representatives for civil, disciplinary and criminal cases relating to their duties as the Municipality's employees or elected representatives.

b. Secretariat, Archive and E-governance Department  
It receives the judicial and extra-judicial documents against the Municipality.

It prepares court files of computerization, archiving, correlation and delivery of the documents and court files to the Lawyers.

It receives and sends the Municipality's contracts to be attested by the Lawyers and then archives them and also is responsible for the Legal Library.

It provides secretariat support to the head of the Division

It handles the administrative issues of the Division, taking care of the written and e-correspondence. It keeps the relevant records and utilizes e-applications. It handles the documents addressed to the Legal Division, classifies and handles the expert opinions.

It handles employment matters relating to the Division's staff (leaves, overtime etc).

It plans the monthly overtime employment of the Division's employees and the work on Sundays and holidays, preparing relevant lists and, and the approval decision of payment and sends it to the Division of Human Resources Management and Development to issue the relevant payment order.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through its correspondents, it attends to the response of the service to the E-Governance systems (CRM).

### 23. DIVISION OF STRATEGIC PLANNING, RESILIENCE, INNOVATION AND DOCUMENTATION

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she must coordinate the departments in such a way that shall ensure that the strategic planning is governed by the principles of resilience, sustainability, innovation and extroversion. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

a. Administrative Support, Documentation and E-Governance Department

It provides secretariat support to the head of the Division.

It handles the administrative issues of the Division, taking care of the written and e-correspondence.

It keeps the relevant records and utilizes e-applications.

It handles employment matters relating to the Division's staff (leaves, overtime etc).

It plans the monthly overtime employment of the Division's employees and the work on Sundays and holidays and night shifts, preparing relevant lists and, and the approval decision of payment and sends it to the Division of Human Resources Management and Development to issue the relevant payment order.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

It draws up studies for the procurement of new, the updating and modernization of old software and computerization equipment of the Municipality.

It monitors, in cooperation with the other Departments of the Division, the implementation of program, project and procurement contracts belonging to the competency of the Division.

Through its correspondents, it attends to the response of the service to the E-Governance systems (CRM).

b. Department of Strategic Planning

It investigates and informs the bodies and services of the Municipality for the possible funding sources, after studying, assessing and giving an opinion about their selection, of the development programs of the Municipality (co-funded EU programs, EU programs, national programs, PPP projects, self-financed projects etc).

It submits proposals relating to the developmental targets of the Municipality in cooperation with the competent Divisions. The proposals shall be applied, implemented and managed by the Services of the Municipality responsible for the specific projects.

It provides know-how support, wherever required, for the management of co-funded projects in terms of the procedures and their implementation framework. It supports the administration bodies and the services of the Municipality and its Legal Entities and the project team that is set up for the preparation of the Municipality's Operational Program, during the compilation, monitoring and evaluation procedure.

It supports the Mayor in the monitoring and evaluation of the Operational Program, it cooperates with the Services of the Municipality and its Legal Entities and draws up the intermediate and final evaluation report that are submitted then to the Mayor.

It recommends the possible review of the objectives of the Operational Program after the intermediate evaluation.

It establishes the appropriate effectiveness indicators that allow the assessment of the degree of achievement of the targets in relation to the results of the actions and the appropriate performance indicators relating to the implementation cost vs. the action outflows for a more objective evaluation of the Operational Program.

It draws up the draft of the Annual Action Plan of the Municipality, after taking into account the written recommendations of the services, and submits it to the Executive Committee.

It supports the Executive Committee for the monitoring and report of the Municipality's Annual Action Plans. More specifically, (a) during the application of the annual action plan of the Municipality, it prepares monitoring reports in cooperation with the competent services at regular intervals decided by the Mayor; and (b) prior to the preparation of the financial report, it submits a report to the Executive Committee with the outcome of the action of the previous year, after taking into account the auditing reports of the services. It ensures the inclusion procedures of projects and actions of the Municipality in development and other programs to monitor their implementation and the relevant updating of the competent Authorities in cooperation with the competent Services of the Municipality.

It supports inter-municipal cooperation and coordinates the Municipality's relations with other public bodies.

It ensures the expansion of the Municipality's relations with International Organisations aiming at utilizing the opportunities that are offered for the financial and social growth of the Municipality.

It cooperates with the Financial Division to establish the appropriate budget and auditing systems of the financial figures of the Municipality and its Legal Entities, and the appropriate monitoring systems of the operation cost of the Municipality's organizational units and the cost of the generated and offered services of the Municipality to the citizens. It prepares and amends, whenever necessary, the technical program, makes the budget for the projects, monitors and ensures the implementation of the technical program in progress, making sure that its financial budget is observed.

Through its correspondents, it attends to the response of the service to the E-Governance systems (CRM).

#### c. Department of Innovation and Extroversion

1. It monitors the application of social innovation and, in general, innovation actions in the territory of the Municipality.

2. It analyzes, investigates, recommends cooperative approaches and possible solutions for the needs of the city, connecting different fields.

3. It monitors, promotes and participates in consultation procedures for the institutional and operational framework of the innovation actions in the territory of the Municipality.

4. It promotes the inclusion of the Municipality in national, transnational innovation networks and participates in consultation procedures with the EU bodies and other International Organisations (UN, World Bank, European Council) for initiatives in the field of innovation.

5. It ensures the maturity of innovation actions of the Municipality in cooperation with their implementation bodies.

6. It disseminates the outcomes of the innovation actions inside the Municipality.

7. It operates the innovation registries of the Municipality.

8. It participates in study and research programs in the fields of promoting innovation and entrepreneurship in cooperation with academic and research institutions and public and private bodies.

9. It detects and monitors, in cooperation with the existing networks of the Municipality, European policies, programs and funding tools and promotes good practices at a local level for the development of sustainable innovation policies.

10. It monitors the possibilities of utilizing national or European resources in relation to the development of local innovation policies and cooperates with the other bodies of the Municipality (EATA [Tourist Development of Athens]- KYAΔA [Reception and Solidarity Center of the Municipality of Athens]- KEΔIBIM [Life Long Learning Center] etc) to process and submit comprehensive proposals for the inclusion in innovation programs and their implementation.

#### c1. Volunteering Office

11. It proceeds with consultations with the local society and promotes the activation and increase in the participation of citizens as a tool to enrich the policy making procedure for the support of Municipality's innovative actions.

12. It utilizes volunteering work, accepts the proposals of volunteer organizations and citizens' groups, coordinates, unifies and supports the actions relating to the local community and disseminates the information and the actions' results inside and outside the Municipality.

13. It ensures the establishment and effective operation of volunteers' networks.

14. It organizes the attraction of volunteers in cooperation with the suitable Division for their participation in programs and actions that are each time in progress.

15. In cooperation with the Divisions, it monitors and evaluates the provision of volunteer work.

16. It keeps and updates the registry of available registered volunteers of the Municipality of Athens.

#### c2. "Serafeio" office

17. It prepares and recommends the Operation Regulation of "Serafeio" complex to the competent body.

#### Based on the Operation Regulation:

1. It receives requests from external bodies for the implementation of actions at "Serafeio" areas.

2. It accepts proposals after consultation with the users and the local society about events and offered stimuli and assesses them.

3. It accepts proposals for actions at “Serafeio” areas by the cooperating bodies and the Municipality's divisions and assesses them to include them in the action program.

4. It assesses the proposals for sponsorships and duly recommends them.

5. It determines the actions that take place in “Serafeio” and manages them according to the specifications set at the project's funding technical bulletin.

6. It cooperates with bodies that are active at “Serafeio” and the actions they implement.

7. It duly recommends:

a) the terms and conditions for the establishment and leaving of bodies, groups, businessmen and others in the building.

b) the regulation of offers to the users of the Complex, working hours, charge policy and models (wherever applicable), leasing and availability of areas in the Complex.

8. It ensures the smooth operation of “Serafeio” and the maintenance of its building facilities.

9. It formulates the needs and recommends their coverage in cooperation with the relevant services of the Municipality.

d. Resilience and Sustainability Department

1. It recommends ways for the application and implementation of the Athens Urban Resilience Strategy for 2030, and for the harmonization of the Operational Program and the annual action plans with the Strategy in cooperation with the Strategic Planning Department. It updates and revises the Strategy at regular intervals supporting the ability of the city to survive, adapt and grow under adverse conditions.

2. It monitors and assesses on an annual basis the achievement of Resilience objectives via the Municipality's actions, using available tools such as the City Resilience Index (CRI), Smart Scan, Smart Mature Resilience (SMR) and the CityMart application.

3. Wherever the procedures are linked to civil protection, it ensures the compatibility and coordination of the actions.

4. It helps strengthening the cooperation between the different bodies of the city.

5. It cooperates and participates in the global 100 Resilience Cities network, seeking sustainable development and financial revival paths, exchanging know-how and solutions, and the C40 city network for the specialized field of climate change (memorandum of cooperation 100RC-C40). In general, it manages the participation in information, know-how and experience exchange programs with other cities to handle environmental matters and exchange information about urban upgrading and urban planning. It also submits proposals and participates in European and International research programs.

6. This department cooperates and supervises the work of inter-departmental Monitoring teams of the Climate Change Action Plan.

7. It supports the strengthening of the resilience and sustainability factors of the city, such as:

(a) the ways of dealing with a natural disaster (earthquake, flood etc) and the recovery time based on the relevant action plan set up by the civil protection authority.

(b) the protection of social resilience-sustainability (establishment of structures, managing of economic and social crisis, establishment of new social protection forms).

(c) the effective and participatory governance/management of the city and the improvement of the quality of life of the citizens. It collects and manages data, the use of new technological tools of effective governance and the establishment of open data.

8. It plans and implements actions that shall help in dealing with chronic problems (chronic unemployment, social exclusion, environmental downgrade, refugee flows, lack of cooperation between different governance levels) through horizontal cross-sectoral co-operations, with the participation of the civil society and the city's bodies.

9. It collects, documents and assesses all data that comprise the environmental image of Athens. It collects the quality of life indexes to be able to analyze and compare data.

10. It bears the responsibility for preparing environmental data reports and auditing reports for the initiatives of the Municipality of Athens.

11. It draws, organizes and assesses the thematic sustainable environmental and urban development strategy of the city.

12. It organizes, monitors and operates the information environmental management system, the ecological observatories network, the environmental sustainability indexes system and updates the information environmental management system.

13. It proposes information and awareness campaigns for the citizens, especially children, on topics relating to the quality of urban environment, climate change, responsible use of natural resources, sustainable mobility, prevention of risks for the health and safety of the citizens etc.

14. It monitors the Greek and European environmental legislation of National and Community Programs and prepares participation proposals of the Municipality of Athens.

15. It receives information and data from the competent state bodies, EU bodies, NGOs and the citizens about the environmental issues of the city.

16. It provides information and know-how to the municipal authority responsible for the management of the city's environmental issues.

e. Technology, IT and Communications Department It is responsible for the ongoing, uninterrupted and effective operation of the Integrated Information System of the Municipality.

It ensures the implementation of all the necessary actions relating to the application of the Municipality's strategic planning, as it is expressed and decided by the Administration on Technology, IT and Communication matters.

It collects and assesses the users' requests and the needs and ensures the feedback of the system designers and analysts with the required adjustments in the functionality of the applications, according to the relevant strategic planning.

It harmonizes of the information systems with the each-time changes in the legislation.

It sets architectural, technical models, common rules and methodologies and the interoperability and inter-connectivity frameworks for the effective provision of e-governance services by the Municipality. It operates with co-competent services, other bodies in Greece or abroad to adopt common best practices and models in Information technologies and communication (ITC) matters.

It provides the necessary applications, computing resources, Internet resources and technology, IT and communication services for the smooth operation of the Municipality and the coverage of its needs.

It ensures the licensing, wherever required, of the material, software, services and Internet equipment of the Municipality.

It solves problems of the applications, the hardware, the software, the Internet equipment of the Municipality and the ITC services and ensures the conditions for their uninterrupted support.

It ensures the existence of a Security Policy and the compliance with it to provide a model for the installation, implementation, operation, monitoring, updating, management and improvement of a Security Management System of the Municipality's Information Systems.

It ensures compliance with a Management Procedures Manual for the Support of Systems, Networks and Data Bases and that the relevant posts are staffed.

It periodically makes copies of the data bases and the installed applications. It ensures the feeding and ongoing updating of the presence of the Municipality in the Open Data Registry of the state (data.gov.gr). It ensures compliance of the User's Manual of the information systems, applications, computers and networks of the Municipality.

It ensures the observance of the Registry for the applications, the source code (wherever available, with the updated versions), material and the ITC services.

It keeps a Documentation Library for the installation, management and maintenance of the hardware, software, source code (wherever available), the network equipment of the Municipality and the ITC services.

It provides support, training, education and know-how transfer services for the personnel for the productive operation of applications and digital services.

It ensures the management of roles and access rights and all the procedures that are required for putting the applications and digital services in productive operation.

It cooperates with the Internal Audit Division to determine and introduce control and measurement tools of the total quality to modernize the Municipality's Services.

It technically manages the Municipality's Portal, the code and information systems that support it.

It ensures the content of the Municipality's Portal, by collecting material from the services and posting it on the Municipality's website according to the recommendations and the approval of the Civil Protection and Citizen's E-service Department.

It ensures the smooth operation and support of the existing communication and promotion media of the Municipality or the ones to be set up or further developed by the Municipality.

It ensures the technical and artistic integrity of the audiovisual material, which is recorded, processed by the Municipality's communication media, under the care of the technical staff (i.e. audio, cameramen etc).

It ensures the proper use of the new technology media and modern telecommunication media utilized by the Municipality's communication media.

It supports the development of these media with the use of new technologies.

It manages, studies and proposes audio-visual communication technologies and supports the technical infrastructure for the smooth operation of the meetings of the Municipal Council.

It supports the actions of the Municipality's Legal Entities.

It studies, draws and recommends actions to the Administration bodies, services and Legal Entities of the Municipality of Athens, regarding the digital convergence and the application of ITC services, it formulates the strategy and operational targets in this field for the ongoing improvement of the provided services by the Municipality at the Government-to-Government (G2G), Government-to-Citizens (G2C) and Government-to-Businesses (G2B) level.

f. Department of the City's Geospatial Data Management

It bears the responsibility for the operation of the Geographical Information system (GIS) by developing the required equipment and software.

It centrally manages the Geographical Information system to provide services for the Municipality's Services on a common background and interconnection with the central data base.

It installs and ensures the operation of recording, imaging and decision-making systems for the management and development of the city's infrastructures.

It bears the responsibility for the development and operation of electronic on-line services for the citizens in relation to the city's infrastructures.

It provides technical support to the Divisions and Legal Entities of the Municipality that use geographic information and services.

It collects relevant data from the Divisions and Legal Entities of the Municipality and the Public Bodies.

It provides maps and digital data.

It generates or gets digital Geographical Information data.

It recommends and supports the work of KOSE (Contact Hub) of the Municipality.

#### INDEPENDENT CIVIL PROTECTION AND CITIZEN'S E-SERVICE DEPARTMENT

The head of the Department bears the responsibility for its smooth and effective operation. He/she determines the priorities in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective. He/she signs the documents relating to the competencies of the Department according to the legal power system of document signing applied by the Municipality.

- It plans actions per category of risks (i.e. Earthquakes, Floods, Fires, Heat Wave - Snow Blizzards, Air Pollution etc), including preventive measures to handle them.

- It formulates recommendations for the Municipality's Civil Protection Plan in relation to programs, measures and actions, to be taken into account for the Annual Civil Protection Planning.

- It puts the services of the Municipality stand-by to make the necessary steps (i.e. human resources, means, equipment) according to the operational planning for the prevention of operational planning to prevent possible natural disasters per category of risk or their management, if the relevant needs fall within the administrative boundaries of the Municipality or its action field.

- It applies the Annual Civil Protection Planning as far as the local character of the Regional Programs, measures and actions are concerned.

- It keeps a record of the employees involved in Emergency cases, according to the action plans.

- It monitors the Registry of Volunteer Groups, which are active in Civil Protection matters for possible cooperation in joint actions.

- It participates in the drills (Civil Protection) carried out by State Bodies in local interest matters that take place in the Municipality's action field.

- It informs all the responsible bodies of the area and competence field of the Municipality in Emergency matters (City Districts Presidents, School Committees etc).

- It informs the competent services for the need of actions regarding the provision of information to the citizens to take preventive measures in cases of increased risks that can threaten the safety and health of the citizens.

- It informs the Presidents of the city districts and all the competent bodies (i.e school committees) in the competence area of the Municipality in Emergency matters.

- It keeps the correspondence with the relevant Public Civil Protection Services and cooperates with them.

- It receives information from various sources and channels (smartphones, SMS, e-mail, internal applications of the Municipality) processes and promotes them to be managed and dealt with the Municipality's competent services, informing the citizens about the progress of works and the handling of the problems.

- It receives information about possible security events which are timely and accurately dispatched to be managed by the competent services (Greek Police, Fire Department, other Public Bodies).

- It supervises, controls, processes and assesses events.

- It presents cumulatively information providing a prompt, real-time picture of the City for the executive staff of the Municipality of Athens.

- It issues warnings and directions for the management of events.

- It represents the Municipality at the Central Crisis Bodies.

- It electronically and on-the-phone records Citizen's requests and complaints.

- It dispatches the citizens' requests or complaints to the competent Services.

- It monitors the solution progress and keeps a history of requests.

- It informs citizens on the final progress of their cases.

- It supervises the citizens' service procedures via the Municipality's E-Governance and communication systems with the services for the satisfaction of their requests in the stipulated time.

- It plans and implements systems and procedures for the citizens' services that are objectively unable to have access to the Municipal Services.

## E. HEAD OF GENERAL ADMINISTRATION DIRECTORATE

The General Director bears the responsibility for the smooth operation of the Municipality's services comprising the General Directorate, especially for the organisation, coordination, monitoring and assessment of their operation. More specifically, the General Director:

Guides the planning of activities and respective action plans of the services, cooperating with the Secretary General and the corresponding heads of the services so that they comply with the periodical objectives of the Municipality.

Sets the objectives, determines the indexes and monitors the actions plans of each Division. Prioritizes, controls and approves the matters-actions of each Division.

Appropriately organizes the sources of the services (human resources, technical means, internal infrastructures, operation procedures etc) to be able to respond for the effective and efficient implementation of their activities and the relevant action plans.

Coordinates the operation of Administrative and Social services, cooperating with the corresponding heads.

Monitors, controls and assesses the good operation of the services, always in relation to their activities and achievement of the periodical action plans.

Assesses the adequacy and effectiveness of the resources of each Administrative and Social service (human resources, technical means etc) and formulates proposals for their supplementation or performance improvement.

Can periodically or according to each case convene Coordination Meetings in which representatives of all the Municipality's services or of some of them (depending on the thematic topics) participate.

Signs documents relating to matters belonging to the competence of the General Directorate, according to the legal power signing system applied by the Municipality.

Represents the General Directorate, wherever required.

Cooperates with the other General Directors of the Municipality and/or other bodies to ensure the more effective exercise of the competences of the General Directorate.

Heads the following Divisions:

- Division of Human Resources Management and Development
  - Decentralization and Administration Division
  - Support Division of Collective Bodies, Municipal Parties and Elected Representatives
  - Division of Citizens' Service Centers
  - Urban Status Division
  - Childhood, Education and Lifelong Learning Division
  - Social Solidarity Division
  - Division of Municipal Clinics and Public Health

- Municipal Police Division

E1. General Directorate Administrative Support Office  
It provides secretariat support to the head of the General Directorate.

It monitors and carries out the correspondence of the head of the General Directorate, keeping a relevant record.

Schedules, organizes and regulates the meetings of the head of the General Directorate. Through its correspondents, it attends to the response of the service to the E-Governance systems (CRM).

## 24. DIVISION OF HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units.

He/she recommends staff transfers and duties directly to the Secretary General for the issuance of the relevant decisions by the Mayor.

He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

a. Administrative Support and E-Governance Department.

It provides secretariat support to the head of the Division

It handles the administrative issues of the Division, taking care of the written and e-correspondence. It keeps the relevant records and utilizes e-applications.

It handles employment matters relating to the Division's staff (leaves, overtime etc).

It plans the monthly overtime employment of the Division's employees and the work on Sundays and holidays and night shifts, preparing relevant lists and, and the approval decision of payment and sends it to the Division of Human Resources Management and Development to issue the relevant payment order.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

It draws up and keeps an updated list with the users and the rights of access to the computerized support system of the operation of the Municipality (ELDAP). Through its correspondents, it attends to the response of the service to the E-Governance systems (CRM).

#### b. Permanent Staff Department

It is responsible for the competences arising from the status code of Municipal and Community employees and the Code of Municipalities and Communities, more specifically:

It keeps and daily updates the Registries, the personal files of the permanent staff with all the changes.

It keeps the electronic registry file for the permanent employees, with the daily updating of the personnel management information system. It updates the platform of the Human Resources Registry of the Hellenic State with the data of the permanent employees of the Municipality of Athens.

It appoints, issues notices for hiring permanent staff, placement of the employees, permanent footing of the employees, detachment, transfer, recognition of prior work experience, termination of work relation.

It determines the necessary number of permanent employees per organizational unit of the Municipality and determines the necessary qualifications (category/sector) in cooperation with the Department of Human Resources Education, Development, Health and Safety and the individual Divisions.

It prepares, according to the law, the lists of employees (tables of seniority).

It takes care of the award of pension to the permanent staff both from the General Accounting Office of the State and IKA (Social Security Fund).

It monitors the changes in the permanent staff, issuing the relevant decisions (promotions, payroll levels, compensations, transfers, assignment of duties etc).

It cooperates with the heads of the other Divisions and informs them about the procedures that must be followed in labour matters (selection of heads of organisational units, assessment, exception of services from the 5-day operation etc).

It timely prepares and submits the assessment reports of the permanent staff.

It carries out the necessary preliminary works for the electronic assessment of the permanent staff in the platform of the Human Resources Registry of the Greek State.

It annually prepares the List of the permanent staff that are required to file an Origin of Wealth Declaration according to the applicable law.

It monitors and applies the Disciplinary law for permanent employees.

It establishes and is responsible for the operation of the Municipality of Athens Board and the participation of the elected representatives in it.

It studies, designs and recommends amendments for the organisational structure and, in general, the provisions of the Internal Service Organisation of the Municipality.

It recommends the establishment of the necessary committees to the Municipal authority.

It keeps a record of the incoming and outgoing correspondence and takes care of its circulation.

#### c. Private Law Department

It bears the responsibility for the application of the Code of Municipal and Community employees in terms of the private law. More specifically:

It keeps the Registries, personal files of the staff.

It carries out and completes the hiring procedures of human resources for specific jobs based on the legal procedures and prepares, in cooperation with the Legal Division, the fixed-term or other type of contracts.

It determines the necessary number of private law posts per organizational unit of the Municipality and determines the necessary qualifications (category/specialty) in cooperation with the Department of Human Resources Education, Development, Health and Safety and the individual Divisions.

It monitors the changes in the staff under Private Law labour relation, i.e. placements, transfers, taking into account previous work experience, compensations, termination of work relation, deletions etc.

It keeps the electronic registry file for the Private Law employees, with the updating of the personnel management information system.

It updates the platform of the Human Resources Registry of the Hellenic State with the data of the employees of the Municipality of Athens.

It cooperates with the heads of the other Divisions and informs them about the procedures that must be followed in labour matters (exception of services from the 5-day operation etc).

It timely prepares and submits the assessment reports of the Private Law staff. It carries out the necessary preliminary works for the electronic assessment of the Private Law staff in the platform of the Human Resources Registry of the Greek State. It is involved in the studying and application of the collective work agreements and provides any necessary information about their proper application.

It monitors and applies the Disciplinary law for Private Law employees.

It concludes contracts of community work for citizens whose custodial sentence has been changed into money sentence.

#### d. Department of Human Resources Education, Development, Health and Safety

It ensures the participation of the Division in the operational planning of the Municipality and the annual preparation of its action plan.

It draws and keeps the Job Description for all the Services of the Municipality.

It supervises the determination procedure of the necessary number of posts for the personnel per organizational unit of the Municipality and the determination of the necessary qualifications (category, sector/specialty) in cooperation with the Departments of Permanent Staff and Private Law of the Division but also the individual Divisions.

It introduces, keeps and updates the Digital Organizational Chart of the Municipality of Athens at the platform of the Human Resources Registry of the Hellenic State, entering the stipulated posts per organizational unit and the corresponding description of said posts.

It collects and keeps a record with the objectives set by the Services of the Municipality and ensures the interconnection and harmonization of the objectives of the competent Division with the operational objectives.

It selects the performance indicators of the competent Division in cooperation with the other departments and monitors their progress.

It draws and coordinates the assessment system of the performance of the Municipality's employees and keeps the relevant records.

It formulates and monitors the implementation of the human resources development procedures of the Municipality, determining the needs for skill and capability improvement of the employees and their personal or team performance.

It applies the research methodology chosen by the competent Division for the quality assurance of the services in terms of collecting records and figures relating to the human resources and the operation of the competent Division.

It detects areas of intervention and proposes educational programs with the cooperation of the Divisions aiming at the more effective operation of all the Services of the Municipality.

It draws, recommends and organises training and education programs for all human resources. It monitors their implementation and assesses their results.

It detects the relevant needs of the service and implements training programs via public or private bodies.

It provides the possibility of apprenticeship and laboratory training University and TEI students in the framework of their courses and completion of their studies.

In cooperation with the Legal Division which is competent for the detection of the relevant needs, it gives the opportunity of apprenticeship for trainee lawyers. It prepares information circulars and invitations for expression of interest about training and development matters of the Municipality's human resources.

It prepares and reforms the budget of the departments' revenues and expenses.

It takes care of the orders of payment of the department's expenses.

It prepares tables of statistical data and lists relating to the competences of the department.

It studies, draws and recommends the application of programs and actions that incorporate the Human Resources development in the Municipality's proposals

in the national and co-funded programs for the application, implementation and management of operational programs relating to the Human Resources Development.

It cooperates with the National Center of Public Administration and Local Government or other educational Private and Public bodies for the training and education of the employees of the Municipality of Athens.

It offers the opportunity of apprenticeship to University, TEI and Private Education Centers that have completed the required courses but have not graduated yet.

It carries out the public drawing for setting-up procurement, service and project assessment and reception committees.

#### d1. Office of Employees' Health and Safety

It offers logistics for health and safety issues at the work place according to the legislation.

It provides administrative support for the Safety Technicians and Occupational Medical Doctors offering their services to the Municipality.

It provides recommendations and advice via the Safety Technicians and the Occupational Medical Doctors on issues related to Health and Safety at work, supply of means and equipment.

It offers administrative support and cooperates with the Safety Technicians and Occupational Medical Doctors to supervise the application of the protection measures for the health of the employees.

It carries out the administrative procedures to provide Personal Protection Means of the beneficiary employees.

#### e. Employment Control Department

It monitors all leaves of the personnel -regular leaves, sickness leaves, maternity leaves, unpaid leaves- issues relevant decisions and monitors their implementation. It issues decisions of cutting-down of earnings and transfers them to the competent Payroll Department.

It monitors daily and checks the attendance of the employees, their work cards, the attendance sheets and the overtime work, work on Sundays and Holidays, night work to supplement the compulsory working hours, night shift on a daily basis apart from the compulsory working hours.

It monitors and records the hiring, transfers, detachments, pensions, deaths etc of employees.

It collects statistical data for the employees' attendance of all Divisions and transfers them on a daily and monthly basis to the Secretary General. It collects and daily monitors the attendance or not of all employees via the electronic daily attendance list.

It prepares informative circulars.

It draws the relevant documents for the issuance of payroll lists of the Permanent employees and the employees on a Private Law labor relation.

- DECENTRALIZATION AND ADMINISTRATION DIVISION

The head of the Division bears the responsibility for its smooth and effective operation. He/she determines the priorities in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective. He/she signs the documents relating to the competencies of the Department according to the legal power system of document signing applied by the Municipality.

a. Administrative Support and E-Governance Department

It keeps a record of the incoming and outgoing correspondence of the Division.

It monitors and takes care of the correspondence of the Division.

It receives and sends the documents related to the leaves of the employees, after being signed by the competent head and Director, to the Human Resources Management and Development Division. It collects the relevant notes every month from the Departments stating any overtime work, work on Sundays, night shifts and issues payment decisions that are then sent to the Human Resources Management and Development Division to issue a relevant payment order. It also collects and dispatches the documents for the travel expenses.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through its correspondents, it attends to the response of the service to the E-Governance systems (CRM).

It assists the division in the preparation of the operational program, the technical program and the annual action plan. It carries out the credit approval procedures for tenders, via the Procurement and Stock Division, and for procurements relating to the Division's areas of competence.

It posts the relevant documents on the [Central Electronic Registry of Public Contracts (CERPC) - National Electronic Procurement System (NEPS)].

It fills in the parametrized accounting sheets and informs the appropriate CPV codes to be posted.

It prepares the budget, the Annual Action Plan and the Technical Program of the Division and monitors its progress and observance.

It monitors and takes care of the correspondence of the Division.

It keeps a record with all the employees of the Division according to Department, sector and scope of work based on the orders of the Division.

It monitors the working hours (shifts).

b. Administrative, Supervision and Coordination Department of City Districts

In cooperation with the co-competent bodies, it manages the all required electoral procedures, such as: Finding the spaces and preparing a list of polling stations, supply of the electoral material and setting up crews for the smooth preparation and performance of elections.

It undertakes that the members of the Municipal Council, city districts and non-elected representatives of the Legal Entities governed by Public Law and Institutions take the oath.

It annually prepares the List of the elected representatives that are required to file an Origin of Wealth Declaration according to the applicable law.

It keeps the confidential record of the Municipality.

It keeps a record with the Government Gazettes of previous years.

It undertakes the bill posting and notification of the auction notices, documents of various authorities and of unknown address.

It undertakes the registration of the Municipality in an electronic information bank for the direct and timely updating of an unlimited number of users in laws, orders etc, related to the operation of the Local Government Organizations.

It monitors the operation of the central photocopying facilities (22, Liosion Street).

It undertakes the attestation of import-export books.

It bears the responsibility for the supervision and proper management of the functionality of the Municipal Buildings given to the Services of the Municipality and cooperates with the Divisions responsible for the monitoring and maintenance of the Buildings, providing information about possible problems. It bears the responsibility for the operation of the underground parking at Liosion building.

It records and updates the housing needs of the municipal Services in relation to their competences, staffing and size of the serviced public, accordingly informing the Division of Municipal Assets.

It manages the allocation of vehicles of the Division, issues the accompanying documents required for their circulation and undertakes their regular maintenance.

It undertakes the allocation of space of the Municipal buildings.

It has the responsibility of guarding municipal buildings.

It has the responsibility of cleaning the interior of the municipal buildings falling within its field of competence.

It manages the furniture of all the Services of the Municipality and properly distributes the pieces to cover the relevant needs. It undertakes the furnishing of the equipment (offices, chairs, consumables, computers, telephone) for the work places of the Municipality.

It collects the figures from the Departments of the Division to prepare the total budget of the service and unifies the final draft and sends it to the competent service.

It undertakes the publications of the Municipality at the daily, political, financial and auction Press.

It is responsible for approving the credit for the expenditure for publications at the local Press.

It provides administrative support to the presidents of city districts to carry out payments from the fixed advance payment included in the relevant provisions.

It keeps, enters and collects the data for the travel expenses of the presidents of city districts, prepares and circulates the correspondence related to their payment.

It helps the city district council to prepare the budget of expenses of the district for the next fiscal year according to the relevant decision of the Municipal Council for the highest amount and prepares the auditing report for each entry.

It bears the responsibility for the collection and processing of all necessary data to draw up the operational program of each city district, it contacts the competent services and provides administrative support to the district for the timely preparation and recommendation of its Operational Plan to the executive committee.

It supports the documentation and collects the decisions of the city districts to implement projects, establish infrastructures and actions and takes care of the issuance of the respective technical bulletins.

It collects the requests for the supply of materials and provision of services relating to the departments of the city districts, draws up the technical specifications and sends them to the Procurement and Stock Department.

It provides directions and coordinates the common operation of the seven (7) city districts for the issues falling within its competence.

It receives, transfers, sends and dispatches the correspondence (incoming and outgoing) of the city district from and to the Division. It is in contact with the departments of the city districts and provides the directions, information and instructions of the Division about matters of their interest.

It provides secretariat support to the head of the Division.

It handles the administrative matters of the Division, taking care of the written and e-correspondence. It keeps the relevant records and utilizes e-applications.

It handles employment matters relating to the Division's staff (leaves, overtime etc).

It plans the monthly overtime employment of the Division's employees and the work on Sundays and holidays and night shifts, preparing relevant lists and, and the approval decision of payment and sends it to the Division of Human Resources Management and Development to issue the relevant payment order.

It prepares and monitors the budget of the Division.

It releases the relevant credits for expenses in terms of the supply of materials and/or provision of services in the competence scope of the Division. It prepares the tender documents with the help of the Division and the Stock and attends to the start of tenders, monitoring their progress. In cooperation with the other Departments of the Division, it monitors the supply, service provision contracts or program contracts in the competence scope of the Division.

Through its correspondents, it attends to the response of the service to the E-Governance systems (CRM).

#### b1. Security Personnel Office

The Special Security Personnel is responsible for the security of the Municipal buildings at 22 Liosion Street and 63 Athinas Street.

It is responsible for the security of the cash desks of 22 Liosion Building and keep the order for the smooth operation of the services which are open to the public.

It is responsible for keeping the order during the meetings of the Financial Committee, the Quality of Life Committee and the Municipal Council.

c. Department of Municipal Service for Citizens and Entrepreneurs of 1st City District

d. Department of Municipal Service for Citizens and Entrepreneurs of 2nd City District

e. Department of Municipal Service for Citizens and Entrepreneurs of 3rd City District

f. Department of Municipal Service for Citizens and Entrepreneurs of 4th City District

g. Department of Municipal Service for Citizens and Entrepreneurs of 5th City District

h. Department Municipal Service for Citizens and Entrepreneurs of 6th City District

i. Department of Municipal Service for Citizens and Entrepreneurs of 7th City District

Each of the seven (7) Departments of Municipal Citizens' and Professionals' Service of the City Districts is responsible for the following:

It accepts written or oral citizens' reports on matters of the District and sends them to the competent Services.

It expresses an opinion about parking spaces following correspondence with the competent services to the President of the City District Council.

It cooperates with the competent Services (Division of Cleaning - Recycling, Division of Green Areas and Urban Fauna, Municipal Police Division and others) about matters related to the District.

It prepares the agendas of the City District Council, keeps the minutes of the meetings, coordinates the procedures for the solution of the problems of the District.

In cooperation with the President and the members of the City District Council it highlights, and, wherever possible, implements the policies to upgrade the quality of life of the citizens

It issues the permanent resident certificates following the relevant Mayor's decision appointing the employees of the department that are responsible for the above. If an on-site inspection is required to issue the certificate, the help of the Municipal Police Services are requested. It cooperates with the Municipal Education Committee and the Local Delinquency Prevention Council about matters in their scope of competence. It makes recommendations about the extension of the hours allowing the use of musical instruments at Health Regulated Establishments. It makes recommendations to the President about the installation and moving or not of kiosks after contacting the competent services.

It makes recommendations to the President about the open-air market areas, the open-air market stalls and generally the open-air commercial activities.

It keeps statistical data and a record of all incoming and outgoing documents (Department and City District Council) and prepares the budget of the expenses of the City District. It monitors the requests and the complaints.

It formulates proposals for:

- a. The utilization of the Municipality's real estate in the area of its competence.
- b. The town planning development of the area.
- c. The maintenance of municipal roads, squares and parks.
- d. The means of transportation of the area.
- e. The execution of new projects and the maintenance of already executed projects.
- f. The protection of the natural and cultural environment.
- g. The collection of stray animals.
- h. The organisation of cultural events and, in general, the development of intellectual and social matters and everything else stipulated in the applicable provisions.

It receives applications by the citizens and entrepreneurs for the services it provides.

It checks the accuracy of the supporting documents that are submitted along with the applications, taking into account the ex-officio search for them.

It electronically files the applications and gives the citizen or entrepreneur a submission receipt. It sends the applications to the competent services via the Department of Filing, Processing and Archive.

It is responsible for the timely reception of answers by the Services and delivering them to the applicants.

It informs the interested parties about possible pending issues and deals with dysfunctions that might arise during the processing of cases. It cooperates with all the Municipality's Divisions decisively contributing to the decongestion of the competent primary Services.

It attends to a significant number of cases in the competence of the Social Solidarity Division and processes almost all the cases in the scope of competence of the Civil Status Division.

It transfers the applications with the required supporting documents to the Municipal Police Division to issue:

- a Ring Card and a Permanent Resident Card  
Permanent Residence Cards.

It incorporates any new procedure set forth for the service of citizens and entrepreneurs.

It validates photo copies and attests to the authenticity of the signature.

- j. Municipal and Historical Archive Department

The aim of this service is the supervision, rescue, maintenance and classification of the archives of the Municipality of Athens and the assignment for study of the documents and manuscripts related to the history and cultural heritage and anything related to the administrative, financial and social life of the Municipality.

It is responsible for the planning and implementation of the policy on Archives of the Municipality of Athens.

It detects, collects, keeps, classifies, makes catalogues of the archival evidence generated by the Municipality of Athens and the supervised Services relating to the administrative, financial and social history but also the cultural heritage of the city.

It attends to the maintenance, reproduction and delivery for research (establishing research tools, issuing a relevant license) of the physical and digital archival collections.

It operates a reading hall and thematic library with publications, articles, research works relating to the history of the city of Athens.

It attends to the enrichment of collections and the acquisition of new ones from donations etc.

It is the liaison between the Municipal Divisions and the General State Archives in matters or Archival policy.

It supervises the active archives of the Municipal Divisions, provides know-how and facilitations regarding the flow of standard maintenance, management and classification of modern archives.

It establishes and operates a network of liaison employees of the Municipal Divisions.

It provides the necessary instructions for the recording, filing, classification, keeping and maintenance of the archival material of the Municipal.

It decides on the issuance of permissions for study, transcription, taking photos of the archival material of the Municipality, and decides about the reports and any type of publications of the archival material of the Municipality.

It gives an expert opinion about any matter related to archives and the archival policy for which the opinion of the Mayor of Athens is requested.

It gives an expert opinion about any matter related to the archival material and the competent service.

It promotes, develops and cultivates the scientific, technical and cultural cooperation of the Municipality with bodies (i.e. Universities, other institutes, legal entities, state services, any kind of organisations etc) in Greece and abroad.

It keeps a record of incoming-outgoing documents, monitors and processes any type of secretarial obligation arising from its competences.

k. Filing, Processing and Archive Department

It attends to the reception, designation, electronic filing and dispatching and the allocation of all incoming documents to the Services of the Municipality.

It attends to their electronic transfer from and to the Municipality's Services as per the applicable law.

It attends to the processing of all outgoing documents and the validation of their copies by the Head of the Department.

It attests to the authentication of the signature of the Municipal Authority, based on the kept signature samples of the Administrative bodies of the Municipality.

It keeps a record of original drafts of outgoing documents and keeps the general records of the Municipality.

•SUPPORT DIVISION OF COLLECTIVE BODIES, MUNICIPAL PARTIES AND ELECTED REPRESENTATIVES

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

a. Support Department of Municipal Parties and Elected Representatives and E-Governance

The Division provides administrative and secretarial support to the Municipal Parties with elected Municipal Councilors.

It provides the necessary administrative and secretarial support for the elected representatives, following the Mayor's decision.

It carries out and processes their correspondence.

The Head manages the applications for leaves of the employees in the Division and issues the daily attendance list.

He/She plans the monthly overtime employment of the Division's employees and the work on Sundays and holidays, preparing relevant lists and, and the approval decision of payment and sends it to the Division of Human Resources Management and Development to issue the relevant payment order.

He/She prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through the correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

The Division is responsible for the cooperation of bodies, citizens, entrepreneurs, action groups etc that take part in or are members of participatory procedures of collective bodies.

It attends to informing the members about the meetings and the agendas of the meetings of the various bodies.

It prepares the minutes of the meetings of said bodies and sends to the bodies responsible for taking action.

b. Department of Municipal Council, Executive Committee and Municipal Consultation Committee

It prepares the agenda of the Municipal Council according to the items sent by the Services and following the instructions of the President.

It keeps the minutes of the meetings of the Municipal Council.

It submits copies of the decisions to the Decentralized Administration of Attica and sends them to the competent Services to be implemented.

It sends the relevant committees the matters discussed by the Municipal Council to be studied and monitors them for their timely introduction for discussion by the Municipal Council for the final decision.

It keeps a file with the documents addressed to the President of the Municipal Council.

It keeps a list of the decisions and their approvals by the competent authorities. It attends to the execution of any work belonging to the competence of the Municipal Council, as it is set forth in the Code of Municipalities and Communities.

It prepares the agenda of the Executive Committee.

It keeps the minutes of the meetings of the Executive Committee.

It provides secretarial support to the Municipal Consultation Committee.

It keeps the minutes of the meetings of the Municipal Consultation Committee. It keeps a list of the decisions.

b1. Office of Legal Entities and Municipal Enterprises

It bears the responsibility for the communication with the Legal Entities and Municipal Enterprises of the Municipality, in terms of their legislative framework.

It files the articles of association, the Laws governing their operation, the decisions for the composition of their Administrative Boards and the decisions of the Municipal Council for them.

It collects all required financial and administrative data of the Legal Entities and Municipal Enterprises to have provide ongoing and updated information to the Municipal Council and the Administration.

c. Support Department of Financial Committee and Life Quality Committee

It provides secretarial support to the bodies set up under articles 72 and 73, Law 3852/2010 of the Financial Committee that are competent to monitor and audit the financial operation of the Municipality, and of the Life Quality Committee which is a decisive and recommendation body of the matters related to the Quality of Life, city planning, land planning and the protection of the environment in the scope of competence of the Municipality.

It prepares the agenda of the Financial Committee and the Life Quality Committee according to the items sent by the Services and following the President's instructions and timely serves their members with the invitations for the meetings.

It keeps the minutes of the Financial Committee and the Life Quality Committee, lawfully draws up the decisions taken and submits them to be approved, whenever required, to the competent authorities.

It keeps a list of the decisions, a file with the incoming documents for the President of the Financial Committee and the President of the Life Quality

Committee and carries out any service in the scope of competence of the above committees arising from Law 3852/2010.

• CITIZENS' SERVICE CENTERS' DIVISION (KEP)

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

The Mayor decides on the appointment of the competent employees for the KEP operating in each district.

a. Citizens' Service Department

It informs the citizens about the actions required for the management of administrative cases.

It receives applications by the citizens for the management of their cases by the State Services, and enters the details of the applications in the special E-File.

It provides citizens with application forms, in order to facilitate them, according to article 3, par. 3 of the Code of Administrative Procedure (Law 2690/1999).

It checks the accuracy of the citizen's applications and if documents are required for the processing of the case that are not submitted along with the application, taking KEP seeks and receives them in any advisable way from the competent Services, after being relatively authorized by the citizens.

It promptly sends in the most suitable way the complete files of the citizens' cases to the service which is competent for their management.

The final document is sent by the competent service back to the KEP that has originally received the application and the citizen either personally takes it or it is sent by the KEP to the stated address via a registered letter with cash on delivery.

The KEP then timely informs the citizen about the handling of his/her application and the serving of the final administrative document to the interested party by the KEP that has originally received the application.

Furthermore, the KEP provide the following services:

Validation of administrative documents

Attestation of the authenticity of the signature

Handling of any administrative procedure described in the joint decisions of the Ministry of the Interior and the competent Minister that are each time issued along with the corresponding forms to be used.

b. Department of Internal Response

It receives the citizens' applications send by the KEP whose management falls within the scope of competence of the Municipality.

It sends the requests to the Services responsible for their management.

It monitors the management procedure and the observance of the legal time frames.

It receives the relevant document and sends it to the KEP that has originally received the application.

It keeps statistical data relating to the above mentioned citizens' applications.

It attends to the communication with the competent Divisions to remedy technical problems and to maintain the building infrastructure of the KEP.

It receives and manages the complaints and proposals of the citizens for the improvement of administrative services.

It ensures the observance of legality for all administrative acts.

c. Department of External Applications.

It supervises all cases included in the field of "External Applications" of "Ermis" e-application.

It attends to the inclusion of the new procedures in the KEP.

It contacts the competent Services for the unhindered operation of all electronic applications.

It intervenes in cases that due to the inclusion of the new procedures, there are problems in the smooth operation of KEP.

It manages all dysfunctions that may occur in terms of the newly introduced procedures.

It informs the citizens about the digital applications of the Public Administration (digital signature, digital certificates etc).

It issues e-vouchers and taxation clearance certificates.

#### - URBAN STATUS DIVISION

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

As a Registrar, he/she exercises the duties provided for in the City Registry Law and applies the Law in cooperation with the Heads and Employees of the Birth and marriages-Deaths Department for events that occur within the administrative boundaries of the Municipality of Athens.

a. Administrative Support and E-Governance Department.

It provides secretariat support to the head of the Division

It handles the administrative issues of the Division, taking care of the written and e-correspondence. It keeps the relevant records and utilizes e-applications.

It handles employment matters relating to the Division's staff (leaves, overtime etc).

It plans the monthly overtime employment of the Division's employees and the work on Sundays and holidays and night shifts, preparing relevant lists and, and the approval decision of payment and sends it to the Division of Human Resources Management and Development to issue the relevant payment order.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

It receives and sends the documents related to the leaves of the employees, after being signed by the competent head, to the Human Resources Management and Development Division. It coordinates the preparation of the Annual Action Plan and the Operational Plan relating to the Division.

It monitors and handles the written and e-correspondence of the Division.

It keeps the relevant records and utilizes e-applications.

It manages and processes citizens' requests - complaints and reports that are submitted via the E-Governance system.

Through the correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

It undertakes to send any type of registrar certificate or any other certificate issued by the competent departments, following requests by the KEP, State Bodies and the greater Public Sector.

#### b. Certificate Issuance Department

It issues birth, family status and next-of-kin certificates via the Citizens' Registry Information System.

It issues birth and family status certificates of the **corresponding OTE line**. It issues birth and family status certificates following an ex officio seek in the Public Sector and the greater Public Sector bodies.

It issues next-of-kin certificates following the requests of the Local Citizens' and Businessmen Departments.

It keeps forever the books with the issued next-of-kin certificates of previous years.

It keeps forever the file of issued next-of-kin certificates with the required supporting documents.

It issues a negative certificate in the case of no entry in the municipal registry.

Through its correspondents, it attends to the e-dispatch of digitally signed certificates in the E-Governance system.

#### c. Department of Male Registry

It prepares and binds an annually male registry and a conscription list.

It receives and sends the following supporting documents to Attica Decentralized Administration:

a) registration of undeclared children

b) deletion of registered persons for various reasons (death, loss of Greek nationality, non-existence, acquisition of foreign nationality etc)

c) correction of last name, first name, father's name, mother's name, place of birth, registry's data, addition of name etc.

d) change of data of registered persons due to adoption, recognition etc

It seeks registrar acts from the Citizens' Registry Information System related to the addition of a name and deletions because of death.

It enters undeclared children and foreign nationals that acquire the Greek nationality following the decision of Attica Decentralized Administration in the male registry. It deletes registered persons from the male registry in case of death, loss of Greek nationality, non-existence, double entry etc, following the decision of Attica Decentralized Administration.

It corrects last names, first names, father's name, mother's name, place of birth, registry's data, addition of name etc, adds names and changes the data due to adoption, recognition etc following the decision of Attica Decentralized Administration.

It files and binds decisions on entries, corrections and changes in the annual male registries.

It keeps forever and updates the Male Registry books.

It issues Male Registry certificates.

It issues family status certificates for conscription use (based on the standard form 112/82) from the Citizens' Registry Information System.

It seeks ex officio registrar acts from various Registry Offices and certificates from Municipal Registries.

d. Department of Nationality, Municipal Registry and Electoral Lists

It applies the current provisions on the Municipal Registry and enters in the Citizens' Registry Information System new entries, deletions and changes in the Municipal Registry.

It takes care of the transfer of registration from other Municipalities. It processes the requests via the KEP which are related to municipal registry entries.

It undertakes the registration of citizens because of acquiring the Greek nationality.

It keeps forever the required supporting documents for registrations and changes.

It accepts the "Naturalization Declaration" for the acquisition of the Greek nationality by foreigners that reside in the Municipality of Athens.

It gets in touch with the Greek Consuls and processes municipal registry matters of the Greeks living abroad.

It applies the current legislation in terms of taking or changing the last name and the taking of father's and mother's name of children born out of wedlock or their parents are unknown. It changes the name of the Greeks living abroad, expatriates taking the Greek nationality and repatriated citizens that have Greek nationality to sound more Greek.

It compiles and recasts every two months the electoral lists and sends them to the Ministry of the Interior. It cooperates with the Municipal Registry Services in Greece to solve double entries of citizens in the registries and electoral lists.

e. Birth Department

It registers in the Citizens' Registry Information System the birth of a person to issue the birth certificate in the administrative boundaries of the Municipality of Athens. It prints the relative registrar acts which are book bound.

It registers the corrections, comments, changes that are noted by hand in the margins of the relevant certificate at the Citizens' Registry Information System.

It registers events, such as giving a name, christening and changes in the natural person status, which occurred in the administrative boundaries of the Municipality of Athens and are related to births that have been registered in other offices, at the Citizens' Registry Information System. It prints the relative reports for registrar acts which are book bound.

It keeps for ever all registry books for births and reports.

It keeps the required documents for the compilation of the registrar certificates for five years (PD 480/1985).

It issues birth certificates from the Citizens' Registry Information System and the registry books.

It issues a negative certificate in the case of non existence of a birth certificate.

f. Marriage-Death Department

It registers marriages, registered partnerships and the deaths of a natural person occurring in the administrative boundaries of the Municipality of Athens at the Citizens' Registry Information System for the issuance of certificates. It prints the relative registrar acts which are book bound. It enters the corrections, comments and changes at the Citizens' Registry Information System which are noted by hand at the margins of the corresponding certificate.

It registers changes in the natural person status, which occurred in the administrative boundaries of the Municipality of Athens and are related to certificates issued by other registry offices. It prints the relative reports for registrar acts which are book bound.

It keeps forever the registry books for marriages, registered partnerships and deaths.

It keeps the required documents for the compilation of the registrar acts for five years (PD 480/1985). It issues copies of marriage certificates, registered partnerships and deaths from the Citizens' Registry Information System and the registry books. It issues a negative certificate for the non existence of marriage, registered partnerships and death certificates.

g. Civil Marriage Department

It issues marriage licenses for Greek and foreign citizens.

It enters the civil marriage licenses in the special book of licenses.

It keeps forever the required supporting documents for the issuance of marriage licenses.

It determines the date of marriage.

It prepares the civil marriage statement in the book specially kept for this purpose signed by the Mayor or the Deputy Mayor, the newly-weds and the witnesses.

It prepares the determination act of the last name of the children of the couple to be wed.

It organises and participates in the wedding ceremony. It gives the newly-weds the "Civil Marriage Statement" on the same day.

It keeps forever the required supporting documents for the civil marriage. It communicates with Public Services, Consuls and Embassies of foreign countries for matters related to civil marriages.

#### - CHILDHOOD, EDUCATION AND LIFELONG LEARNING DIVISION

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

##### a. Planning, Organisation and E-Governance Department

In the framework of the five-year operational program of the Municipality and in cooperation with the Innovation and Resilience Department of the Strategic Planning, Documentation and

Innovation Division, it organizes policies and actions to support, educate and care for the childhood and to study and apply relevant programs.

It participates in consultation procedures of legislative initiatives, programs and actions for children held by national and European bodies. It informs the services and the legal entities of the Municipality about the impacts of the above activities.

It recommends the participation in international, European and national Local Government Organization networks for children, in cooperation with the International Cooperation and Public Relations Division and the Legal Entities of the Municipality.

It cooperates with the Innovation and Resilience Department of the Strategic Planning, Documentation and Innovation Division in relation to the possibilities of including projects and actions falling in the scope of competence of the Division in national and European programs.

In cooperation with other Divisions and Legal Entities of the Municipality, it draws the relevant proposals and cooperates for their implementation, if they are included. It recommends the utilization of traditional and historical school buildings that are provided by public or private bodies. It cooperates with the competent Division for their repair and maintenance.

It recommends the determination of the community use of the schools if they stop operating.

It recommends the leasing of property to house, co-locate or relocate schools in cooperation with the Division that studies, records and decides about the suitability of the buildings. In case of co-location, it recommends the exclusive use of certain spaces of the school unit and the common use of the other spaces and the operating hours of each co-located school unit. It cooperates with the competent Division and the Public Services and Organizations for the implementation of possible changes the school buildings need upon the recommendation of the competent bodies.

It monitors the budget credits of all the organizational units of the Division.

It is competent for the application of policies or participation in actions that their aim is the support of children.

It attends to the development and good operation of structures and actions of the Municipality of Athens for children.

It detects matters to be explored in terms of children's needs.

It implements awareness programs for the public about children.

It develops and monitors entertainment, information and provision of services programs for Children.

It provides secretariat support to the head of the Division

It handles the administrative issues of the Division, taking care of the written and e-correspondence. It keeps the relevant records and utilizes e-applications.

It handles employment matters relating to the Division's staff (leaves, overtime etc).

It plans the monthly overtime employment of the Division's employees and the work on Sundays and holidays and night shifts, preparing relevant lists and, and the approval decision of payment and sends it to the Division of Human Resources Management and Development to issue the relevant payment order.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

It informs the public and the bodies about the activities of the Division in cooperation with the Independent Department of International Cooperation and Public Relations.

##### b. Support and Operation Department of Schools, School Committees and the Municipal Education Committee.

It recommends the establishment of School Committees, the amendment of their establishment acts and the setting up of their administrative boards to the Municipal Council.

It attends to setting up the Municipal Education Committee.

It recommends the distribution of the administrative staff provided for the secretarial support of the Municipal Education Committee and the School Committees and supervises their proceedings.

It helps the secretarial support of the Municipal Education Committee and the School Committees.

It undertakes the responsibility for all matters about the obligations and the duties of school caretakers, school crossing guards and cleaning staff of the school buildings and, in general, proceeds to all required procedures for the adequate guarding and cleaning of the school buildings during their operation period.

It attends to the distribution of the school caretakers and cleaning staff of the school buildings per School Committee and school and keeps the relevant registry as well as a file with the school crossing guards. It issues the monthly work programs and schedules the leaves (of any kind). It collects the daily work sheets, prepares the relevant documents and sends them to the Division of Human Resources Management and Development to compile the payroll lists.

It carries out regular and extraordinary attendance checks of the school caretakers, school crossing guards and cleaning staff of the schools at their work places.

It collects data for the cleaning needs of the school units and, if these cannot be covered by the existing staff, it proposes the coverage of needs in the each time most advisable way.

It undertakes any action for the timely delivery of the Operational Expenses Credits and the other grants to the School Committees.

It monitors and gets informed on a regular basis about the progress of the School Committees' work and the status of their financial figures.

It submits all recommendations-decisions of the Municipal Education Committee to the Municipal Council on matters of the School Committees, including their auditing reports, and any recommendation of the Municipal Education Committee for administrative and financial audit of the School Committees. It makes recommendations to the Municipal Education Committee: a) for each matter related to the better organization and operation of the schools, the establishment, abolition and merger of schools, the School Committees' work etc; b) for the allocation of credits for the operational expenses of the schools and the repair and maintenance of school buildings.

It makes recommendations to the Municipal Council about the approval of audits of the Administrative Boards of the School Committees in relation to their financial management.

It keeps a record of the Financial Management figures per School Committee and Fiscal Year.

It approves the leases of private cars of public use to move people and materials so as to meet school needs.

It issues a certificate for the Region for the possibility of providing means of transportation of the Municipality for the students. It makes recommendations to the Municipal Education Committee for the approval of the decisions of the School Committees that are related to the procurement of equipment and visual means for schools. It cooperates with the Procurement and Stock Division and the School Committees to record the needs of the Schools so as to include them in the single Procurement Program of the Municipality.

It attends to a) the preparation of the tender procedure; b) the dispatch of all supporting documents to the Procurement and Stock Division for the tender; c) the dispatch of the supporting documents to pay for the expenses etc, for the supply of cleaning materials, pharmaceutical and health consumables, heating petrol etc, for the needs of the school units of the Municipality and also for the meals of the students at musical and art Lower and Senior High Schools.

#### c. Lifelong Learning Department

It prepares and applies, in the framework of the five-year Operational Program of the Municipality, the Local Lifelong Learning Program. The local lifelong learning program includes programs or actions for the general education of adults and, in general, actions of applying the public lifelong learning policy at a local level.

It participates in the national lifelong learning network and the organisation of the administration lifelong learning system.

It sets up and manages the Lifelong Learning Body Registry and recommends the establishment of an Assessment and Approval Committee of the Lifelong Learning Bodies to include them in the Registry.

It draws lifelong learning programs in the framework of the respective national and regional planning according to the applicable legislation.

It manages the archive and the assets of the Prefectural Committees of Public Training.

It recommends the establishment of creative work centers for children.

It recommends the establishment of traffic education parks. The operation of the creative work centers for children and the traffic education parks is assigned to the Department or the Legal Entities of the Municipality, provided it is included in their establishment act or their articles of association.

It plans, organises and supports the implementation of all Post-school activities (educators, entertainment, cultural, sports etc) for all school students and, in general, activities and actions at the level of neighborhood that will be for the citizens of each district in cooperation, indicatively, with Parents' Associations, Local Bodies etc.

It gets informed about the possibilities of including programs and actions relating to the competences of the department in national and European programs. It draws the relevant proposals and undertakes their implementation, if they are included, in cooperation with the Municipality's Legal Entities.

It makes recommendations about giving the school rooms for other community uses or for events of public interest according to the applicable provisions.

It makes recommendations about organizing concerts or other cultural events for the students according to the applicable provisions.

It attends to the operation of the Social Tutorial based on the volunteer offer of educators to provide free lessons to students either in person or via distance learning.

It attends to the operation of the building at 34, Theotokopoulou Street, as a place of holding cultural events, recreational and Lifelong Learning activities.

It attends to the operation of MakerSpace at "Serafeio" Swimming -Sports and Cultural Center as a space of implementing Lifelong Learning activities.

#### d. Licensing-Control Department

It issues establishment and operation licenses for child welfare institutions to private parties and also associations that aim to achieve charity purposes. It controls and supervises the child protection institutions governed by private law (private nurseries) and bears the responsibility for the operation of children camps. It recommends the appointment of administrative board members, supervises and regulates matters of operation of the protection and education institutes of the children's families (i.e. Children Care Centers, Nurseries, Children Camps, PIKPA and KEPEP branches).

It issues establishment and operation licenses of municipal and private nurseries and supervises their application.

It supervises and controls the parents' and guardians' associations.

It recommends the appointment and replaces the governors of institutes that offer scholarships, if they are of local importance.

It imposes penalties, as per the applicable provisions, on parents and guardians that do not enroll their children in schools and neglect their regular attendance.

It attends to the discontinuation of lessons due to extraordinary conditions or epidemic, at schools within the administrative boundaries of the Municipality.

#### e. Children's Camps Department

It prepares their operation regulation and submits to the Municipal Council.

It schedules the camp periods and determines their capacity (children, elderly, people with disabilities etc).

It processes the enrollment procedure of the participants.

It informs the competent services about the operational needs, the maintenance repairs of the buildings and equipment, the maintenance of the green and, in general, about all the matters for their smooth and safe operation. It monitors the implementation of the relevant works and supplies.

It bears the responsibility of entering the appropriate documents for each expense to the accounting books in terms of materials that belong to the scope of competence of the department.

It attends to hiring the necessary personnel (number and specialties) in cooperation with the Division of Human Resources Management and Development.

It explores the possibilities of including projects and actions in national and European programs, in cooperation with the Planning, Organisation and E-Governance Department.

It schedules, organizes and implements recreational, cultural, sports etc events, and educational activities for the participants. It draws and implements pedagogical programs for children in cooperation with the Municipality's legal entities, public and private bodies.

It attends to the operation of the traffic education park in the Children Camps.

It submits proposals for the further utilization of the children camps, in cooperation with the Municipality's Legal Entities and other municipal, public and private bodies.

#### - SOCIAL SOLIDARITY DIVISION

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality. a. Planning, Organisation and E-Governance Department

It supervises and coordinates the collection and assessment of statistical data in all organizational teams of the Division.

It handles the administrative matters of the Division, is responsible for the written and e-correspondence, keeps the relevant records, utilizes the Municipality's e-applications etc and also handles the financial matters (budget, credit freezing and release, compilation of technical specifications and indicative budget for the procurement of materials and the provision of services, monitoring of accounts, guiding of the other departments in the compilation, dispatch of requests to the Procurement Division etc.

It informs the public and the bodies about the activities of the Division in cooperation with the independent department of International Cooperation and Public Relations.

It attends to the smooth operation of the Division's areas, including the areas of the Municipality's social structures under its competence. It attends to the development and operation of information systems and the data bases of the beneficiaries (case management) and the social bodies to facilitate the referrals of the beneficiaries of the social services of the Municipality in cooperation with the competent Division of the Municipality.

It organizes training programs for the Division's personnel in cooperation with the competent Division of Human Resources Management and Development of the Municipality or recommends the participation in similar programs that are held by public or private training bodies.

It coordinates the training and monitors the implementation of the Municipality's Operational Plan regarding the Division.

It coordinates the planning and monitoring of the social policy programs that are funded by national or Community resources.

Under the supervision and coordination of the Head of the Division, it harmonizes the operation of all operational units with the activities of bodies and structures that are established in the implementation framework of national social policy (i.e. KEA, TEVA, Help at Home, Community Centers etc).

It manages and monitors the implementation of the Division's projects in cooperation with the competent Services of the Municipality.

It handles employment matters relating to the Division's staff (leaves, overtime etc).

It plans the monthly overtime employment of the Division's employees and the work on Sundays and holidays and night shifts, preparing relevant lists and, and the approval decision of payment and sends it to the Division of Human Resources Management and Development to issue the relevant payment order.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through its correspondents, it attends to the response of the service to the E-Governance systems (CRM).

#### b. Social Integration Department

It draws, develops and attends to the application of social policy programs against poverty and social exclusion.

It organizes, monitors and assesses the networking of local bodies of social services (structures of the Municipality and the Legal Entities, social protection and poverty fighting structures, non-government organisations' structures etc) to coordinate their social work.

It attends to the development of the Social Housing Network of the Municipality.

It draws and develops programs to support housing for the homeless and persons and families that are threatened to become homeless.

It cooperates with public and private bodies (sponsors etc) for the provision and refurbishing of houses and flats to be included in the Municipality's social housing network.

It organises, coordinates and monitors the short-term accommodation of families in social houses.

It supports the operation of an inter-party committee for social housing which approves the beneficiaries of the social housing network.

It draws, develops and attends to the promotion of employment and the provision of consultancy for the inclusion in the labour market via the Job Center.

It monitors the application of social entrepreneurship actions and the promotion of social cooperative enterprises and limited responsibility social cooperatives for the social reintegration of vulnerable groups.

It monitors and participates in consultation procedures with the central administration bodies on the institutional and operational framework of the social entrepreneurship actions.

It participates in study and research programs in the fields of social entrepreneurship in cooperation with academic and research institutes.

It collects data and information so as to function as an Information and Referral Center to other competent bodies and Services.

#### b1. Office of Charity Associations

It supervises charity associations and institutes, approves their auditing reports and budgets, checks the grants given to Legal Entities governed by Private Law with community objectives.

It recommends the issuance of licenses for lotteries, fund raisers and charity auctions.

It supports the operation of the inter-party committee for charity associations.

#### c. Department of Equality and Anti-Discriminatory Policies

It draws, develops and attends to the application of social policy programs and equality policies for the prevention and management of psycho/social and financial problems of the vulnerable groups.

It provides psycho/social support, legal advice and legal aid in cooperation with lawyers' associations as well as information to people with disabilities, women in need of relevant support, addicted people and other vulnerable groups.

It draws, coordinates and monitors the application of programs and actions aiming at gender equality in all sectors of competences in the Municipality with the aim of applying the “European European Charter for Gender Equality in Local Life” adopted by the Municipality.

It undertakes actions for preventing and combating the violence against women and the support of the operation of the Municipal Shelter for women, victims of violence.

It develops co-operations with the other consultancy and accommodation structures for women suffering violence. It develops awareness actions to combat social stereotypes based on gender and offers consultancy to women that are victims of multiple discriminations.

It takes measures for the harmonization of professional and family obligations of men and women and the promotion of women's participation in the social and political life, and in particular the decision-making centers.

It studies, draws and recommends the application of programs and actions that incorporate gender equality and positive measures in favour of women in the proposals of the Municipality in national and co-funded programs.

It informs and updates the citizens aiming at promoting gender equality and women's rights and organizes awareness activities at schools, nurseries and other social structures in cooperation with the competent Divisions of the Municipality and the Legal Entities.

It supports the proceedings of the Gender Equality Committee of the Municipal Council offering information about the Municipality's activities in this field.

It offers social, psychological and consultancy support to people with disabilities and their families. It collects data and information so as to function as an Information and Referral Center to other competent bodies and Services.

It implements cultural and information programs for people with disabilities in cooperation with other bodies or Services of the Municipality. It organizes or participates in meetings and conferences (on Disability - Accessibility - Awareness etc) and implements Apprenticeships (Students of the Training Centers for People with Disabilities).

It cooperates with bodies that implement National or European Programs for People with Disabilities.

It makes recommendations to the bodies about the access of people to work places, places of education and culture.

It promotes the equality of opportunities and strengthens the initiatives of collective bodies for people with disabilities.

It participates in committees and networks of cooperation for matters that addicted persons face (health, lack of home etc).

It organizes activities for the awareness of the public and the local society about addiction in cooperation with the Independent Department of International Cooperation and Public Relations.

It supports the proceedings of the Health and Addiction Management Committee of the Municipal Council offering information about the Municipality's activities in this field.

It cooperates with the Addiction Prevention and Promotion of Psychosocial Health Centers, “Athena Health”, public sector bodies and non government organizations active in the rehab field.

#### d. Social Work Department

It carries out social research to recognize the beneficiaries of: House aid allowance and unprotected children allowance, financial incapacity allowance etc (in cooperation with the Allowance Policy and Social Security Department).

It recommends the inclusion of families into the social housing network and then it provides social work services to the beneficiaries, such as social research, psychosocial support, information and consultancy to empower and socially integrate them (in cooperation with the Social Integration Department).

It offers social work to the members of Friendship Clubs (social research, taking of social history, psychosocial support, information, consultancy, referrals etc) to better include them in the activities of the Friendship Clubs (in cooperation with the Department for the Elderly).

It carries out social investigation for adults upon the order by the District Attorney and the referral of the Region of Attica about unhealthy housing. It operates the Minor Protection Group, Law 3961/2011 and joint ministerial decision 49540/4-5-2011 (GG 877 B') which is competent to carry out social investigation about minor abuse, when an order by the District Attorney is given for such investigation.

It exercises social work with people, families and social groups in the City Districts following their request.

It provides information, consultancy, psychological and social support in cooperation with the competent department of the Division of Municipal Clinics and Public Health.

It carries out social work in the districts and cooperates with local bodies, associations, unions etc to develop social networks and synergies.

It cooperates with the departments of the District to specialize the needs for volunteer work, in cooperation with the Innovation and Resilience Department of the Strategic Planning, Documentation and Innovation Division.

It organizes the attraction of volunteers for specific specialties in cooperation with the interested department of the Division to cover the needs.

It accepts and assesses the experience and skills of the candidate volunteers and makes proposals about their placement in the relative departments.

It monitors and assesses the volunteer work.

It cooperates with the competent service for volunteer work of the Municipality that manages the volunteers' work on a central level.

It provides information and support to the citizens about anything in its scope of work relating to welfare and social inclusion programs implemented at a local, regional or national level, such as the Social Solidarity Benefit, the European Aid Fund for the Most Deprived, Help at Home, Day Care Centers for the Elderly, the Overnight-Day Centers for the people with disability, the programs of the Secretariat General for Lifelong Learning and Young Generation etc.

It supervises and coordinates the Community Centers with competences set forth in the joint ministerial decision Δ/23/οικ.14435-1135/29-3-2016 (GG 854/ 30-3-2016 issue B') apart from the competences of the Immigrants' Integration Center.

e. Allowance Policy and Social Security Department

It attends to the payment of allowances to beneficiaries of social protection as per the provisions of the legislation and the relevant regulatory provisions.

It issues financial incapacity and disability certificates for any legal use.

It identifies the beneficiaries for housing aid.

It recommends the issuance of social protection decisions.

It supervises the Social Solidarity Benefit; in particular, the management of the personnel (users), the connection with the relevant Ministry, the keeping of the Record with the supporting documents of the beneficiaries and of statistical data.

It imposes penalties for violations of the relevant legislation by the beneficiaries.

It supports the operation of an inter-party Special Committee of the Municipal Council on allowance policy and social security matters.

It receives objections from disagreeing parties who are required to pay part of the pharmaceutical expenditure.

It informs the interested party in writing about the positive or negative outcome of the objection.

Its authorized employees enter into ATLAS system and the e-registry the number of the decision, its duration and the category of the beneficiary.

It posts relevant announcements with the beneficiaries' categories, the total of set forth supporting documents and provides written and oral information.

It attends to matters related to the insured of the Welfare Benefit and Social Solidarity Organization, Unified Social Security Fund (EFKA) and citizens.

It issues booklets and certificates according to the applicable law governing the insured. f. Support and Social Integration Department for Immigrants and Refugees

It provides secretariat and technical support to the Municipality's Immigrants' Integration Council and cooperates with it in all the following fields.

It prepares the minutes of the meetings of the Immigrants' Integration council and sends them to the bodies responsible for taking action.

It draws, makes recommendations and attends to the application of programs or participates in programs and actions for the inclusion of immigrants and refugees to the social, financial and cultural life of the local society.

It supervises the social research on the status of vulnerable groups of the population, the repatriated refugees and immigrants for their participation in the social protection programs for them.

It supervises the study, training and monitoring of the application of integration programs of third-country nationals.

It draws, makes recommendations and applies programs and actions for the integration of third-country nationals, immigrants and refugees into the social, financial and cultural life of the city.

It provides information and advice for immigrants and refugees helping their smoother integration in the Greek society.

It assumes awareness initiatives and activities of the public against xenophobia and racism.

It supports and implements intercultural activities, events and programs in cooperation with immigrants' associations and local bodies that implement immigrants' integration activities.

It cooperates with national and International Organizations for experience and best practice exchange for the integration of third-country nationals.

It is a contact and coordination point of the Municipality's services and bodies involved in the implementation of social integration activities and programs for immigrants and refugees.

It provides information and support to the citizens about anything in its scope of work relating to welfare and social inclusion programs implemented at a local, regional or national level, such as the Social Solidarity Benefit, the European Aid Fund for the Most Deprived, Help at Home, Day Care Centers for the Elderly, the Overnight-Day Centers for the people with disability, the programs of the Secretariat General for Lifelong Learning and Young Generation etc.

It supervises and coordinates the Branches of the Community Centers of the Municipality of Athens for Immigrants and Refugees.

It develops co-operations and coordination mechanisms with the civil society bodies active in the field of receiving, supporting and helping in the social integration of third-country nationals (immigrants, refugees, asylum seekers).

g. Reception and Support Department for the Homeless It carries out studies and implements recording and supporting programs for the homeless. It administratively supports the integration of the homeless into the housing program at the Municipality's guest houses according to the housing program regulation.

It financially aids and supports the people at the guest houses so that the beneficiaries can have pensions, allowances etc according to the regulation.

It attends to the inclusion of the people at guest houses in various training or other programs to achieve their social reintegration.

It sends requests to the competent service of the Municipality about finding funded or other programs for the social support of various vulnerable social groups depending on the problems they are facing.

It prepares the list with the beneficiaries of the feeding program and the beneficiaries of the aid program for food that come either from the Municipality or other sponsors.

It supports the integration of the beneficiaries in the support program through the institution of "Social Food Store", "Social Pharmacy" and "Athenian Market".

It prepares the technical specifications of the guest houses for the homeless as the competent unit of the Municipality with specialized experience and know-how in methods of managing the problem of the homeless. It medically and psychologically support the persons at the guest houses in cooperation with the competent Services of the Municipality and also by forwarding such needs to other structures, according to the case, as set forth in the regulation.

It coordinates the actions for the management of extraordinary weather phenomena in the Municipality of Athens in cooperation with the other departments of the Division, the state and volunteer bodies (operation of heated spaces, provision of social work etc).

It is responsible for the planning and implementation of feeding activities and distributing any grant to aid beneficiaries.

#### h. Senior Citizen's Department

It applies policies or participates in activities for the support of the elderly.

It helps in the development and good operation of structures and activities of the Municipality for the Elderly (Friendship Clubs, "Help at Home" Program etc). It detects matters to be explored in terms of the needs of the elderly in the Municipality.

It implements awareness programs for the public about the social role of the elderly.

It develops and monitors the recreational information, and service provision programs for the members of Friendship Clubs.

It recommends and coordinates the setting up of new Friendship Clubs.

It recommends and monitors the application of the Operation Regulation of the Friendship Clubs.

It is responsible for the setting up of the Clubs' Boards, supervises the election procedure of their representatives and the operation of the Boards, it raises the awareness of the members about assuming initiatives, rights and obligations.

It ensures the administrative and secretariat support of the Friendship Clubs and the "Help at Home" Program, and the cleaning services at the Friendship Clubs.

It is competent for the transfers and leaves of the personnel of the Friendship Clubs and the "Help at Home" program.

It cooperates with the Municipality's services to find new places to accommodate the Friendship Clubs.

It cooperates with the municipality's services for the smooth operation of the Friendship Clubs (repairs, maintenances, supplies etc) and the "Help at Home" program (Supplies, equipment maintenance etc).

It implements the "Help at Home" program based on the relevant institutional framework, as amended and in force. The aim of the program is to provide primary social care to non-self serviced citizens, senior citizens and people with disabilities giving priority to the ones that live alone and are of low income bracket.

The personnel for the Program is set up in groups, following the recommendation of the department and the decision of the Division, based on the specifications of the applicable institutional framework and is distributed per City District.

It cooperates with the competent department of the Division of Municipal Clinics and Public Health about matters related to the beneficiaries' health.

#### - DIVISION OF MUNICIPAL CLINICS AND PUBLIC HEALTH

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary support for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality. a. Planning, Organisation and E-Governance Department

It is responsible for the organization and good operation of the Municipal Clinics.

It handles the administrative issues of the Division (caring for the written/e-correspondence, keeps the relevant files, utilizes the e-applications of the Municipality etc) and also handles the financial issues (budget, recommendations to the Financial Committee and Municipal Council, credit freezing/releasing,

technical specifications and indicative budgets for the supply of materials and services, monitoring of accounts etc).

It attends to the smooth operation of the Division's areas, including the areas of the Municipality's social structures under its competence. It handles matters of the Division's personnel (attendance list, leaves, overtime work etc).

It develops and operates the data base with the beneficiaries of social services of the Municipality in cooperation with the co-competent Divisions of the Municipality.

It organizes training programs for the Division's personnel in cooperation with the competent Division of Human Resources Management and Development of the Municipality or recommends the participation in similar programs that are held by public or private training bodies.

It coordinates the training and monitors the implementation of the Municipality's Operational Plan regarding the Division.

It coordinates the planning and monitoring of the social policy programs that are funded by national or Community resources.

It manages and monitors the implementation of the Division's projects in cooperation with the competent Services of the Municipality.

It plans the monthly overtime employment of the Division's employees and the work on Sundays and holidays and night shifts, preparing relevant lists and, and the approval decision of payment and sends it to the Division of Human Resources Management and Development to issue the relevant payment order.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

It attends to the reception of donations, the conclusion of memorandums of cooperation, program agreements, the coordination of the procedures and the reception committees and finding and enriching resources.

#### b. Department of Municipal Clinics of 1st and 2nd City Districts

It promotes the comprehensive support of health, providing combined Health and Consultancy/Social Services adapted to the special personal needs of the citizens. Provision of primary public health care services, Health promotion and education services and primary, secondary and tertiary prevention.

The Consultancy/Social Services focus on providing psychosocial support by Reception and Service Consultants, legal support, occupational consultancy and consultancy in social entrepreneurship and actions at the district level by social scientists specialized in providing individualized services.

It interconnects the services of the Municipal Clinics with other services of the Division to refer and better service the beneficiaries.

It is responsible for the organization and good operation of the Municipal Clinics.

It handles the department's administrative issues (dispatches the written/e-correspondence, keeps the relevant records, keeps the e-attendance list, utilizes the e-applications of the Municipality etc). It bears the responsibility for the study, keeping and assessing of statistical data, the space distribution and smooth functionality of the Municipal Clinics. It implements programs for the promotion of public health; specifically informing the citizens on public health matters and the vaccination programs through the healthy cities network.

It recommends and undertakes the application of programs and activities for the prevention and promotion of public health, carried out and funded by national, regional and European organizations.

It plans and implements health education and promotion programs in the district (schools - friendship clubs etc). It implements actions in cooperation with bodies, such as Universities, TEI, scientific bodies, associations etc. It schedules and cooperates with the Organisation, Planning and E-Governance Department of the Division for the supply of medical/pharmaceutical equipment of any kind.

It coordinates the personnel of Municipal Clinics for their smooth operation, the best service of the beneficiaries of the provided services always applying the confidentiality and secrecy required by the relevant provisions.

It prescribes drugs, paraclinical tests to insured and non-insured beneficiaries and issues the relevant medical opinions. It carries out basic laboratory tests for preventive control.

It offers primary dental and orthodontic care services.

It carries out vaccinations and mantoux screening according to the National Children and Adult Vaccination Program.

#### c. Department of Municipal Clinics of 3rd and 4th City Districts

It promotes the comprehensive support of health, providing combined Health and Consultancy/Social Services adapted to the special personal needs of the citizens. Provision of primary public health care services, health promotion and education services and primary, secondary and tertiary prevention.

The Consultancy/Social Services focus on providing psychosocial support by Reception and Service Consultants, legal support, occupational consultancy and consultancy in social entrepreneurship and actions at the district level by social scientists specialized in providing individualized services.

It interconnects the services of the Municipal Clinics with other services of the Division to refer and better service the beneficiaries. It is responsible for the organization and good operation of the general-purpose Municipal Clinics.

It handles the department's administrative issues (dispatches the written/e-correspondence, keeps the relevant records, keeps the e-attendance list, utilizes the e-applications of the Municipality etc). It bears the responsibility for the study, keeping and assessing of statistical data, the space distribution and smooth functionality of the Municipal Clinics.

It implements programs for the promotion of public health; specifically informing the citizens on public health matters and the vaccination programs through the healthy cities network.

It recommends and undertakes the application of programs and activities for the prevention and promotion of public health, carried out and funded by national, regional and European organizations.

It plans and implements health education and promotion programs in the district (schools - friendship clubs etc). It implements actions in cooperation with bodies, such as Universities, TEI, scientific bodies, associations etc. It schedules and cooperates with the Organisation, Planning and E-Governance Department of the Division for the supply of medical/pharmaceutical equipment of any kind.

It coordinates the personnel of Municipal Clinics for their smooth operation, the best service of the beneficiaries of the provided services always applying the confidentiality and secrecy required by the relevant provisions.

It prescribes drugs, paraclinical tests to insured and non-insured beneficiaries and issues the relevant medical opinions. It carries out basic laboratory tests for preventive control.

It offers primary dental and orthodontic care services.

It carries out vaccinations and mantoux screening according to the National Children and Adult Vaccination Program.

d. Department of Municipal Clinics of 5th, 6th and 7th City Districts

It promotes the comprehensive support of health, providing combined Health and Consultancy/Social Services adapted to the special personal needs of the citizens. Provision of primary public health care services, health promotion and education services and primary, secondary and tertiary prevention. The Consultancy/Social Services focus on providing psychosocial support by Reception and Service Consultants, legal support, occupational consultancy and consultancy in social entrepreneurship and actions at the district level by social scientists specialized in providing individualized services.

It interconnects the services of the Municipal Clinics with other services of the Division to refer and better service the beneficiaries.

It is responsible for the organization and good operation of the Municipal Clinics.

It handles the department's administrative issues (dispatches the written/e-correspondence, keeps the relevant records, keeps the e-attendance list, utilizes the e-applications of the Municipality etc). It bears the responsibility for the study, keeping and assessing of statistical data, the space distribution and smooth functionality of the Municipal Clinics. It implements programs for the promotion of public health; specifically informing the citizens on public health matters and the vaccination programs through the healthy cities network.

It recommends and undertakes the application of programs and activities for the prevention and promotion of public health, carried out and funded by national, regional and European organizations.

It plans and implements health education and promotion programs in the district (schools - friendship clubs etc). It implements actions in cooperation with bodies, such as Universities, TEI, scientific bodies, associations etc. It schedules and cooperates with the Organisation, Planning and E-Governance Department of the Division for the supply of medical/pharmaceutical equipment of any kind.

It coordinates the personnel of Municipal Clinics for their smooth operation, the best service of the beneficiaries of the provided services always applying the confidentiality and secrecy required by the relevant provisions.

It prescribes drugs, paraclinical tests to insured and non-insured beneficiaries and issues the relevant medical opinions. It carries out basic laboratory tests for preventive control.

It offers primary dental and orthodontic care services.

It carries out vaccinations and mantoux screening according to the National Children and Adult Vaccination Program.

It cooperates with bodies for the provision of special programs for children and perinatal health before and after labour.

e. Department of preventive medicine, health promotion and public health

It provides health promotion and education services, public health services and primary, secondary and tertiary prevention services.

It informs the public and the bodies about the activities of the Division in cooperation with the competent Division of International Cooperation and Public Relations.

Under the supervision and coordination of the Head of the Division, it harmonizes the operation of all operational units with the activities of bodies and structures that are established in the implementation framework of social policy programs (vaccinations, epidemics, mantoux for special population etc). It supervises and coordinates the collection and assessment of statistical data of the Municipal Clinics and the prevention actions and health promotion.

It bears the responsibility for the study of health conditions of the population in the Municipality of Athens and the drawing of preventive medicine actions.

In cooperation with the Independent Department of International Cooperation and Public Relations it draws, schedules and ensures the promotion of public health, specifically, informing the citizens about public health matters and applying vaccination programs via the healthy cities network.

It recommends and undertakes the application of programs and activities for the prevention and promotion of public health, carried out and funded by national, regional and European organizations for all the Division's Departments. It also plans and implements health education and promotion programs in the district (schools - friendship clubs etc).

It implements actions in cooperation with bodies, such as Universities, TEI, NGOs, scientific bodies, associations etc in cooperation with the Municipal Clinics.

It attends to and checks the hygiene measures of the spaces and the management of infections material of the Division. It schedules and cooperates with the Organisation, Planning and E-Governance Department of the Division for the supply of medical/pharmaceutical equipment of any kind and other equipment.

It coordinates the personnel for the smooth operation of the Department, the best service of the beneficiaries of the provided services always applying the confidentiality and secrecy required by the relevant provisions.

It handles the department's administrative issues (dispatches the written/e-correspondence, keeps the relevant records, keeps the e-attendance list, utilizes the e-applications of the Municipality etc).

- MUNICIPAL POLICE DIVISION

The head of the Division bears the responsibility for the smooth and effective operation of its departments, in particular, the organization, coordination, monitoring and assessing of their activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

a. Administrative Support and E-Governance Department

It collects, registers and dispatches all violations confirmed by the Departments of the Division to the competent Divisions for further processing and confirmation.

It collects, electronically enters and sends all the reports relating to the occupation of common areas by shops, health-regulated establishments, kiosks and filling stations after inspections carried out by the Division's Departments to the competent Divisions for further processing and confirmation.

It collects, electronically enters and sends all the reports relating to construction sites and construction waste containers to the competent Divisions for further processing and confirmation.

It collects, electronically enters and sends all the reports relating to smoking, according to Law 3868/2010 to the competent Divisions for further processing and confirmation.

It collects, electronically enters and sends all the reports relating to billboards, after informing the advertisers, to the competent financial services for the further confirmation of the corresponding duties or fines and their collection, as set forth in Law 2946/2001. It receives and gives answers to the objections of the advertised citizens about their illegal billboards.

Should the advertisers not comply, it makes recommendations for the Mayor's decision to remove all illegal billboards.

It manages and processes citizens' requests - complaints and reports that are submitted via the CRM system.

It keeps a record of all employees at the Division per department and sector and a file of the employees involved in cases of emergency to utilize their knowledge and experience in the future in cases of crises or emergencies.

It provides instructions and directions to the personnel about their obligations and the exercise of their rights.

It attends to the continuous and further training and education of the personnel by organizing and participating in seminars, training programs and meetings relating to matters falling within the scope of competences, via the relevant training service of the

Human Resources Management and Development Division. It attends to their training in matters relevant to their duties, obligations and rights and the keeping of the data relating to their compensations via the competent service of the Human Resources Management and Development Division.

It collects and timely sends all supporting documents to the Human Resources Management and Development Division for the compensations and remunerations of the personnel to issue relevant payment orders and it also prepares the necessary correspondence.

It attends to the good operation of the general logistical equipment used by the employees for the smooth operation of the service and the more effective exercise of their duties.

It assigns the equipment to the employees.

It prepares studies for the supply of equipment in cooperation with the Engineering Division and the Procurement and Stock Division, according to the case.

It is responsible for the smooth operation of the equipment and the means of the service.

It jointly attends to and cooperates with the other competent Divisions to maintain all building facilities housing the Municipal Police Division services.

It collects, classifies, codifies and electronically files the legislation for the Municipal Police.

It informs the Heads of the departments of the service about the proper application of the relevant legislation and each relevant change.

It assumes the responsibility and handles the correspondence about requests and questions of citizens, bodies, institutions, mediators and authorities about the provisions of the law generally relating to all the competences of the service and their application. It keeps a file of incoming and outgoing documents and handles all secretarial obligations of the Division.

It keeps an attendance list and file of leaves and days-off of the employees which are then sent to the competent Human Resources Management and Development Division.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

It monitors, in cooperation with the other Departments of the Division, the implementation of program, project and procurement contracts belonging to the competency of the Division.

Through correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

#### b. Department of Operational Planning

It handles all matters related to the operational planning of actions of the Municipal Police. In cooperation with the Hellenic Police and other competent bodies, it plans and takes the necessary legislative, administrative and operational measures to deal with the problems related to the competences of the Municipal Police.

It puts on stand-by, utilizes and coordinates the human resources and mechanical means for the management of emergencies in the framework of civil protection actions.

It draws and takes preventive measures for problems requiring the participation of the Municipal Police in civil protection programs, i.e. earthquakes, floods, fires, heatwave, blizzards etc.

It makes recommendations about the annual civil protection plan of the Municipality of Athens.

It strengthens the cooperation with the Municipal Police of other Municipalities of the country to organize and coordinate events, organize meetings and conferences on matters falling in the scope of competences and exchange of views and concerns.

It cooperates with the Municipal Police of foreign cities and attends to the participation of the service's employees in international symposiums and fora.

It applies the Bilateral Cooperation Agreements between the Municipal Police of the Municipality and cities abroad.

It informs the public about traffic education matters.

It draws and implements information programs for the citizens about the social work of the Municipal Police. It is responsible for informing the public about matters related to new actions, measures or events belonging to the competence of the Municipal Police.

It handles phone complaints or recommendations by the citizens or bodies about matters falling within the scope of competences of the Municipal Police and solves them in cooperation with the competent services.

It gives directions to the Municipal Police Officers that are involved in authorized external service.

It keeps a book with all the events that occurred during the operation of the service and falling within the scope of competences of the service.

Its authorized employees participate in civil protection drills carried out by state bodies and the Municipality's services.

It distributes the personnel's control and police sectors in cases of joint action of the service on Sundays and bank holidays.

It distributes the personnel's control and police sectors in cases of joint action of the service with the help of the Municipal Police in events held by the Municipality.

It distributes the personnel's control and police sectors in cases of joint action of the service for the management of emergencies.

It distributes the common space occupation control sectors and distributes the personnel in control groups if joint operations of the Municipal Police Departments are required. It distributes the personnel's control and police sectors in cases of joint action of the service with the help of the Hellenic Police during the control of outdoor trade and the setting up of mixed groups to effectively manage the outdoor illegal markets.

It assumes the coordination of regional services in cases of joint action during operations of big range or dealing with serious emergencies or extraordinary events.

It manages the vehicles of the service.

It attends to their regular maintenance.

It issues the accompanying documents for the vehicles' movement.

It protects the municipal and district assets, giving guidelines to the Municipal Police Departments on the guarding of municipal buildings and assets in their geographical boundaries.

It attends to and puts on stand-by the Municipal Police Departments in cases of emergence according to the recommendations of the Independent Department of Civil Protection and Citizens' E-Service. It receives and processes the citizens' applications that live in the ring area for the issuance of an entry-exit ring card.

It receives and processes the citizens' applications for the issuance of a traffic termination permit.

It collects, registers, stores all number plates removed by the Departments of the Division and delivers them to the vehicles' owners after paying the fine, upon the decision of the head of the Division. It duly sends information of the competent Services to seek and further process and confirm the violations that have not been paid. It issues the decisions of the Division related to the submission of traffic data and ability license according to the traffic code.

Via the Municipal Police Departments it detects, records and assesses the points and areas with illegal markets.

It organizes and participates in extraordinary, mainly, but also regular checks for outdoor markets, illegal outdoor markets, and warehouses with illegal products and counterfeits.

It participates in joint operations with other competent bodies, under the guidance of possible state coordinating bodies to deal with illegal trade.

It participates in wide-range operations or management of serious or emergency cases or events.

It coordinates the departments in cases of participation in actions dealing with outdoor illegal trade by directly confiscating and destroying the goods under the applicable legislation.

It bears the responsibility and the coordination for the removal of illegally placed tables and chairs, fridges, stalls or other constructions of health-regulated enterprises, kiosks, shops and, in general, any type of objects from common spaces.

It cooperates with the Division of Public Revenues to receive the necessary figures proving that the occupation was illegal and the Cleaning-Recycling Division to support the relevant procedure, to record the removed objects and to manage them.

It imposes the administrative measures provided for in the case of non adherence to provisions from local regulatory decisions for public common spaces.

It receives, keeps, classifies and keeps a record with the confiscated goods that are compulsorily transferred from the Municipal Police to the central warehouse. It timely empties the warehouses from the confiscated goods according to the applicable legislation.

It organizes the distribution of serving the documents, their registration in the relevant books and the keeping of a record, in cooperation with the Municipal Police Departments that are competent for their execution.

It accepts from all Municipal Police Departments the written objections of the citizens in relation to the Traffic Code Violation Confirmation Report and the imposition of administrative fines and the Common Space Occupation Reports that were drawn up by the employees of the Departments based on the regulatory decisions of the Municipality, processes them and delivers them to the Head of the Division to be examined and a final decision to be taken.

It attends to the good operation of the computerized and archival system of the service, collects, processes and utilizes the statistical data unifying the outcomes of the service's action, proposes methods of expanding and improving functionality and also the interconnection and support terms of the system with similar systems of competent services and bodies.

More specifically, it attends to the:

Communication and cooperation of the service with the competent services that have assumed the scheduling and implementation of the technical support of the existing equipment.

Cooperation with third bodies that have assumed the study in terms of the information and technology systems of the Municipal Police Division to express an opinion.

Study and recommendation about technology systems and applications to improve the service's operational and administrative performance, their management and support.

Interconnection terms of the Municipal Police Division with the cooperating Municipality's Services and bodies to cross-check, transfer and exchange data and studies.

Collection, processing and utilization of the statistical data from the exercise of the competences of the Municipal Police from all Departments and Offices of the service.

Preparation of statistical reports for the utilization of the data from the service and other bodies of the Municipality of Athens.

The preparation of reports with proposals about the technological upgrading of the information systems that shall improve the operational performance of the Municipal Police Division.

The technical confirmation of the accuracy and completeness of the data of the electronically transferred administrative and other deeds of the Municipal Police to the competent services and bodies.

#### c. Parking Control Department

It controls the compliance with the parking terms in visitors', permanent inhabitants' and special parking spaces in the Controlled Parking System, according to the Municipality's regulatory decisions and confirms relevant violations.

It controls the operation of the Controlled Parking System, in general, and makes recommendations to the municipal authority for the improvement of the operation terms of the measure.

It records the problems related to the horizontal and vertical marking and informs the relevant technical services of the Municipality.

It daily distributes the control and police sectors of the personnel. It issues the shifts and checks the attendance list of the employees.

It manages the electronic system for the recording of the employees' activities, the assessment and utilization of scientific and technical means and police methods and management of the controlled parking problems and assessment of their performance, the establishment of rules and measures of police tactics and practice with the patrols, checks and all the other police work for the better utilization of the staff and the means as well as the collection, processing and utilization of relevant statistical data. It collects and utilizes relevant statistical data.

It collects, analyzes and provides statistical data for the utilization of the staff and police methods.

It manages the technical equipment of the department and the daily transfer and signing-off entering them into a special recording book with the inclusion of all necessary data and entries.

It manages the citizens' complaints. It manages a Call Center for the submission of citizens' complaints and to answer their daily questions.

It keeps a Book of Events with all the events that occurred during the operation of the Parking Control Department.

It manages and keeps a book of the confirmed violations of the department, electronically registers the hand-written ones, collects all violations and hands them over to the Administrative Support and E-Governance Department.

It collects and transfers all parking tickets confirmed by the Department for their further processing, the confirmation of revenues and their collection.

It cooperates and participates with the other competent Divisions of the Municipality for the confirmation of the visitors' parking cards via an electronic registration system before their distribution. It accepts and manages the applications of the permanent inhabitants about the issuance and renewal of the parking cards in permanent inhabitants' parking spaces.

It accepts and processes the applications for the issuance of a parking card for the special positions and issues the special parking permit issued for the hotels.

It accepts and processes the written objections of the public for parking violations confirmed by the department's employees and hands them over to the Head of the Division to be examined and issuance of a final decision.

It issues a Certificate for the interested parties for the occupation of street surface in the areas of the Controlled Parking System to be used for the final issuance of the municipal authority permit.

It keeps records of the citizens' applications and objections.

#### d. Municipal Police Department of 1st City District

It deals with the observance and application of the provisions related to all the competences of the Municipal Police. More specifically:

It ensures the observance of the provisions related to water supply, irrigation and sewerage, as set forth in the each time applicable law.

It ensures the observance of the terms set forth in the applicable law and local regulatory decisions issued by the municipal authority for the use of parks and gardens, squares, playgrounds and other common spaces.

It ensures the observance of the terms set forth in the applicable law and local regulatory decisions issued by the municipal authority for the use and operation of municipal and communal markets, fairs, animal fairs, Christmas markets and, in general, all outdoor activities.

It ensures the observance of the provisions related to outdoor trade and markets.

It ensures the observance of the provisions related to billboards and the control of observing the more special specifications for the construction and conditions of raising billboards that have been set forth in local regulator decisions by the municipal authority. Furthermore, it has the general responsibility of the application of the existing provisions on advertising and attends to the application of Law 2946/2001 and informs the violators to comply with it.

It ensures the observance of cleanness in common outdoor areas of the Municipal territory and, in general, the observance of the rules stipulated in the applicable law and local regulatory decisions issued by the municipal authority for the upgrading of the aesthetics of cities and settlements.

It ensures the observance of the provisions for the pedestrians' traffic, stop and parking of vehicles, imposition of administrative measures as per article 103, Law 2696/1999, as in force, on illegal parking and the application of the provisions related to the traffic of vehicles on pedestrian zones, squares, sidewalks and, in general, spaces not intended for such use and the emission of noise by the vehicles.

It ensures the observance of the provisions related to traffic regulation with the directions and signs of the traffic wardens in the municipal road network and parts of the national road network that passes through inhabited areas.

It ensures the observance of the provisions for abandoned vehicles.

It ensures the observance of the provisions on the signs put up for works carried out on roads and the obligations of those executing such works and put materials and tools on the municipal road network and takes health and safety measures during the executed works.

It ensures the observance of the provisions for the operation of playgrounds.

It ensures the observance of provisions for the operation of shops, enterprises, theaters, cinemas, entertainment and other activities for which the Municipality bears the responsibility for the issuance, establishment, operation and exercise, with the exception of the cases that other authorities have been appointed for the relevant control.

It ensures the observance of the provisions for noise pollution, peace and quiet and the music at shops and public establishments.

It ensures the observance of the provisions for the working hours of nightclubs and relevant establishments and the food shops. It ensures the observance of the provisions for the managed by the Municipality spaces for the temporary accommodation of population groups on the move.

It controls the application of the measures taken by the municipal authority in terms of activities and situations

posing risks for the life and property of the citizens, in particular from dangerous construction sites, and the application of regulatory deeds set by the for the protection of health of the citizens by the disturbing activities mentioned in them.

It ensures the observance of the relevant provisions related to the General Building Regulation.

It ensures the observance of the measures for the protection of museums, monuments, archaeological and historical sites in the Municipality's area and their facilities, taken by the municipal authority or set forth in the applicable law.

It ensures the observance of the provisions for pets.

It ensures the observance of the provisions for any type of regulatory decisions issued by the municipal authorities and the imposition of any type of administrative measures set forth in them. It ensures the observance of the anti-smoking law and processes the complaints on smoking in spaces in the administrative boundaries of each City District.

It takes away the building permit for due social security contributions to IKA (Social Security Fund).

It serves the documents issued by the Municipality or other Municipal Authorities in the administrative boundaries of the Municipality of Athens that are handed over by the Operational Planning Department.

It protects the municipal and district property, guarding the municipal buildings and assets, implementing the instructions of the Operational Planning Department.

It operates according to the instructions of the Operational Planning Department in cases of emergencies.

It carries out on-site inspections and prepares reports for the issuance of administrative expulsion certificate.

It carries out on-site inspections for the issuance of a Permanent Residence Certificate following the order of the competent body that shall issue it and keeps a relevant record.

It receives the confiscated goods that are compulsorily transferred to the central warehouse via the Operational Planning Department.

It bears the responsibility for the removal of illegally placed tables and chairs, fridges, stalls or other constructions of health-regulated enterprises, kiosks, shops and, in general, any type of objects from common spaces, following a relevant order for the lifting of illegal occupation of common space.

It prepares reports for the judicial authorities about the violations that fall in the scope of competences of the service, as per the applicable law.

It prepares reports for the judicial authorities about the violations of the Criminal Code against the service's personnel (disobedience, verbal abuse, resistance, threat) during the exercise of their duties and sends them to the competent authorities.

It keeps the records of the department with the submitted reports to the judicial authorities and the relevant documents.

It manages the citizens' complaints submitted to the Department.

It receives the written objections of the public about the Violation Confirmation Reports of the Traffic Code for the imposition of administrative penalties based on the regulatory decisions of the Municipality and about the common space occupation reports drawn up by the department's employees and sends them to the Operational Planning Department to be processed.

It bears the responsibility for the collection of the daily activities and the preparation of a daily and monthly report to the Division.

It keeps a book with all the events that occurred during the operation of the service and falling within the scope of its competences. It monitors, keeps a record and processes the incoming and outgoing correspondence that belongs to the responsibility of the department.

It draws and assigns duties to the department's employees for the control of the department's sectors.

It transfers all violations that are confirmed to the Administrative Support Department.

It transfers all reports that are related to common space occupation controls by shops, health-regulated enterprises and kiosks to be further processed by the Administrative Support Department.

It transfers all the reports related to construction sites and billboards inspections to the administrative Support Department and the competent Divisions for further processing.

d1. Office of Historical City Center

It assumes the recording of problems related to the historical city center to protect the public image of the center of Athens and promote its special cultural nature.

It keeps information spots at the Historical City Center to inform citizens and tourists about historical and archaeological sites, museums, events etc.

e. Municipal Police Department of 2nd and 7th City Districts

f. Municipal Police Department of 3rd and 4th City Districts

g. Municipal Police Department of 5th and 6th City Districts

They deal with the observance and application of the provisions related to all the competences of the Municipal Police.

More specifically, each Municipal Police Department: ensures the observance of the provisions related to water supply, irrigation and sewerage, as set forth in the each time applicable law.

ensures the observance of the terms set forth in the applicable law and local regulatory decisions

issued by the municipal authority for the use of parks and gardens, squares, playgrounds and other common spaces.

ensures the observance of the terms set forth in the applicable law and local regulatory decisions issued by the municipal authority for the use and operation of municipal and communal markets, fairs, animal fairs, Christmas markets and, in general, all outdoor activities.

ensures the observance of the provisions related to outdoor trade and markets.

ensures the observance of the provisions related to billboards and the control of observing the more special specifications for the construction and conditions of raising billboards that have been set forth in local regulator decisions by the municipal authority. Furthermore, it has the general responsibility of the application of the existing provisions on advertising and attends to the application of Law 2946/2001 and informs the violators to comply with it.

It ensures the observance of cleanness in common outdoor areas of the Municipal territory and, in general, the observance of the rules stipulated in the applicable law and local regulatory decisions issued by the municipal authority for the upgrading of the aesthetics of cities and settlements. It ensures the observance of the provisions for the pedestrians' traffic, stop and parking of vehicles, imposition of administrative measures as per article 103, Law 2696/1999, as in force, on illegal parking and the application of the provisions related to the traffic of vehicles on pedestrian zones, squares, sidewalks and, in general, spaces not intended for such use and the emission of noise by the vehicles.

It ensures the observance of the provisions related to traffic regulation with the directions and signs of the traffic wardens in the municipal road network and parts of the national road network that passes through inhabited areas.

It ensures the observance of the provisions for abandoned vehicles.

It ensures the observance of the provisions on the signs put up for works carried out on roads and the obligations of those executing such works and put materials and tools on the municipal road network and takes health and safety measures during the executed works.

It ensures the observance of the provisions for the operation of playgrounds.

It ensures the observance of provisions for the operation of shops, enterprises, theaters, cinemas, entertainment and other activities for which the Municipality bears the responsibility for the issuance, establishment, operation and exercise, with the exception of the cases that other authorities have been appointed for the relevant control.

It ensures the observance of the provisions for noise pollution, peace and quiet and the music at shops and public establishments.

It ensures the observance of the provisions for the working hours of nightclubs and relevant establishments and the food shops.

It ensures the observance of the provisions for the managed by the Municipality spaces for the temporary accommodation of population groups on the move.

It ensures the application of measures taken by the Municipal authority for activities and situations posing risks for the life and property of the citizens, in particular from dangerous construction sites, and the application of regulatory deeds set by the for the protection of health of the citizens by the disturbing activities mentioned in them.

It ensures the observance of the relevant provisions related to the General Building Regulation.

It ensures the observance of the measures for the protection of museums, monuments, archaeological and historical sites in the Municipality's area and their facilities, taken by the municipal authority or set forth in the applicable law.

It ensures the observance of the provisions for pets.

It ensures the observance of the provisions for any type of regulatory decisions issued by the municipal authorities and the imposition of any type of administrative measures set forth in them. It ensures the observance of the anti-smoking law and processes the complaints on smoking in spaces in the administrative boundaries of each City District.

It takes away the building permit for due social security contributions to IKA (Social Security Fund).

It serves the documents issued by the Municipality or other Municipal Authorities in the administrative boundaries of the Municipality of Athens that are handed over by the Operational Planning Department.

It protects the municipal and district property, guarding the municipal buildings and assets, implementing the instructions of the Operational Planning Department.

It operates according to the instructions of the Operational Planning Department in cases of emergencies.

It carries out on-site inspections and prepares reports for the issuance of administrative expulsion certificate.

It carries out on-site inspections for the issuance of a Permanent Residence Certificate following the order of the competent body that shall issue it and keeps a relevant record.

It receives the confiscated goods that are compulsorily transferred to the central warehouse via the Operational Planning Department.

It bears the responsibility for the removal of illegally placed tables and chairs, fridges, stalls or other constructions of health-regulated enterprises, kiosks, shops and, in general, any type of objects from common spaces, following a relevant order for the lifting of illegal occupation of common space.

It prepares reports for the judicial authorities about the violations that fall in the scope of competences of the service, as per the applicable law.

It prepares reports for the judicial authorities about the violations of the Criminal Code against the service's personnel (disobedience, verbal abuse, resistance, threat) during the exercise of their duties and sends them to the competent authorities.

It keeps the records of the department with the submitted reports to the judicial authorities and the relevant documents.

It manages the citizens' complaints submitted to the Department.

It receives the written objections of the public about the Violation Confirmation Reports of the Traffic Code for the imposition of administrative penalties based on the regulatory decisions of the Municipality and about the common space occupation reports drawn up by the department's employees and sends them to the Operational Planning Department to be processed.

It bears the responsibility for the collection of the daily activities and the preparation of a daily and monthly report to the Division.

It keeps a book with all the events that occurred during the operation of the service and falling within the scope of its competences. It monitors, keeps a record and processes the incoming and outgoing correspondence that belongs to the responsibility of the department.

It draws and assigns duties to the department's employees for the control of the department's sectors.

It transfers all violations that are confirmed to the Administrative Support and E-Governance Department.

It transfers all reports that are related to common space occupation controls by shops, health-regulated enterprises and kiosks to be further processed by the Administrative Support and E-Governance Department.

It transfers all the reports related to construction sites and billboards inspections to the Administrative Support and E-Governance Department and the competent Divisions for further processing.

h. Department of Administrative Penalties for Health Regulated Establishments and Enterprises

It issues administrative deeds and fines or imposes possible fines that are set forth in the relevant law following inspections carried out by the relevant bodies focusing on the operation terms of the establishments and enterprises for which the Division is responsible to issue the relevant permits.

It makes recommendations to the competent body, the Quality of Life Committee, about the revocation or final withdrawal of the operation permits of the establishments or enterprises.

It takes care of the law suits that are submitted and keeps an electronic record for them.

It receives applications and complaints of interested parties to which it answers or sends them to the competent auditing bodies to take appropriate action.

It expresses the views of the service in writing for the Administrative Courts and the Council of State following the lodging of a suspension and appeal application by the interested parties. It seals the establishments and enterprises that operate without permit.

It keeps a record of administrative fines and correspondence.

It issues the Mayor's decisions referring establishments and enterprises operating without permit and illegally and continuously breaking the law and opening to the Head of the Prosecuting Attorney of First Instance Courts. It imposes the administrative fines of article 6, Law 2734/1999 Issuance of sealing decisions. It implements the sealing and opening decisions of health-regulated establishments and brothels.

It implements the administrative fines related to the operation of establishments, enterprises and brothels whose establishment and operation permit has been issued by the Municipality up to the publication of Law 4442/2016 or have been set up and operate with a notice/ change statement following the application of the above law. It keeps a record of decisions for sealings, openings or re-sealings of establishments, enterprises and brothels and sends copies of the reports of the department to the competent Hellenic Police Stations.

#### F. HEAD OF GENERAL FINANCIAL DIRECTORATE

The General Director bears the responsibility for the smooth operation of the Municipality's services comprising the General Directorate, especially for the organisation, coordination, monitoring and assessment of their operation.

More specifically, the General Director:

Guides the planning of activities and respective action plans of the services, cooperating with the Secretary General and the corresponding heads of the services so that they can harmonize with the periodical objectives of the Municipality.

Appropriately organizes the resources of the services (human resources, technical means, internal infrastructures, operation procedures etc) to be able to respond for the effective and efficient implementation of their activities and the relevant action plans.

Coordinates the operation of financial services, cooperating with the corresponding heads. Monitors, controls and assesses the good operation of the services, always in terms of their activities and the achievement of their objectives.

Assesses the adequacy and effectiveness of the resources of each service (human resources, technical means etc) and formulates proposals for their supplementation or performance improvement.

Can periodically or according to each case convene Coordination Meetings in which representatives of all the Municipality's services or of some of them (depending on the thematic topics) participate.

Signs documents relating to matters belonging to the competence of the General Directorate, according to the legal power signing system applied by the Municipality.

Heads the following Divisions:

-Financial Division

- Municipal Assets Division

- Division of Procurement and Stock

- Municipal Revenues Division

F1. General Directorate Administrative Support Office

It provides secretariat support to the head of the General Directorate.

It monitors and carries out the correspondence of the head of the General Directorate, keeping a relevant record.

Schedules, organizes and regulates the meetings of the head of the General Directorate. Through its correspondents, it attends to the response of the service to the E-Governance systems (CRM).

- FINANCIAL DIVISION

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality. Furthermore, the head of the Division bears the responsibility for the proper fiscal management in the framework of his/her competences arising from the departments he/she is the head of and supervises the proper operation of said financial services, the preparation and execution of the budget and the accounting recording of the activities of the body, according to the law in force, the relevant applicable law and the instructions of the General Accounting Office. In order to execute said duties, the head has the following competences:

- He/she is responsible for the coordination of the preparation of the Midterm Fiscal Strategy Framework and the annual budget following the instructions given by the General Accounting Office and the supervising Ministry and for the transfer of the forecasts to the head of financial services of the supervising Ministry upon being approved by the administration body. He/she compiles the reports of body as per article 45, par. 3 and article 54, par. 12, Law 4270/2014.

- He/she prepares forecasts for the monthly cash needs and monitors the execution of the body's budget on a monthly basis.

- He/she is responsible for all fiscal commitments, ensures the proper keeping of the Commitment Registry and transfers all necessary data for the assumed commitments to the head of financial services of the supervising body on a monthly basis. He/she also ensures that the body has the necessary information systems for the processing, approval and monitoring of all commitments up to the full payment of relevant liabilities.

- He/she signs the confirmation deed on the credit in the municipality's budget and its commitment for the payment of the expenses; the deed is drawn up for the assumption decision of a liability (PD 80/2016, article 3, par. 2). He/she also signs or co-signs the liquidation deeds and payment orders as well as the cancellation deeds of payment orders during the year, as per the provisions of article 30, Royal Decree 17.5/15.6.1959.

- He/she makes sure that the invoices for goods and services are paid within the deadlines set forth in the applicable provisions. Upon the beginning of each fiscal year, he/she makes sure that article 66, par. 7, Law 4270/2014, is applied.

- He/she collects the information and data that are necessary to fulfill the liabilities with the help of all the services of the body that are required to timely provide said data.

- He/she applies the instructions of financial management issued by the State General Accounting Office and the supervising Ministry and can recommend their customization.

Furthermore, the head of the Division attends to the following:

Provision of timely and reliable data for the body's budget to the supervising Ministry, the General Accounting Office and the Minister of Finance.

Strict adherence to the objectives of the balance, the ceilings of the budget and the Midterm Fiscal Strategy Framework of the body, the non-accumulation of overdue debts and the assumption of liabilities by the body.

Provision of support and recommendation to the highest administration body for the best allocation of the resources.

Compliance with the compulsory instructions and circulars issued by the Ministry of Finance and the General Accounting Office.

Collection of the revenues of the body.

Establishment and application of internal safeguards in the fiscal management in terms of the expenses but also the collection of revenues.

Preparation of the financial statements of the body.

a. Budget Department

It prepares the revenue and expenses budget in cooperation with the competent Services of the Municipality.

It continuously monitors the progress of the revenue and expenses budget execution in cooperation with the competent services it recommends its reform by entering new revenues and issuing complementary extraordinary credits.

It keeps the "Commitment Registry" in cooperation with the Accounting Department, the book of "Assumed Liabilities" and the book of "Approvals and Payment Orders".

It draws up and monitors the Integrated Action Plan of the Municipality in cooperation with the Municipality's Accounting Department.

It draws up and submits the quarterly Budget Execution Report in cooperation with the Accounting Department to the Financial Committee, as set forth in article 266, par. 9, Law 3852/2010, as replaced with articles 39 and 40, Law 4257/2014.

It makes all required publications of data for the execution of the Municipality's Budget.

It is responsible for the preparation of the decision plan for the assumption of a liability following a documented request by the authorizing officer, of the preparation of the Certificate of article 3, par. 2, PD 80/2016 and of entering the assumed commitments in the relevant accounting books and the Commitment Registry.

It is responsible for auditing the observance of the provisions on the assumption of liabilities and the preparation of the relevant certificate on the drafts of the relevant deeds for the existence of the required credit and the non-exceedance of the available credit amount set each time by the competent body.

It is responsible for the preparation of the certification draft of the appointment, inclusions, transfers, detachments and promotion deeds of the personnel (any category), for the existence of the relevant provisions in the budget in cooperation with the Payroll Department.

It is responsible for the preparation of the certification draft of all regulatory administrative deeds of the municipality generating expenses for the budget, the existence or not of the required credit in the executed budget.

It is responsible for the monitoring of the progress of the assumed liabilities against the expenses budget credits and for the provision of information to the interested Services about the relevant balances of the credits.

It has the responsibility for the preparation of the Midterm Fiscal Strategy Framework in cooperation with the Accounting Department.

b. Accounting Department

It keeps the Books and Records set forth in the law (RD 17-5/15.6.1959, PD 315/1999).

It prepares the Financial Statements of the Municipality (Result - Balance Sheet - Profit and Loss Account, Operating Statement - Attachment Year End).

It submits the Financial Statements to the Court of Auditors, the Secretary General of the Region and the other bodies.

It bears the responsibility of entering the proving documents for each expenditure into the accounting books apart from the ones entered by the warehouse operators of the competent divisions.

It prepares the periodical and annual Inventories of any type of Fixed Assets, consumables etc for all Municipality's Services and in cooperation with them.

It monitors the daily and monthly status of the accounting revenues.

It keeps a record of annual income and expenses accounts of the Municipality.

It receives directly from the involved services (apart from the first invoice- account that shall be transferred to the Procurement and Stock Division), the relevant file of the next accounts with all required supporting documents for the entry of the invoices and their transfer to the Liquidation and Payment Order Department for the issuance of Payment Orders.

It has the responsibility for the monthly registration of statistical data (Results - Balance Sheet) in the data base of the Ministry of the Interior and for sending the financial data through the Interoperability Hub. It prepares and sends monthly overdue debt reports to the Ministry of the Interior and posts the accounting revenue-expenses data to Diavgeia portal. It submits tables with financial data to state Organizations, Ministries, Statistical Service etc and Reports to all international organizations.

It monitors the fixed assets accounts in progress, updates the fixed assets registry and calculates the depreciations. It monitors the grants, loans, liable parties, interests.

It registers the fixed assets and projects invoices. It updates the revenue and expenses transit accounts.

It provides data about the preparation of financial reports according to the each-time fiscal standards.

It undertakes the reconciliation between the General Accounting and Cash Management of all bank accounts and the cash of the Municipality.

It ensures that all financial deeds are properly shown in the Municipality's Books.

It monitors the fulfillment of the Municipality's tax and social security obligations.

It enters the advance payment orders in the Financial Program and issues the relevant Passed for Payment Voucher.

It issues the accounting and financial statements linked to the kept accounting plan and accordingly updates the Municipality's competent bodies based on the applicable procedures.

It provides information to the Municipality's competent bodies and the other municipal services for the progress of accounting figures and prepares the periodical financial reports.

It pays the deductions of suppliers and the payroll and attends to their reconciliation.

It provides secretarial support to the Financial Division (processing and filing of correspondence etc).

It makes sure that the income tax declarations (forms E3, E2, E9, N,) extraordinary periodical VAT, recapitulative statements of intra-Community trade, real property lease contracts and the collective list of suppliers - customers using the data delivered by the competent departments. It posts on the Central Electronic Registry of Public Contracts (CERPC) the primary and approved requests asking for the supply of goods or provision of services, relating to the Financial Division.

It bears the responsibility for the data of the beneficiaries of expenses and keeping a registry of them.

#### c. Cash Management and Expenditure Department

It keeps the Accounting Books, according to the single-entry system, and issues the Daily and Monthly Cash Status Bulletin.

It is responsible for receiving the daily collections, collections from the Municipality's Regional Treasuries and organizes, delivers and sends them to the Bank, via money trips, and audits and reconciles of the delivered documents with the accounting books.

It attends to the collection of any type of Ordinary and Extraordinary Revenues of the Municipality to cover operational and investment expenditure via the Central Independent Resources, Collective Decision of the Local Government, special investment programs, PPC etc, apart from the ones collected by the Revenues Department.

It receives and processes Payroll Payment Orders and Payment Orders of any type of remuneration, and organizes and attends to their payment, in cooperation and co-competence with the Personnel Payment Department.

It gives advance payments to the employees (permanent and governed by private law under indefinite contracts) against their salary to handle important personal, family, health etc problems. The details of the above (supporting documents, ceiling of advance payments for the Municipality, ceiling of advance payment per applicant, deduction method/amount etc) and the general procedures are decided by the Mayor.

It is responsible for the planning and payment of the Money Orders and the signing of their payment deed, following the written order of the Financial Director and Municipal Treasurer.

It pays the any type of deductions and taxes in favour of third parties in cooperation and co-competence with the Accounting Department of the Financial Division and in cooperation with the Payroll Department of the Financial Division, which is responsible and competent to set the payroll deductions.

It is responsible for the payment of the beneficiaries' debts written in the relevant taxation and social security debts to the State and relevant Social Security Funds.

It provides information to the beneficiaries and bodies for the issuance of Money Orders and their payment.

It checks the legalization of the supporting documents for the payment of the beneficiaries of Money Orders, apart from the ones of the payroll.

It keeps records of the paid Money Orders.

It recommends the issuance of the Settled/ Offset Money Orders.

It monitors the kept bank accounts (commitments or not) and the accounts of the Deposit and Loans Fund, apart from the bank accounts of the Friendship Clubs. It monitors/ manages the special matters (seizure of bank accounts of the Municipality, Investment/ Developmental (NSRF)/ Co-funded Programs etc).

It enters the seizure data (except the payroll) and concessions in the kept registries.

It is responsible for the generation of data for projects of the Public Investment Program and electronic transfer and credit orders of the account to the Bank of Greece at the Information System of Monitoring Payments and Debts of Public Investments for the payment of the relevant issued Money Orders (crediting the bank accounts of the beneficiaries and paying the deductions in favour of third parties).

It records the cash needs of the Municipal Institutes and Enterprises for the determination and coordination of their subsidy.

It grants liquidity facilities to Municipal Enterprises in which the interest of the Municipality of Athens is over 90% before the issuance of money orders and following a written order of the Mayor to the Municipal Treasury, in terms of signed program or other contracts, in order to pay inflexible liabilities to the Tax Office, Social Security Funds and towards their personnel. These liquidity facilities are deducted/ offset from the relative issued money orders.

It keeps the record of the Letters of Guarantee delivered to the Municipality of Athens in the past.

It issues Letters of Guarantee.

It prepares the financial studies for the need of concluding loans.

It is responsible for the evaluation and monitoring of the Municipality's loan contracts based on the current macroeconomic figures for the more accurate determination of interests and amortization on a short- and long-term basis.

It services the installments of loans plus interest of the loan contracts of the Municipality.

It carries out the study and preparation of the cash flow programs and the relevant time table for the progress of collections-payments and the financial status of the Municipality.

It is responsible for the collection and processing of financial data and figures to send them to bodies, traffic code services and the preparation of financial reports for rating agencies and other financial organizations. It legalizes the representatives of the Municipality of Athens for Credit Institutions.

It formulates special contracts with banks and bodies related to the payment of citizens' debts, payroll, payment of the Municipality in favor of third parties, in cooperation with the co-competent services.

d. Winding-up and Expenditure Order Department

It keeps the Books and Records set forth in the law (RD 17-5/15.6.1959, Law 4270/2014, Law 4446/22-12-2016 etc).

It is responsible for the legality and regularity check and the winding-up of any type of expenses of the Municipality based on the legal supporting documents. It is responsible for the issuance of payment orders for any type of expenses of the municipality based on the supporting documents sent by the competent services, within the payment limits set every month and is responsible for the issuance of money orders within the deadline set forth in the Union and national regulatory framework.

It is responsible for the issuance and settlement of advance payment money orders.

It is responsible for the issuance of offset money orders.

It is responsible for the cancellation of money orders.

It is responsible for sending the money orders to the Commissioner of the Court of Auditors for the exercise of a preventive control for the period the specific liability applies.

It is responsible for sending data, lists and money orders to the Commissioner of the Court of Auditors for the exercise of ex-post checks.

It prepares documents for the each-time competent Divisions of the Municipality to complement the supporting documents for their expenses if during their audit, remediable deficits were found.

It prepares a report on the disagreement with the authorized officer during a legality and regularity audit of the expense and submits it along with the relevant file to the Division of Coordination and Auditing of the Application of Public Accounting Provisions, also notifying the General Directorate of Fiscal Audits of the General Accounting Office as per article 26, par. 1, Law 4270/2014.

It is responsible for keeping the accounting books set forth in the applicable provisions as follows:

1) Money Order Calendar

2) Book of Liable Parties of Advance Payment Money Orders

3) Book of granted advance payments.

It is responsible for the issuance of orders for the competent salary administrators for the retention of the salaries of civil liable parties that delay the payment and for the recommendation to the competent Commissioner of the Court of Auditors for the charge of the default liable party according to the applicable provisions.

It is responsible for keeping a protocol and record of the issued Money Orders and for the traffic of the correspondence.

It is responsible for the monitoring of the Deeds of the Commissioner of the Court of Auditors.

It is responsible for the monitoring of the liable parties of Advance Payment Money Orders and for the charging of the liable parties that delay payment.

It is responsible for posting the money orders on Diavgeia portal and the Central Electronic Registry of Public Contracts (CERPC).

e. Revenues Department

It attends to the collection of all confirmed revenues of the Municipality.

It audits all types of revenues and enters the total of daily collections per category. It draws monthly recapitulative statements of collections.

It collects all the receipt notes of the treasuries, checks them and assigns the daily collections.

It keeps a record with triplicate copies of the collection of the revenues of the Municipality.

It creates and issues passed for payment vouchers.

It checks money titles transferred to the treasury from the Municipality's services and issues proof of receipt.

It updates the money titles for the exercise of appeals and formulates them according to the decisions of Settlement Committees and the Administrative Court of First Instance.

It defends the Municipality's interests and collects all legislated revenues according to the Central Union of Municipalities of Greece.

It forwards the seizure orders to the bailiffs.

It decides on and monitors the auction and seizure programs.

It monitors the progress of cases that are judicially pending via the Legal Division and forwards a legally document report of the service to the Administrative Court of First instance on corrections, suspensions and oppositions.

It is responsible for search of debtors. It is responsible for sending Warnings - Notices to the debtors. It processes post money orders.

It collects the fines for illegal parking. It collects the money from certified and non-certified traffic citations.

It provides services for the citizens, sends and classifies the notices for big amounts.

It forwards the lists with traffic citation checks to the corresponding traffic police departments.

It handles the internal and external correspondence.

It returns unduly paid amounts.

It prepares the recommendation for the Financial Committee and the application for a proposal of assuming obligation for the bailiffs.

It prepares the reports for seizure orders and programs.

It monitors and offsets any type of electronic payments.

f. Payroll Department

It electronically registers the changes in the permanent employees and employees on a daily rate, related to the payroll.

It issues and checks any type of payroll and payroll list certificates (regular payroll, overtime employment, travel expenses etc). Upon the validation and signing by the competent heads, the certificates are timely forwarded to the Winding-up and Expenditure Order Department for the issuance of the relevant orders.

It prepares lists with the payment of deductions to social security funds, and analytical periodical statements for the employees that have chosen IKA as their social security fund.

It keeps annual payroll cards for the tax clearance of each permanent employee.

It attends to the forward of Analytical Periodical Statements to IKA, the receipt of the social security contributions notes and gives them to the insured parties.

It prepares the budget of the codes relating to the payroll of the permanent employees and employees on a daily rate and issues certificates of earnings to the employees (for retirement, taking a loan etc). It issues the employees' certificates for the tax office. It creates and sends the payroll records to the Single Payment Authority for the payment of the salaries to the beneficiaries.

It is responsible for the remuneration of the Mayor, Deputy Mayors and Municipal Councilors and the remuneration of travel expenses to the presidents of city districts.

It is responsible for the legality and regularity check and the winding-up of payroll expenses of the Municipality based on the legal supporting documents.

It is responsible for the registration and monitoring of seizures on the payroll of the Municipality's staff.

It is responsible for keeping a registry of the personnel. Samples of the registry shall be checked by the fiscal Supervision and Audit Services of the General Accounting Office.

It is responsible for the monthly statement of the relevant Money Orders in the computerized application of the Single Payment Authority.

g. Contract Financial Monitoring Department It monitors the legislative and regulatory framework of public contracts (project contracts, goods procurement, provision of services, framework agreements, concession contracts and the dynamic purchasing systems) and the relevant case law of the European and national courts.

It prepares an electronic contract registry, entering data such as:

- (1) The contractor's name;
- (2) The type of procurement, service or project;
- (3) The amount of the indicative budget;
- (4) The number of the decision assuming the liability according to PD 80/2016;
- (5) Data related to the type of tender procedure, the legal framework, the start and end date of the contract, the implementation stage and the payment status.

It cooperates closely with the Procurement and Stock Division and its individual departments for data exchange and provision of information.

It monitors, in cooperation with the involved services, the progress of the financial scope of the contracts in relation to the execution of the contractual scope and accordingly informs.

It prepares on December 31 of each year and up to February 20 of the next year, an annual inventory of the agreed contracts for amounts over two thousand five hundred (2,500) Euro, executed or not, with special reference to the remaining financial balance for the pending contracts.

#### - MUNICIPAL ASSETS DIVISION

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

##### a. Administrative Support, Documentation and E-E-Governance Department

It provides secretarial support to the head of the Division.

It handles the administrative issues of the Division, taking care of the written and e-correspondence. It keeps the relevant records and utilizes e-applications of the Municipality.

It handles matters of the Division's personnel (attendance list, leaves, overtime work etc).

It manages, handles and updates the computerized applications related to the activities of Cemeteries and Municipal Assets.

It coordinates the training and monitors the implementation of the Municipality's Operational Plan regarding the Division.

It makes recommendation to the Municipal Council about any necessary change, supplementation and/or modification of the operation regulation of the Municipal Cemeteries.

It attends to the financial matters of the Division (budget, freezing and release of credits).

It monitors the budget of the Division.

It makes annual recommendations to the Municipal Council on the determination of duties and rights from the keeping of relics, guarding and cleaning of family burial places, ossuaries, keeping the dead at the mortuary and the refrigerating cabinet, funerals and memorial services, extensions of burials-exhumations, candles. It prepares the technical specifications and the indicative budget for the procurement of the goods necessary for the operation of the Cemeteries (candles and maintenance and lighting goods for candles, and any other necessary item) and undertakes the relevant procedures for tenders and the implementation of the subsequent contracts via the Financial Division and the Procurement and Stock Division.

Through correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM)

##### b. 1st Cemetery Department

It is responsible for the smooth operation of the 1st Cemetery, the structure of its administrative and other staff and the strict compliance with the operation regulation of Municipal Cemeteries.

It keeps a record of the burial places, monitoring any change. It issues burial permits and checks the proper application according to the applicable decisions of the Tomb Protection Committee and according to the designs of conservators of antiquities when the case concerns the preservation of listed family tombs and the artwork on them.

It certifies the duties and rights from the keeping of relics, keeping the dead at the mortuary and the refrigerating cabinet, funerals and memorial services, extensions of burials-exhumations, candles, according to the stipulated applicable regulation and the decisions of the Municipal Council and, then, it updates the double-entry system of the Financial Division.

It prepares a list with the fees for the guarding and cleaning of family burial places and for the ossuaries which are then sent for the preparation of confirmed lists to the competent department of the Municipal Revenues Division.

It makes recommendations to the Division about any measure that must be taken for the comprehensive operation of the Cemetery.

It monitors the construction of burial places according to the current regulation of Cemeteries.

It schedules and proposes the creation of new burial places to the Municipal Council following the Cemetery's engineer's or supervisor's Technical Report.

It recommends new infrastructure and maintenance works deemed necessary to the Technical Services.

It is responsible generally for the cemetery areas (cleaning, green etc) in cooperation with the competent services (Cleaning - Recycling Division, Division of Green Areas and Urban Fauna etc). It generally attends to the workforce of the area and ensures the order and decency in all Cemetery areas, outdoor and sheltered.

c. 2nd Cemetery Department

It is responsible for the smooth operation of the 2nd Cemetery, the structure of its administrative and other staff and the strict compliance with the operation regulation of Municipal Cemeteries.

It keeps a record of the burial places, monitoring any change. It issues burial permits and checks the proper application according to the applicable decisions of the Tomb Protection Committee and according to the designs of conservators of antiquities when the case concerns the preservation of listed-family tombs and the artwork on them.

It is responsible for the preparation of confirmed lists of revenues of the Cemetery.

It certifies the duties and rights from the keeping of relics, keeping the dead at the mortuary and the refrigerating cabinet, funerals and memorial services, extensions of burials-exhumations, candles, according to the stipulated applicable regulation and the decisions of the Municipal Council and, then, it updates the double-entry system of the Financial Division.

It prepares a list with the fees for the guarding and cleaning of family burial places and for the ossuaries which are then sent for the preparation of confirmed lists to the competent department of the Municipal Revenues Division.

It makes recommendations to the Division about any measure that must be taken for the comprehensive operation of the Cemetery.

It monitors the structuring of burial places according to the current regulation of Cemeteries.

It schedules and proposes the creation of new burial places to the Municipal Council following the Cemetery's engineer's or supervisor's Technical Report.

It recommends new infrastructure and maintenance works deemed necessary to the Technical Services.

It is responsible generally for the cemetery areas (cleaning, green etc) in cooperation with the competent services (Cleaning - Recycling Division, Division of Green Areas and Urban Fauna etc).

It generally attends to the workforce of the area and ensures the order and decency in all Cemetery areas, outdoor and sheltered.

d. 3rd Cemetery Department

It is responsible for the smooth operation of the 3rd Cemetery, the structure of its administrative and other staff and the strict compliance with the operation regulation of Municipal Cemeteries.

It keeps a record of the burial places, monitoring any change.

It issues burial permits and checks the proper application according to the applicable decisions of the Tomb Protection Committee and according to the designs of conservators of antiquities when the case concerns the preservation of listed-family tombs and the artwork on them.

It is responsible for the preparation of confirmed lists of revenues of the Cemetery.

It certifies the duties and rights from the keeping of relics, keeping the dead at the mortuary and the refrigerating cabinet, funerals and memorial services, extensions of burials-exhumations, candles, according to the stipulated applicable regulation and the decisions of the Municipal Council and, then, it updates the double-entry system of the Financial Division.

It prepares a list with the fees for the guarding and cleaning of family burial places and for the ossuaries which are then sent for the preparation of confirmed lists to the competent department of the Municipal Revenues Division.

It makes recommendations to the Division about any measure that must be taken for the comprehensive operation of the Cemetery. It monitors the construction of burial places according to the current regulation of Cemeteries.

It schedules and proposes the creation of new burial places to the Municipal Council following the Cemetery's engineer's or supervisor's Technical Report.

It recommends new infrastructure and maintenance works deemed necessary to the Technical Services.

It is responsible generally for the cemetery areas (cleaning, green etc) in cooperation with the competent services (Cleaning - Recycling Division, Division of Green Areas and Urban Fauna etc).

It generally attends to the workforce of the area and ensures the order and decency in all Cemetery areas,

It is responsible for the supply procedures of candles and preservation and lighting of candles (soya oil etc) and the credit approval procedures for the tender via the Procurement and Stock Division.

e. Utilization and Exploitation Department of Municipal Assets

In cooperation with the Building Infrastructure Division, it prepares maintenance and improvement studies for buildings to ensure that the maintenance specifications are complied with and thus ensure the value of the property.

It attends to the legal and formal concession of use of each property under its supervision. It attends to the more advantageous application of the real property of the Municipality and, in general, of any type of permanent or makeshift constructions.

In cooperation with the Legal Division, it prepares the relevant lease contracts - agreements.

It attends to the preparation of notices for auctions of the Municipal Real Property - Kiosks.

It attends to the preparation and valid signing of the lease contracts - agreements and the accurate (in any terms) execution of the terms (of the contracts) by the liable lessees.

It keeps books showing the lessees per category for each one of the municipal real properties, the purpose of use, the lease rate, the start and end time of the lease and the special file for each lease. It monitors the expiry date of the lease of the lease rate of the Municipality's shops and the timely assumption of actions for auctions to be re-leased. It confirms in general the lease rates from municipal real properties, shops, leased kiosks and other spaces.

It monitors the lease provisions and, in cooperation with the Legal Division, applies them on the leases of the municipal real property.

It monitors the use of the leased real property by the lessees that have signed a relevant agreement and does not allow sub-lease to third parties.

It monitors the payment of the rent by the lessees to the Public Treasury and, in cooperation with the Financial and Legal Divisions, expels the non-consistent lessees and starts the further procedure for the collection of due rents.

It is responsible for the continuous monitoring and control of keeping the buildings in perfect functional status and if problems are detected (damages, wear etc), it makes recommendations to the competent Building Infrastructure Division about the necessary technical interventions and cooperates with the Department of Administrative, Supervision and Coordination Department of City Districts and E-Governance, Decentralization and Administration about the observance of the regular maintenance of the buildings.

It receives a complete technical file from the competent Division regarding the status and area of the property to be leased and their connection with electricity (PPC) and water supply (EYDAP) networks.

It receives a complete technical file from the competent service with the building permits or possible settlements on them, and the certificates for energy performance required for the lease of property.

It receives, in cooperation with the competent Department of the Building Infrastructure Division, the property whose lease expires, preparing reception-delivery certificates and a report on the condition of the property. It undertakes any kind of tenders for the lease of municipal property.

It keeps a record of the files.

It receives and keeps a record with the Letters of Guarantee relevant to its competences.

#### f. Purchase, Expropriation & Leasing Department

It is responsible for the expropriation factor for property (collection of data involved in the expropriation to determine the unit price and for the confirmation of collecting third-party liabilities).

It attends to the conveyance of small plots belonging to the Municipality to roadside properties (collection of third-party data, evaluation committee, preparation of contracts etc).

It attends to the purchase of properties through actions or directly purchasing from the Municipality (evaluation committee, preparation of contracts, forwarding supporting documents for issuance of money orders).

It attends to the concession of use or ownership of property by the State to the Municipality.

It pays the legal expenses included in final court resolutions. It keeps a record with the ownership of purchases, expropriations.

It cooperates with the Divisions of the Municipality for expropriations and purchase of property.

It cooperates with certified assessors registered in the Registry of Certified Assessors of the Ministry of Finance to calculate the value of the property (Objective and Market Value). It manages the application deeds that have been drawn up for all the areas of the Municipality of Athens (land contribution, expropriations and compensations) and draws up annual reports for the management of all application deeds and the progress of all appeals for the determination of a unit price in correspondence with the lands and their owners. It promotes the purchase or compulsory expropriation of properties for street planning reasons, application of the city plan and acquisition of property for common use and prepares annual reports about the progress of the above purchases or compulsory expropriations.

It is responsible for the annual planning of the purchasing and expropriation expenses for properties in a way that agrees with the annual revenues from the Department for Charges for Services and Real Property Fee of the Municipal Revenues Division and other revenue sources (Green Fund, Donations, State subsidy etc).

It is responsible for the lease of property to cover the Municipality's needs, as per the applicable provisions. At the end of each month, it prepares certificates for the continuation of the use of the leased property by the Municipality's services in order to issue the relevant rent payment orders.

In cooperation with the Legal Division, it prepares the relevant lease contracts - agreements.

#### g. Office of Assets, Public Spaces, Cadastre and Legacies

It keeps the record of legacies of the Municipality and decides on the utilization of the properties.

It makes recommendations to the Municipal Council about accepting legacies according to the applications of the interested parties for the bequest.

It ensures the completion of the procedure so that the inherited property can pass to the ownership of the Municipality.

It collects the titles for the real property and common property of the Municipality and prepares blueprints for each property in cooperation with the Division of City Plan and the Environment.

It prepares a file with all the data establishing the rights on the property that belongs to the Municipality for each property it owns.

It protects the rights of possession, ownership and occupancy on the Municipality's real estate.

It prepares a special file for each one of the common areas with all the data on which the rights of the Municipality are based and the blueprints for each one of them.

It prepares a complete cadastre list with all the properties of the Municipality, urban and plots of land.

It prepares with the Accounting Department and the Cash Management and Expenditure Department the annual budgets and reports on the legacies and processes the relevant correspondence with the competent Ministries and bodies.

It keeps a full cadastre record for all the Municipality's properties.

It attends to the insurance of the Municipality's properties.

#### • PROCUREMENT AND STOCK DIVISION

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

The Division is competent to find sponsors-suppliers for all institutions and organisations of the Ministry for fuels, pharmaceutical and health materials, foods and other grocery items. It compulsorily enters into consultation with the individual divisions for the better planning of their supplies before they submit their application to the Municipality's bodies appropriate for the approval.

It is the central contact, coordination, organisation and implementation hub of the electronic procedures for the conclusion of public contracts, above and below the limits, and the summary and direct award of procedures for the supply of goods and the provision of general services which fall within the application field of the provisions of Book I, Law 4412/2016, taking care for the observance of transparency rules and principles, proper fiscal management and effectiveness of the European and national law.

It recommends the issuance of circulars to ensure the observance of the due award and execution procedures for public contracts with harmonization to the European law and rationalization of the administrative practices for their uniform and fast application for the benefit of the state.

#### a. Procurement, Scheduling, Request Documentation and E-Governance

It receives the requests for supplies and services of all the same and similar items, collected and processed, with all the necessary data and supporting documents from the services appointed according to each case and by default. It is informed about the current prices of each item in the market and keeps an electronic suppliers' record per category.

It enters into consultation and cooperates with the requesting services to duly document the legality of the requested supplies and ensure the completeness of the submitted file of each request. It gives guidelines and coordinates the leading Divisions and receives from them a comprehensive request with the unified technical specifications about the finding process of Sponsors-Suppliers for foods, liquid fuels, pharmaceutical-health material and grocery items (cleaning agents) jointly with the Procurement Contract Procedures Department of the Division. It delivers the file with the necessary data for the auction to the Department of Procurement Contract Procedures, receives a complete auction file, updates the procurement program and acts for the direct implementation in cooperation with the involved services.

It seeks the standards of technical reports and specifications for any type of procurement or service provision contract carried out by the Municipality, keeping them classified and enriching them with any change of the applicable legislative framework.

Following a request of the competent reception committee, it transfer the items for which there are specific terms in the relevant contracts to the General Chemical State Laboratory or anywhere else it is set forth for inspection and assessment.

It is informed by the involved services for the compliance with the terms of the contracts, the delivery of the materials by the suppliers within the set deadlines and undertakes the provided for procedures for imposition of penalties or granting of extensions following the expert opinion of the competent body.

It applies the penalties that are imposed if a supplier is declared in default with the decision of the Municipal Council following the expert opinion of the competent body and the recommendation of the involved service.

During the preparation of orders, if required, it gives the necessary clarifications, opposes in writing the comments and, in general, exhausts all options provided by the law for the issuance of the payment money order.

It keeps the record with the supply files with copies of the supporting documents, which are recycled after the passage of the required preservation time.

It carries out the works related to the secretarial support of the Division.

It handles the correspondence of the Division, keeps a record of incoming and outgoing documents and the correspondence file of the Division. It contacts the departments for any problems and executes the orders of the Head of the Division for all matters related to them.

Through the correspondents of the department, it attends to the response of the service to the E-Governance systems (CRM).

b. Department of Procurement Contract Procedures

It issues the tender documents and drafts of agreements taking into account the general principles of the EU and national legislative and regulatory law and the related case law of the European and national courts on the award of public contracts.

It updates the "Integrated Electronic System of Public Contract Management", submitting the data of the individual contract conclusion stages. It submits the requests for the direct award (extraordinary procedure) above the limits to the Hellenic Single Public Procurement Authority (HSPPA) for the latter's consent.

It submits an annual report with an assessment of the actions of the department, according to its objective and competences, to the Secretary General and the Mayor.

It receives in a printed-out and electronic format from the Procurement, Scheduling, Request Documentation and E-Governance

the requests of the Municipality's Divisions which refer to the procurement of goods and the provision of general services and are checked in terms of their legality and accuracy.

In the direct award procedures, it prepares and issues the relevant Mayor's approval decisions for the procedure, technical data and the award.

It checks the submitted documents and data of the Divisions financial bodies in terms of compliance with the relevant provisions of the national and European law.

In the e-procedures of public contract conclusion, above and below the limits, and in the summary proceedings, it supervises and coordinates their start, making the necessary preparation and issuance of a draft of the tender notice terms, according to the documents of the each-time request.

It recommends and is present at the Financial Committee for the approval of the terms of the tender notice, the relevant technical data (specifications, study, tender documents) to set up the Assessment Committees, as per article 221, Law 4412/2016, and the approval of the minutes of the procedure inviting the representatives of the Committees and Divisions to a hearing to provide information and data to the **S.O.**

It issues, enters and publishes the required data (TED, Mayor's decision, Tender Notice, Summary) of each procedure to the European Union Official Journal, the Central Electronic Registry of Public Contracts (CERPC), "DIAVGEIA" portal, the National Electronic Procurement System (NEPS), the daily or weekly local Press.

It monitors during all posting days and times at the National Electronic Procurement System (NEPS), the progress of the electronic tender to handle questions, memos or interlocutory appeals of the financial bodies.

It more specifically manages the electronically submitted questions and memos, communicating them to the requesting Division, if they fall within the scope of its competences.

It attends to the timely dispatching and submission - depending on the procedure - of the Contracting authority within the time limits stipulated in the notice and the national and European law.

Especially in the case of submitting an interlocutory appeal, it immediately forwards it to the competent Appeal Examination Authority and any other participating body. It sends questions to the requesting Division, the Tender Committee and the Legal Division (depending on the nature of the appeal) so that the Contracting Authority may be able to express its opinions within the time limit stipulated in the relevant provisions. In the case of submitting objections in the framework of a summary tender and a direct award procedure, it immediately communicates them to the Objection Committee to express an expert opinion. In the framework of the above procedures, the competent Divisions and Committees cooperate and provide any necessary or required information related to the question, memo or interlocutory appeal and must comply with the response times stipulated in the relevant law and the document of the department.

It provides information and supports the operation and the work of the Tender Committees.

It is the central contact hub of the Committee with the financial bodies so that the latter can provide clarifications during the tender stages.

If the procedure is unsuccessful - in whole or partly - it sends a relevant question to the requesting Division on the need to repeat the tender, amending or not the terms, or to cancel the procedure, according to the relevant provisions of the law. It draws the drafts of the agreements and submits the complete file of the procedure -print-out and e-format- to the Court of Auditors. It communicates orally and in writing with the Court of Auditors to provide information and/or send supplementary data to ensure the issuance of a deed for the legality of the procedure.

It electronically sends the deeds and the minutes of the procedure to the participants, the notifications on the submission of award documents to the Provisional Contractors and communicates the Award decision according to the law.

It attends to the signing of the agreements by the contracting parties following the submission of the updated documents and the provided for good performance bond and/or supply operation bond. It communicates the outcome of the procedure to the European Union and the CERPC and accordingly informs the contracting parties and the requesting Division. It delivers the complete print-out and e-file of the procedure to the Procurement, Scheduling, Request Documentation and E-Governance Department for the execution of the agreement.

c. Department of Stocks in Warehouses

It draws up a regulation for the warehouses with the right to cut down or establish warehouses.

It receives and circulates the material of any kind of all Technical Services.

It keeps the books set forth in the law and prepares incoming and outgoing notes.

It bears the responsibility of entering the appropriate documents for each expense to the accounting books in terms of materials that belong to the scope of competence of the department.

It monitors the stock of the stored materials and issues stock certificates.

It keeps separate books for the inert materials of work sites. It keeps records with the materials of the Divisions:

- Electrical
- Green Areas and Urban Fauna
- Cleaning - Recycling
- Strategic Planning, Documentation and Innovation,

with the date of receiving the material and the date of delivering it to the corresponding service.

It keeps a record of the destruction of the materials, with the types, quantities and the destruction date.

It manages all types of materials of all services of the Municipality, such as stationery, calculators, photocopiers, furniture, clothing (Technical Services) and anything else necessary for their operation.

It keeps a book of receiving, storing and delivering the useless material of all services.

It attends to the appointment of committees and the sale or destruction procedures.

d. Fuel and Lubricant Management Department

It receives and stores in predefined areas (fuel tanks) the fuels for the needs of the Municipality's services. The delivery always takes place before the competent Committee. It checks the quality of the fuels, sending a sample to the General Chemical State Laboratory.

It attends to the security of the fuel storage areas, installing fire pumps next to them.

It keeps the books of incoming and outgoing fuels as set forth in the law and issues the relevant incoming and outgoing Notes.

It attends to the fuel supply (oil) of all heating installations and buildings of the Municipality (radiators) keeping the same fuel incoming and outgoing procedures.

It also attends to the receipt and distribution of oil lubricants keeping the legal incoming and outgoing procedure.

It stores the oil lubricants in the special place and attends to their storage.

It keeps an incoming and outgoing book of oil lubricants.

It bears the responsibility of entering the appropriate documents for each expense to the accounting books in terms of fuel and lubricant management.

It is the exclusive competent department to order any type and quantity of fuels from the supplier, following the timely submission of the relevant request by the services.

• MUNICIPAL REVENUES DIVISION

The Head of the Municipal Revenues Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities.

He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of competence transfer or authorization of document signing applied by the Municipality.

a. Planning, Documentation and E-Governance Department

It provides secretariat support to the head of the Division

It handles the administrative issues of the Division, taking care of the written and e-correspondence. It keeps the relevant records and utilizes e-applications.

It handles employment matters relating to the Division's staff (leaves, overtime etc).

In cooperation with the Departments of the Division, it plans the monthly overtime employment of the Division's employees and the work on Sundays and holidays and night shifts, preparing relevant lists and, and the approval decision of payment and sends it to the Division of Human Resources to issue the relevant payment order.

It demonstrates the existing status of the procedures of the Division of Municipal Revenues with e-drawing means (bpmn) and submits proposals to the Division about re-design ways for its smooth and effective operation.

It updates the information on the cards of the people liable to pay debts of the Division of Municipal Revenues in cooperation with the Financial Division and corrects the wrong information on the cards, if required. It detects the needs of the Departments of the Division of Municipal Revenues to computerize their services, plans those needs and cooperates with the Information Technology and E-Governance Division for said planning.

It standardizes the administrative procedures of the scope of works of the Division of Municipal Revenues regarding the proper confirmation of revenues according to the relevant applicable law.

It attends to the preparation of the monthly accounting data, statistics and reports for the individual operations of the Division of Municipal Revenues, collecting the data of the other Departments of the Division.

It monitors the legal framework governing the activities of the Departments of the Division of Municipal Revenues, processes and submits proposals of legal nature, if required, to the competent bodies.

It can assist the other Departments of the Division in terms of the legal formulation of the drafts of local regulatory decisions, which are related to the scope of the Division and are set forth exclusively in the provisions of article 79, Code of Municipalities and Communities (Law 3463/2006, as in force).

It draws and attends to the data that shall be posted on the Geographic Information System (GIS) of the Municipality of Athens and shall be used by the Departments of the Division according to their needs.

Through correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

b. Commercial Licensing Department It receives and examines applications for the issuance and granting of establishment and operation permits of Health-Regulated Establishments;

More specifically:

- a) clubs; b) playgrounds;
- c) recreational games; and d) sports facilities

It then checks and sends the required supporting documents to the Division of Environmental Health and Hygiene Inspections of the relevant Decentralized Administration, if they are complete according to the special health provisions, and sends documents to the applicants for incomplete data or clarification of some data (i.e. data on city planning or other matters etc).

It issues establishment and operation permits of the above Health-Regulated Establishments or Enterprises after submitting all the necessary supporting documents or replaces them due to transfer etc.

It makes recommendations to the Quality of Life Committee for the approval of permits for the provision of Internet services and other cases.

It keeps an electronic record of issued permits.

It receives decisions related to pre-approvals of clubs and playgrounds from the seven City Districts and accordingly informs the interested parties in writing. In the case of positive answer, it informs them about the submission of supporting documents as set forth in the relevant provisions. It handles the correspondence to the interested parties, issuing certificates etc and the submission of written questions to the Municipality's Legal Division.

It checks the supporting documents for the transfer and replacement of establishment and operation permits of health-regulated establishments and issues certificates for the interested parties to be used at tax offices for the start of their activities. It prepares applications and lists of required supporting documents based on the applicable law to facilitate the interested parties and posts them on the Internet via the Operational Planning, Organisation and Information Technology Division.

It issues the relevant voucher for the issuance of the permits.

It validates the book of smokers. It keeps a record of all the Leaves that have been issued by the service from the assumption of this competence by the Municipalities until today and a record of correspondence.

It issues establishment and operation permits of private music institutes (conservatories, schools of music, choirs, symphony orchestras and chamber music groups).

It checks and sends the necessary documents to the Building Suitability Committee of the Ministry of Culture to give its expert opinion about the possibility of issuing and granting operation permits for the above.

It handles the publication of the above in the Government Gazette.

It receives in any legal way (i.e. electronically via the Organized Information System of Control Activities of the Ministry of Economy and Development etc) the notifications about activities that are governed and delineated by the notification regime of Law 4442/2016 and serves them within five (5) working days to the legally competent Services. It receives the Certificates for the possibility of establishing and operating Health-Regulated Establishments from the seven (7) City Districts of the Municipality of Athens.

It announces - communicates the operation of fairs, except international ones, by posting the information on the website of the Municipality of Athens.

It makes recommendations to the competent body about taking a decision regarding the opening, noon break and closing of pharmaceutical warehouses. It issues certificates announcing the start of operations for hairdressers, hairstylists, hand and foot manicurists.

It receives applications about granting a permit for brothels which it must handle as the competent service.

It handles the issuance and renewal of establishment and use permits of Brothels.

It expresses its views in writing to the Administrative Courts, following the lodging of actions against administrative deeds by the interested parties.

It makes recommendations about the issuance and granting of a renting enterprise for bicycles and motorcycles up to fifty (50) cc.

#### c. Public Space Use Licensing Department

It receives the occupation applications of public spaces (health-regulated establishments, shops, fuel tanks etc) and the applications of health-regulated establishments for the issuance of operational structures (umbrellas, wooden floors etc) according to the provisions for tables/chairs, merchandise and kiosks.

In cooperation with the Division of Roads, Sewerage and Public Spaces, it determines the square meters of the public space to be used and occupied by the health-regulated establishments or shops. For the preparation of the minutes it seeks the relevant expert opinions of the Ministry of Environment - Energy and Climate Change and the Ministry of Culture and Sports, wherever required.

It handles the issuance of occupation permits of public space and their revocation.

It handles the application of the legislation in force for the issuance of operation permits and utilization of kiosks. This competence includes everything related to the operation and utilization of kiosks (licensing of using public space, leasing, transfer etc).

It receives the applications of the advertisers, checks them and issues confirmation notes to the Revenues Department of the Financial Division to collect the relevant amounts and then issues the permits.

It makes annual recommendations to the Municipal Council about determining the factors of any type of taxes, duties and rights falling within the scope of competence of the department.

It receives and handles requests for unduly paid money by the interested parties.

It makes recommendations about the temporary occupation permits of public space for holding events.

It is responsible for the leasing of public space for billposting.

It issues confirmation notes for the Financial Division for the collection of rents a) from the renting of public space to place advertisements; b) the utilization of advertising spaces in sports facilities and stands of urban and suburban transportation means.

It issues confirmation notes for the collection of potential fee, which concerns the placement of operational or decorative equipment on public spaces.

It receives and duly manages the letters of guarantee from recognized financial organisations or institutions (systemic banks or the Deposit and Loans Fund) of indefinite duration related to the installation of operational structures.

It expresses the views of the service in writing to the Administrative Courts, following the lodging of actions against administrative deeds by the interested parties.

It generally handles the correspondence of the department and keeps an incoming and outgoing correspondence record.

#### d. Open-air Markets and Related Activities Licensing Department

It makes recommendations to the Municipal Council, according to the determination of the granted areas by the competent Technical Division, about the approval of delineating outdoor market positions for the activities of outdoor market producers (farmers) who can apply for a position of stationary trade in the Municipality within the geographical limits of the Regional Unit/s where their farms are located.

It makes recommendations to the Municipal Council, according to the determination of the granted areas by the competent Technical Division, about the approval of delineating outdoor market positions for the activities of outdoor market producers (farmers) who can apply for a position of stationary trade within the geographical limits of the Municipality.

It makes recommendations to the Municipal Council, according to the determination of the granted areas by the competent Technical Division, about the approval of delineating outdoor market positions for the activities of artists - craftsmen who create works of art, handworks and other works of original, exclusively their own, artistic creation.

It makes recommendations to the Municipal Council, according to the determination of the granted areas by the competent Technical Division, about the approval of operation of outdoor markets (consumers' markets, fairs, Sunday markets, Christmas and Easter markets and other organized markets) for which a decision is taken by the competent Municipal Council and is communicated then to the relevant Region. The same decision approves the operation regulation of these markets.

It announces the outdoor trade permits that shall be granted, the types of the permits per category and position of outdoor trade, determines the fee for the use public space for each position and any other related matter. It publishes the announcement in a local newspaper of each Regional Unit of the competent Region and the website of the Municipality and the relevant Regional Unit.

It receives the applications and supporting documents of the interested parties to take part in a lottery or mark awarding procedure for the issuance of outdoor trade licenses. It assesses the supporting documents and rejects or approves the applications, offering reasoned and written explanations to the interested parties. It registers and electronically files the valid applications of the interested parties. It posts on the Municipality's website an announcement about the date of the lottery or the mark awarding procedure for the issuance of outdoor trade licenses and carries them out.

It makes recommendations to the Municipal Council about the approval of issuing outdoor trade licenses from the lottery or mark awarding procedure, according to the applicable law and communicates the decisions to the relevant Region.

It issues confirmation notes for the Financial Division for the collection of the relevant fee for the use of public space for outdoor trade activities.

It issues, validates, renews, transfers and revokes, according to the case, the permits and approvals of the outdoor trade activities. Along with the record of the service, it keeps an electronic record with the permits of outdoor trade licenses and updates the corresponding e-record of the Ministry of Economy and Development.

It receives applications and supporting documents for the issuance of outdoor trade certificates with one-year validity, keeps a record, electronically enters the applications and issues the respective certificates.

It posts on the Municipality's website the applications and supporting documents for the participation of interested parties in outdoor trade activities.

It handles the establishment, amendment or abolition, wherever necessary, of the operation regulations of the scope of work of the department and the proposals of the fees for the use of public space for outdoor trade activities.

It cooperates with the co-competent Municipal Police Division and the co-competent Municipalities about matters relating to outdoor trade activities.

It handles the correspondence of the department and keeps a record of incoming-outgoing correspondence.

It handles the requests and complaints of the interested party via e-mail.

It makes recommendations to the Municipal Council so that it proposes the issuance of a decision on the establishment, extension and abolition of outdoor markets by the relevant Region.

In cooperation with the City Districts, it attends to the establishment of consumers' markets to develop a consumers' awareness and actions of solidarity among the citizens via the active citizens' participation in volunteer work and non-government organisations as well as the creation of more favourable living terms for the small producers and manufacturers through access to solidarity markets.

It takes care of and makes recommendations about the utilization and allocation of the revenues of the above markets.

In cooperation with the co-competent services, it attends to the duration of operation and repeatability of those markets.

It attends to the smooth operation of the above-mentioned markets of Law 4497/2017 and proposes ways to be improved.

It handles any changes in the operation regulations in the framework of its competences.

e. General Revenues Certification Department

It confirms the revenues from the paid amounts of the people applying for a connection with the sewerage network, according to the vouchers of the Road, Sewerage and Public Spaces Division.

It confirms the revenues from fees of excavations in public spaces and the revenues from fines imposed due to the non proper restoration of the damages caused by such works.

a. It issues a confirmation note about the payment of occupation fees of public space for building works.

b. It assesses the inspection reports of the Municipal Police Division for illegal occupation of public space for building works, confirms the revenues from duties and fines, preparing a money list which is then sent to the Financial Division.

It confirms the expenditure for the construction of sidewalks and curbs based on the documents of the Road, Sewerage and Public Spaces Division, preparing a money list which is then sent to the Financial Division.

It receives and assesses the inspection reports of the competent employees of the Municipal Police Division to confirm the duties and fines and/or individual fines for illegal use of the public space, preparing a money list which is then sent to the Financial Division.

It receives and assesses the inspection reports about the Municipality's cleaning regulation, confirms the revenues, preparing a money list which is then sent to the Financial Division.

It makes recommendations to the Municipal Council about the issuance of a decision imposing a fine for illegal advertising.

It issues confirmation notes for the collection of fees from civil weddings.

It prepares a money list for any type of charging decisions which is sent to the Financial Division.

It confirms the revenues from the forfeiture of guarantees of any type.

It issues confirmation notes from revenues of publications, announcements and auctions. It confirms the revenues from the removal of advertisements.

It confirms the revenues from the money paid due to the inclusion or extension of city plans in the geographical boundaries of the Municipality of Athens.

It handles the automatic collection or the confirmation of duties and other fines of other departments that do not have confirmation services (i.e. city plan violations, recycling of vehicles-oils etc) provided there are legal documents (i.e. inspection reports, on-site inspections etc).

It receives the confirmation lists from the Municipality's Cemeteries and forwards them to the Financial Division.

It handles the statements of the enterprises that are obliged to pay a Municipal business tax (0,5%, 2% and 5% accordingly) and issues the relevant confirmation note.

It makes audits at the Tax Offices and the Books and Records of the above businesses to collect tax information for the above-mentioned municipal tax and confirms the revenues from duties and fines, preparing a money list which is then sent to the Financial Division. It expresses the opinion of the service, in cooperation with the Legal Division and the Financial Committee, and attaches it to court documents to be judged either by the competent Committees of Tax Disputes and Differences or the competent Administrative Courts (Courts of First Instance, Courts of Appeal etc).

It handles and monitors the progress of all appeals that have been brought before the Administrative Courts (Courts of First Instance, Courts of Appeal etc), in cooperation with the Legal Division and the Financial Committee and all the other relatively involved Divisions.

It keeps a book of appeals and a record with the decisions of Administrative Courts and briefs. It receives copies of the appeals that were filed with the Administrative Courts against any type of tax entries and sends them to the competent departments to express their opinion on the submissions made.

It handles the referral of appeals to the competent Tax Committees and Administrative Courts.

It keeps the general record of the Tax Committees, i.e. the record of briefs and original decisions. It monitors and controls the Secretaries of the Tax Committees about the conclusion of the communication of the decisions within the time limits set by the law.

It keeps a General Record with the filing of all actions and remedies.

It informs, within a set deadline, the Financial Division about the filing of actions and remedies on the tax documents. It receives and handles requests for unduly paid money by the interested parties.

It generally handles the correspondence of the department and keeps an incoming and outgoing correspondence record.

f. Certification Department of Revenues from Traffic Code Violations

It receives, assesses and electronically enters the hand-written violations of the Traffic Code (unpaid) from the Hellenic Police and gives them a serial number. It receives and assesses all hand-written and electronic violations of the Traffic Code from the Municipal Police and gives them a serial number after deducting the paid violations from the total.

It sets up a traffic ticket file, after inspecting them, grouping then per number plate.

It sends a file to the competent authorities to find and identify the offender.

It issues confirmatory notes for the collection of the fees for the controlled parking of private vehicles and business vehicles.

It issues confirmation notes for the collection of the annual parking fees of permanent inhabitants.

It prepares a money list of tickets per number plate and year.

It prints out and sends written notices to the obligors in cooperation with the competent services.

It services the interested parties and manages their requests in terms of the violations of the Traffic Code.

It handles the Traffic Code-related correspondence with interested parties and services.

It gives information to the Legal Division to solve legal matters.

It takes care of possible mistakes from the confirmation procedure.

It makes recommendations to the Municipal Council about the issuance of decisions on deletions due to wrong entries.

It receives and handles requests for unduly paid money by the interested parties.

It expresses the opinion of the service in cooperation with the Legal Division and the Financial Committee, and attaches it to court documents to be judged either by the competent Committees of Tax Disputes and Differences or the competent Administrative Courts (Courts of First Instance, Courts of Appeal etc).

It manages the procedures for the selection of a contractor for the implementation of the relevant contract about controlled parking and, in particular, the compilation of the relevant contract, the confirmation of the relevant revenues and the payment procedure of the relevant expenses. For the issuance of regulatory decisions and compilation of the terms of the relevant tender notice it cooperates with the Road, Sewerage and Public Spaces Division and for the management matters of traffic tickets, cards of permanent inhabitants and handling of complaints it cooperates with the Municipal Police Division.

It generally handles the correspondence of the department and keeps an incoming and outgoing correspondence record.

g. Department for Charges for Services and Real Property Fee.

It issues certificates for the non-existence of unpaid Real Property Fee in case of transfer of ownership of any type of properties.

It confirms the Real Property Fee of the electrified properties and its collection via the Public Power Corporation (PPC) and alternative providers.

It confirms the Real Property Fee of the non-electrified properties.

It receives the solemn declarations for the Real Property Fee of citizens that wish to declare newly-built properties for the first time.

It modifies the zone prices of the properties any time the objective values change.

It confirms the charge for cleaning and lighting services and its collection via the Public Power Corporation (PPC) and alternative providers.

It confirms the tax for electrified spaces and its collection via the Public Power Corporation (PPC) and alternative providers.

It monitors the records of HEDNO SA branches asking it to forward electronic files of the charges for cleaning and lighting services, the tax of electrified spaces and the Real Property Fee for all citizens that exist in the electricity bills issued by PPC and the alternative providers.

It confirms the charges for cleaning and lighting services for spaces and properties that do not pay any fee via PPC and the alternative providers following the control reports of the department's employees who are responsible for measuring the surface areas.

It receives the solemn declarations of non-electrified spaces.

Its employees, responsible for measuring the surface areas, proceed to checks and re-checks of properties, especially Industrial complexes, manufacture establishments, hotels, Hospitals, Charities, Sports facilities and Business places and any other place it is required and confirms possible differences with the fines imposed according to the law.

It receives from PPC and the alternative providers the lists of unpaid Municipal Taxes, Real Estate Fee and Electrified Areas Fee and conducts an investigation to confirm them in money lists and collect them by the Municipality.

It proceeds to settlements of the charges with installments and decides on the penalties, based on legislative provisions and administrative deeds.

It receives and checks the solemn declarations of citizens wishing to electrify new spaces or to re-connect old ones and sends a relevant certificate to HEDNO SA with a copy of the solemn declaration.

It handles the confirmation of the fee for seasonal enterprises.

It receives statements for decreased cleaning and lighting charges for the stipulated cases.

It receives and enters in a special book the appeals that are filed by the tax payers; it prepares the relevant reports and sends the relevant files to the Tax Committees via the General Revenues Confirmation Department.

It monitors the exercise or not of appeals, and in cooperation with the Legal Division, it informs the Financial Committee and then it updates the files and cards of the tax payers, according to the court decisions.

It attends to taking decisions for the return of unduly paid Municipal Taxes, Municipal Duties and Real Estate Taxes. Up to the November of each year, it makes recommendations to the Municipal Council via the Mayor about the determination of the rate of cleaning and lighting charges (for services rendered) and the tax rate of electrified spaces.

It represents the Mayor before the Administrative courts during the hearing of filed appeals in the competence of the Department.

It generally handles the correspondence of the department and keeps an incoming and outgoing correspondence record.

#### E. HEAD OF GENERAL DIRECTORATE OF TECHNICAL SERVICES AND PROJECTS

The General Director bears the responsibility for the smooth operation of the Municipality's Technical services comprising the General Directorate, especially for the organisation, coordination, monitoring and assessment of their operation. More specifically, the General Director:

Guides the planning of activities and respective action plans of the services, cooperating with the Secretary General and the corresponding heads of the technical services so that they comply with the periodical objectives of the Municipality.

Appropriately organizes the resources of the services (human resources, technical means, infrastructures, internal operation procedures etc) to be able to respond for the effective and efficient implementation of their activities and the relevant action plans.

Sets the objectives, determines the indexes and monitors the actions plans of each Division.

Prioritizes, controls and approves the matters-actions of each Division.

Coordinates the operation of technical services, cooperating with the corresponding heads.

Monitors, controls and assesses the good operation of the services, always in relation to their activities and achievement of the periodical action plans.

Assesses the adequacy and effectiveness of the resources of each service (human resources, technical means etc) and formulates proposals for their supplementation or performance improvement.

Can periodically or according to each case convene Coordination Meetings in which representatives of all the Municipality's services or of some of them (depending on the thematic topics) participate.

Signs documents relating to matters belonging to the competence of the General Directorate, according to the legal power signing system applied by the Municipality.

Represents the General Directorate, wherever required.

Cooperates with the other General Directors of the Municipality and/or other bodies to ensure the more effective exercise of the competences of the General Directorate.

Heads the following Divisions:

- Building Infrastructure Division
- Division of City plan and Urban Environment
- Building Division
- Division of Roads, Sewerage and Public Spaces
- Electrical Division
- Engineering Division
- Cleaning - Recycling Division
- Division of Green Areas and Urban Fauna

E1. General Directorate Administrative Support Office

It provides secretariat support to the head of the General Directorate.

It monitors and carries out the correspondence of the head of the General Directorate, keeping a relevant record.

Plans, organizes and sets the meetings of the head of the General Directorate. Through the correspondents of the Office, it attends to the response of the service to the E-Governance systems (CRM).

- Building Infrastructure Division

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities.

He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality. a. Administrative Support and E-Governance Department (new)

It provides secretarial support to the head of the Division and monitors and handles any type of secretarial obligation of the Division.

It keeps a record of the incoming and outgoing correspondence of the Division.

It monitors and takes care of the correspondence of the Division (written and electronic).

It keeps a record of all the employees in the Division per Department, sector and scope of work.

It receives and sends the documents related to the leaves of the employees, after being signed by the competent head and Director, to the Human Resources Management and Development Division. It collects the daily work sheets of all the employees of the Division, prepares the figures for them and sends them to the Human Resources Management and Development Division to prepare the payroll lists.

It collects the relevant notes of each month from the Departments stating any overtime work, work on Sundays, night shifts and issues payment decisions that are then sent to the Human Resources Management and Development Division to issue a relevant payment order. It also collects and forwards the documents for the travel expenses.

It prepares and monitors the budget of the Division, releases the relevant credits, attends to the start and the progress of the relevant tenders.

Through correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

It handles the necessary posts of the documents that are obliged to be posted.

It collects the proposals of the Departments for the compilation of the operational program, the technical program of the annual action plan and the accounting report.

b. Studies, Documentation and Planning Department

It makes proposals to the Division about the preparation of the operational program, the technical program and the annual action plan and sees that it has monthly accounting data and reports.

It bears the responsibility for the implementation of the technical Program of the service and draws up quarterly reports on its progress for the Administration or whenever it is asked.

It keeps accounting data about the department's activity and generates corresponding reports.

It provides support to the Head of the Division, provided it is asked, during the allocation and coordination procedure of all the activities and works of the Building Infrastructure Division and their implementation method.

It is responsible for the planning of building designs and works for Buildings that belong to and are owned by the Municipality of Athens (Schools, Nursery buildings, Cemetery buildings, sheltered Buildings of any other function).

It is responsible of and plans the energy upgrading of the buildings for their business, tourist and cultural utilization.

It is responsible to decide on the lifting of dangerous designations and illegal constructions in buildings or illegal use that may burden the building, by preparing relevant studies and scheduling works.

It monitors and settles any type of problem of the buildings of the Municipality of Athens either on its own (studies, works) or with the involvement of other Divisions of the Municipality of Athens and Bodies.

It attends to the procedure of characterizing buildings as listed and of determining special building terms in the city in cooperation with the competent Bodies, according to the Greek law.

It issues a suitability permit for sheltered fair sites, permanent or temporary.

It sets up and participates in the suitability and necessity committees for spaces for building or use or renting schools, as stipulated in the relevant provisions.

It prepares the architectural, static and other designs and issues building permits, wherever required, performed either with contractors or direct labour on all Municipal Buildings that belong to the Municipality of Athens, including School Buildings, Nursery Buildings, Cemetery Buildings and their enclosures and, in general, any type of buildings in cooperation with the Assets Division.

It prepares maintenance and improvement studies of the buildings and restoration studies of traditional - listed buildings as well as studies for the expansion or building of new buildings (preparing the architectural, static designs) implemented by the service or via program contracts with competent bodies. It prepares restoration, maintenance and highlighting designs of traditional buildings and issues the building permits, wherever required, of the projects carried out either with contractors or direct labour.

It keeps a list of all Primary and Secondary Education School Buildings in the area of the Municipality of Athens.

It prepares the tender documents of the studies to be assigned and makes recommendations to the Financial Committee about the approval of the terms.

It completes the part of the procedure of the relevant tenders that falls within the scope of its competences or activities.

It undertakes the preparation of the contracts of the studies to be assigned and ensures that they are signed. It recommends the appointment of a supervising engineer for each study that is assigned.

It ensures the delivery of the completed studies to the competent Supervision Department upon the conclusion of the auction.

It prepares the demolition studies of planned buildings and ensures the issuance of the relevant demolition permit.

It prepares demolition studies of dangerously crumbling buildings (following the actions of the Building Division) of unknown or negligent owners that do not comply and attends to their auction and the issuance of the relevant permit.

It prepares the technical specifications for the Municipal Assets Division or other Divisions.

#### c. Supervision Department

It receives from the competent Studies, Documentation, Planning and E-Governance Department of the relevant files for the projects after their auction and also for the preparation and signing of the contracts of the projects.

It recommends the appointment of a supervising engineer for each project that has been auctioned.

It supervises the execution of the projects and exercises qualitative and quantitative control of the constructions according to the studies, contractual documents and the relevant law.

It ensures compliance with the construction schedules, controls and validates the certifications of carried out works (recapitulative tables etc) that are submitted by the contractors, forwards them for validation by the competent services and the competent Municipal bodies to issue a payment order.

It receives the concluded works by the competent committees and keeps a record with the relevant files.

It carries out sampling checks to verify the quality of the reinforcement concrete steel and cement products.

It carries out sampling checks to verify the quality of the construction materials.

It ensures the demolition of planned buildings, it receives from the competent Studies, Documentation, Planning and E-Governance Department of the relevant files for the demolition works after their auction and also for the preparation and signing of the contracts of the demolition works.

It keeps a record of all incoming and outgoing documents.

It monitors and handles any type of secretarial obligation from the implementation of its competences.

It supervises the execution of the projects and exercises qualitative and quantitative control of the constructions according to the studies, contractual documents and the relevant law on Specifications and European Regulations.

#### C1. Office of Studies and Supervision of E/M Installations

It ensures the compilation of any type of E/M studies (lighting, heating, elevators, air conditioning etc) of the buildings belonging to the Municipality of Athens, including the Listed and School buildings.

It prepares the tender documents, undertakes the relevant procedures and the completion of the tenders.

It supervises the execution of the projects and exercises qualitative and quantitative control of the constructions according to the studies and the relevant law. It ensures compliance with the construction schedules, checks and validates the certificates of carried-out works submitted by the contractors and forwards them to the competent services to issue payment orders.

#### D. Technical Crews Department

It ensures the implementation of technical works related to the building infrastructures of the Municipality of Athens, including school buildings, nursery buildings and cemetery buildings and their enclosures.

It ensures the maintenance of E/M installations and executes new works, whenever required.

It keeps progress and cost data of the works in progress.

It prepares the final measurements following the conclusion of the works it undertakes.

It supervises the crews in the maintenance works of the municipal buildings and the execution of emergency E/M and building damage restoration works.

It keeps a record of all incoming and outgoing documents.

It monitors and handles any type of secretarial obligation from the implementation of its competences.

It ensures in advance the supply of materials and tools, giving the technical specifications to the competent Division of Procurement and Stock of the Municipality. It ensures the repair and maintenance of the work-site equipment.

It manages the wheel equipment and any type of machinery of the department.

#### - DIVISION OF CITY PLAN AND URBAN ENVIRONMENT

The head of the Division bears the responsibility for the smooth and effective operation.

of its departments, in particular, the organization, coordination, monitoring and assessing of their activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

#### a. Organisation, Documentation and E-Governance Department

It keeps a record of all incoming and outgoing documents of the Division, monitors and handles any type of secretarial obligation arising from its competences.

It ensures the annual scheduling of the supplies, works, services and projects of the Division. It attends to and coordinates the Departments in terms of preparing, forwarding and monitoring the annual action plans, the budget, the report and the technical program of the Division.

It keeps a record of all the employees in the Division per Department, sector and scope of work.

It receives and sends the documents related to the leaves of the employees, after being signed by the competent head and Director, to the Human Resources Management and Development Division. It plans the monthly overtime employment of the Division's employees and the work on Sundays and holidays and night shifts, preparing relevant lists and, and the approval decision of payment and sends it to the Division of Human Resources Management and Development to issue the relevant payment order.

It collects and forwards the travel expenses vouchers.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

#### b. City Planning Department

It monitors the progress of the Athens Master Plan and its revisions.

It participates in the preparation of studies and in the revision procedures of the Master Plan. It processes proposals and programs, prepares - monitors - recommends city planning studies and handles the required procedures and individual approvals for the urban renewal and upgrading and the extensions of the approved Master Plan. It prepares the tender documents of the studies and works that fall within its competence and makes recommendations to the Financial Committee about the approval of the terms.

It completes the part of the procedure of the relevant tenders that falls within the scope of its competences or activities.

It is responsible for the preparation of the relevant contracts and ensures that they shall be signed and recommends the appointment of a supervising engineer for each study that is assigned. It plans and attends to the preparation of the relevant procedures for the award of supplies, works and/or provision of services according to the applicable law and forwards the relevant files to the Procurement and Stock Division to be implemented.

It cooperates with the financial services during the execution of the relevant contracts.

It proposes spaces suitable for the installation of public and communal uses in cooperation with the co-competent municipal bodies and services.

It prepares, recommends city plan arrangements and handles the required procedures (publication of the city plan arrangements and studies approved by the Municipality's bodies, reception and study of possible objections, forwarding to the Administration services competent for institutionalization, i.e. Competent Ministry, Decentralized Administration, Attica Region etc, participation in the meetings of their bodies to take decisions) for the:

- Classification of spaces as public or communal with a wide-scale or localized/point modifications of the street plan;
- Change of land uses and building terms;
- Classification of streets as sidewalks;
- Designation of streets as existing before 1923.

It examines and makes recommendations about matters of lifting or lifting and imposing again expropriations that have not been carried out. It lifts the disagreements between the existing situation and the approved street plan.

It supports the research programs about the city and promotes research on city plan matters in cooperation with the involved parties.

It formulates views and sends data and files of city plan cases to the Judicial Authorities, the Legal Division and anywhere else deemed necessary to defend the Municipality's interests in relation to the lifting of non-carried-out street plan expropriations, compensation actions, cancellations of regulatory deeds etc.

It undertakes the procedures for the execution of judicial decisions that their content differentiates the city plan regime of the urban web.

It prepares questions to be submitted to the Decentralized Administration, the Region, the Ministry of Environment and Energy, the Ministry of Transport and Networks, the Legal Council of the State etc for the provision of information about the customization of the application of the applicable city plan law.

It provides written information, updating, data, clarifications to citizens, associations, institutions, bodies about city plan matters.

It collects and processes city and land plan data and sends them to the central data base of the Geographical Information system of the Strategic Planning - Organisation and Documentation Division.

It cooperates and provides data to the competent cadastre body.

It jointly participates with other co-competent services of the Municipality in the establishment and continuous updating of the digital expropriation record.

It keeps a printed and electronic record about all the matters in the scope of competences of the department.

It keeps a record of incoming-outgoing documents, monitors and processes any type of secretarial obligation arising from its competences.

#### c. Surveying and Environment Department

It draws graphs for the application of an approved street plan and graphs for the established situation.

It draws survey, land graphs to prepare actuarial deeds, compensation due to street planning, conveyance to an adjusted property, settlements, modifications.

It prepares an elevation study of a street - control and approval of elevation studies (horizontal alignment elevation - vertical alignment - sections).

It keeps a record with elevation studies of the streets of the Municipality of Athens.

It ensures that the elevation of street curbs and edges is taken.

It ensures that the data for the preparation of longitudinal sections of construction lines are taken.

It attends to taking metric data of the soil (to prepare volumetric tables with the volumes of earthworks).

It prepares surveys and street plan graphs for public spaces of all the Divisions and Organizations of the Municipality of Athens.

It attends to the completion, drawing and updating of the graphs of the list of burial places.

It measures the surface area of industrial, hotel etc areas (to impose cleaning and lighting charges) and the spaces on the squares to be leased.

It expresses an opinion on the environmental licensing of projects and activities (Preliminary Determination of Environmental Requirements, Law 3010/2002, Law 4014/2011).

It prepares the tender documents of the studies and works that fall within its competence and makes recommendations to the Financial Committee about the approval of the terms. It completes the part of the procedure of the relevant tenders that falls within the scope of its competences or activities.

It is responsible for the preparation of the relevant contracts and ensures that they shall be signed and recommends the appointment of a supervising engineer for each study that is assigned. It plans and attends to the preparation of the relevant procedures for the award of supplies, works and/or provision of services according to the applicable and forwards the relevant files to the Procurement and Stock Division to be implemented.

It cooperates with the financial services during the execution of the relevant contracts.

It prepares regulations and instructions relating to the study of technical works and interventions.

It keeps a record of incoming-outgoing documents, monitors and processes any type of secretarial obligation arising from its competences.

d. City Planning Applications and Expropriations Department

It ensures the application of city plans and related enforceable acts that are not of a more general nature.

It is responsible for the promotion of expropriations according to an approved plan based on which the actuarial acts are promoted.

It draws up actuarial and compensation deeds of the owners for the establishment of public spaces and complies with the relevant procedures (communication of the deed to the involved parties, reception of objections, submission to the Region for ratification).

It draws settlement and conveyance deeds and complies with the relevant procedures for their ratification (communication of the deed to the involved parties, indication of limits by the owners, reception of objections, submission to the Region for ratification).

It issues final judgment certificates for impossible to be settled land-locked properties.

It assumes the volumetric measurement of the buildings that are expropriated by law.

It prepares tables with the parties liable to pay a fee for the benefited property from the application of a city plan in cooperation with the competent departments of the Municipal Revenues and Financial Divisions.

It prepares, monitors and supervises the studies of application deeds and complies with the set forth procedures for their ratification.

It prepares the tender documents of the studies and works that fall within its competence and makes recommendations to the Financial Committee about the approval of the terms. It completes the part of the procedure of the relevant tenders that falls within the scope of its competences or activities.

It is responsible for the preparation of the relevant contracts and ensures that they shall be signed and recommends the appointment of a supervising engineer for each study that is assigned. It plans and attends to the preparation of the relevant procedures for the award of supplies, works and/or provision of services according to the applicable and forwards the relevant files to the Procurement and Stock Division to be implemented.

It cooperates with the financial services during the execution of the relevant contracts.

It receives ownership declarations and issues certificates of ownership declaration submission.

It prepares certificates about the obligations of land and money contributions.

It prepares imposition deeds for money contributions and deeds for converting land contribution to money contribution.

It manages ratified application deeds (imposition of contribution - correction deeds).

It handles the procedure of announcing the expropriation of properties that are committed by the current street plan for communal purposes (cultural buildings, gyms and swimming pools, friendship clubs etc0. It seeks and records private roads, covered streams and all the spaces that for various reasons have stayed in common use and that based on Law 1337/1983 come under the ownership of the Municipality.

It cooperates with the Division of Municipal Assets to secure them.

It advocates in favor of the Municipality in cases of building coefficient transfer.

It makes recommendations and works on the procedure for the naming and re-naming of streets and squares.

It is responsible for the record with the decisions of the Municipal Council for the naming and re-naming of streets and squares, of the (former) Prefecture and Region.

It is responsible for the numbering of buildings.

It issues certificates and provides information to Citizens about the names of the streets and the numbering of buildings.

It is responsible for the clarification of the boundaries of the Municipality and the compliance with the relevant procedures.

It provides information about the completeness and the buildability of plots in the approved street plan and in newly-introduced areas, where the application deeds have not been assigned or ratified.

It formulates opinions and sends data and files about the competences of the department to the Judicial Authorities, the Legal Division and anywhere else required defending the Municipality's interests.

It provides written information, updating, data, clarifications to citizens, associations, institutions, bodies on matters of its competence.

It collects and processes city and land planning data and sends them to the central data base of the Geographical Information system of the Strategic Planning - Organisation and Documentation Division.

It cooperates and provides data to the competent cadastre body.

It jointly participates with other co-competent services of the Municipality in the establishment and continuous updating of the digital expropriation record.

It keeps a printed and electronic record about all the matters in the scope of competences of the department.

It keeps a record of incoming-outgoing documents, monitors and processes any type of secretarial obligation arising from its competences.

e. Cultural Heritage Department

It handles the recording and documentation of the sculptures and monuments of the city of Athens and cemeteries by conducting a scientific research in archives, sources and libraries, collecting and recording data and the management of the relevant information.

It prepares restoration, maintenance and promotion studies of the sculptures and monuments of the city and cemeteries.

It prepares the tender documents of the studies and works that fall within its competence and makes recommendations to the Financial Committee about the approval of the terms. It completes the part of the procedure of the relevant tenders that falls within the scope of its competences or activities.

It is responsible for the preparation of the relevant contracts and ensures that they shall be signed and recommends the appointment of a supervising engineer for each study that is assigned. It plans and attends to the preparation of the relevant procedures for the award of supplies, works and/or provision of services according to the applicable and forwards the relevant files to the Procurement and Stock Division to be implemented.

It cooperates with the financial services during the execution of the relevant contracts.

It undertakes the implementation of technical works related to the sculptures and monuments of the city and cemeteries.

It is responsible for the artistic interventions in the free public spaces of the city (marking, wall paintings, temporary exhibitions etc).

It makes recommendations about the placement of new sculptures and monuments in spaces of the city.

It draws siting studies for sculptures - monuments.

It supervises the placement of new sculptures and monuments in spaces of the city.

It is responsible for the establishment and operation of Committees about the placement, transfer and maintenance of sculptures and monuments of the city and cemeteries.

It cooperates with the Municipal Assets Division for the preparation of studies for the lay-out and siting of burial spaces at the Municipality's cemeteries.

It gives its opinion and makes recommendations about the building terms for proposals of dividing of free family burial spaces of the cemeteries.

It plans and is responsible for the implementation of awareness, promotion and highlighting actions of the sculptures and monuments of the city of Athens and the Cemeteries (getting to know art - educational programs, European programs, participation in scientific groups on the protection of cultural heritage, actions on the Internet, marking of monuments, exhibitions, meetings, publications etc). It provides written information, updating, data, clarifications to citizens, associations, institutions, bodies on matters of its competence.

It keeps a printed and electronic record about all the matters in the scope of competences of the department.

It keeps a record of all incoming and outgoing documents of the Division, monitors and handles any type of secretarial obligation arising from its competences.

g. Sustainable Mobility Department

It processes and proposes studies and actions that promote the Sustainable Mobility in the Municipality of Athens and is responsible for their implementation.

It prepares studies of traffic regulations (one-way streets, parking arrangements, changes in the road surface cross section, bicycle lanes, bicycle tracks, bike and bicycle parking spaces, soft traffic streets etc) and complies with the procedure for their enactment (recommendation to the Municipal Council, taking the necessary approvals etc).

It prepares studies of special traffic regulations, such as studies for a controlled parking system and complies with the relevant approval procedures.

It prepares the tender documents of the studies and works that fall within its competence and makes recommendations to the Financial Committee about the approval of the terms. It completes the part of the procedure of the relevant tenders that falls within the scope of its competences or activities.

It is responsible for the preparation of the relevant contracts and ensures that they shall be signed and recommends the appointment of a supervising engineer for each study that is assigned. It plans and attends to the preparation of the relevant procedures for the award of supplies, works and/or provision of services according to the applicable and forwards the relevant files to the Procurement and Stock Division to be implemented.

It cooperates with the financial services during the execution of the relevant contracts.

It cooperates with the Urban Transportation Organisation in determining the urban bus lines, the departure site, the route, the stops and the destination site of the corresponding lines and it determines the taxi waiting areas.

It makes recommendations about the parking spaces based on the applicable regulatory provisions and about lifting the concession of the spaces when the reasons for which they were granted do not exist anymore. It monitors the granted permits and checks them again.

It approves temporary traffic regulations, necessary for the execution of works.

It makes recommendations to the Municipal Council about the issuance of certificates on whether the streets are passable for public tourist coaches.

It makes recommendations to the Municipal Council about the determination of the departure site and the stops of tourist coaches.

It handles and answers all matters of daily life related to the above competences in cooperation with the co-competent Departments and Divisions and co-competent bodies (Ministries, Decentralized Administration etc).

It keeps a printed and electronic record about all the matters in the scope of competences of the department.

It keeps a record of incoming-outgoing documents, monitors and processes any type of secretarial obligation arising from its competences.

- BUILDING DIVISION

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

a. Organisation, Documentation and E-Governance Department

It keeps a record of the incoming and outgoing correspondence of the Division.

It monitors and takes care of the correspondence of the Division.

It keeps a record of all the employees in the Division per Department, sector and scope of work.

It receives and sends the documents related to the leaves of the employees, after being signed by the competent head and Director, to the Human Resources Management and Development Division. It collects the daily work sheets of all the employees of the Division, prepares the figures for them and sends them to the Human Resources Management and Development Division to prepare the payroll lists.

It collects the relevant notes of each month from the Departments stating any overtime work, work on Sundays, night shifts and issues payment decisions that are then sent to the Human Resources Management and Development Division to issue a relevant payment order. It also collects and forwards the documents for the travel expenses.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through the correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

b. License Issuance Department

It issues approvals and permits for building, demolition, change of use and any type of building works. It revises the issued building permits in application of the each-time applicable building regulation and applies e-handling.

It checks designs, supporting documents and data accompanying the application for the issuance of the building approval and permit according to the applicable city plan law.

It verifies the completeness of static designs.

It checks the static designs of building permits in case of stopping the works following the findings of building inspectors as well as in cases of a complaint, based on the each-time competences.

It verifies the completeness of E/M designs, energy performance certificates, thermo-insulating adequacy certificate, passive fire protection design. It checks the E/M designs, energy performance study, thermo-insulating adequacy study of the building permits in case of stopping the works following the findings of building inspectors as well as in cases of a complaint, based on the each-time competences. It checks the relevant tax data for the revision of building permits and the issuance of building approvals and permits.

It keeps a record of all building permits and approvals for the issuance of relevant copies and an e-record of the building permits, approvals. It keeps an e-registry for the work and the identity of the building according to the applicable provisions.

It issues certificates for buildings existing prior to 1955.

It issues main use certificates.

It issues certificates for connection with the utility networks and for plot ratio.

It issues approvals of small-scale works.

It issues approvals of structural or mechanical construction for the installation of a station's antenna on land.

It issues building approvals and permits and revises building permits for industrial buildings.

It is responsible for the licensing of elevators in new and existing buildings.

It keeps a small-scale record of approvals and updates for works and changes in use.

It issues approvals of repair works.

It posts the approvals, the building permits, the permit revisions and the decisions on "Diavgeia" website.

It cooperates with the Special Service of the Building and Energy Inspectors to appoint building inspectors. It issues Construction Inspection Certificates based on the findings of building inspectors.

It recommends the interruption of works and the revocation of building permits.

It makes recommendations and gives an expert opinion about semi-finished constructions in the traditional parts of the city and traditional settlements, in areas of great natural beauty, archaeological sites, historical sites that significantly affect the immediate or greater environment.

It provides information about the General Building Regulation and the New Building Regulation and, in general, about matters of its competence.

It keeps an internal record of incoming and outgoing documents.

b1. Building Permit Archive Office

It is responsible for keeping a record with the files of building permits and approvals to issue relevant copies and an e-record of building permits and approvals.

## b2. Elevators' Office

It is responsible for the entry of elevators in the registry and the renewal of the entry.

It is responsible for the validation of elevator maintenance booklets after changing the maintainer.

It is responsible for the imposition of administrative penalties (fines - stopping the operation of elevators) for violations of the legislative framework.

### c. Constructions Control Department

It applies the provisions of the each-time city plan law about illegal constructions and buildings that are structurally, statically and in terms of hygiene dangerous.

It keeps a record of incoming/outgoing documents and their circulation in the Department.

It applies inspection procedures for illegal constructions: It carries out on-site inspections, it stops the building works, it prepares reports on setting building and maintenance fines and imposes the stipulated penalties.

It forwards appeals to the City Plan Matters and Objections Council and is present during the proceedings. It confirms the cases of compliance and issues the relevant certificates. It issues final decisions for the demolition of illegal constructions.

It applies legalization and exception procedures from the demolition.

It handles the final procedure and checks the validity of the data about the settlements for the legalization of illegal constructions.

It keeps and informs a record of illegal constructions, dangerous buildings and a record of exceptions from demolition.

It is responsible for the imposition of fines according to the applicable law.

It is responsible for the preparation of confirmation lists with fines.

It is responsible for the change of maintenance fines in a lump sum in the framework of the applicable law and is competent to undertake the required recommendations - expert opinions for the above.

### C1. Office of Dangerous Constructions and Humidity Issues

It applies the procedures for dangerous constructions in relation to structure, statics and hygiene.

It carries out on-site inspections, prepares reports on their dangerousness and reviews them in case of objection submission.

It imposes safety measures and confirms that the measures are taken.

It supervises the demolition of derelict buildings and applies the procedures for the imposition of penalties if the required safety measures are not taken.

### d. Construction Terms Department

It is responsible for the check of topographical maps for the issuance of building permits regarding their accuracy compared to the approved plan, the application of the approved street plan, the building terms and restrictions and the compilation specifications.

It issues certificates for land use, building terms, listed buildings, width of arcades, width of flower beds and certificates on the street planning or not of properties or parts of them.

It issues certificates of allowed land uses for plots outside the zoning area, within the Master Plan area.

It sets the building and street planning lines and building terms in citizens' topographic maps and the maps of the service to prepare actuarial acts, acts of compensation due to street planning, conveyance, settlements.

It is responsible to check and validate the building and street planning lines and the construction terms in citizens' topographic maps. It confirms the accuracy of building and street planning lines for pharmacy use.

It is responsible to set temporary boundary lines for streaks in a topographic map submitted by a citizen or the service.

It keeps a record of: street planning signposts, technical reports - application graphs - amending street plan decrees - building terms - decisions decrees of the Prefect on identifying a street as existing before 1923.

It keeps a record of elevation studies of the streets in the Municipality of Athens.

It issues data on the elevation plan of the city (elevation certificate) to the parties interested to build.

It is responsible for the applications of street and square studies to be constructed.

It is responsible for the applications of ownership titles only for the properties of the Municipality of Athens.

It is responsible for the supervision for the proper implementation of the application deeds and application control. It issues the certificates on the distances of the clubs, bars, open bars, Internet cafes and recreational games halls and in mixed-type establishments that are to operate according to article 1 of the decision of the Municipal Council 647/26-07-2012. It issues certificates on the distances of brothels that are to operate according to article 3, par.

4, Law 2734/1999.

### - DIVISION OF ROADS, SEWERAGE AND PUBLIC SPACES

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

a. Administrative Support and E-Governance Department

It keeps a record of the incoming and outgoing correspondence of the Division.

It monitors and takes care of the correspondence of the Division.

It keeps a record of all the employees in the Division per Department, sector and scope of work.

It receives and sends the documents related to the leaves of the employees, after being signed by the competent head and Director, to the Human Resources Management and Development Division.

It collects the daily work sheets of all the employees of the Division, prepares the figures for them and sends them to the Human Resources Management and Development Division to prepare the payroll lists.

It collects the relevant notes every month from the Departments stating any overtime work, work on Sundays, night shifts and issues payment decisions that are then sent to the Human Resources Management and Development Division to issue a relevant payment order. It also collects and forwards the documents for the travel expenses.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

b. Studies, Documentation and Planning Department  
It makes proposals to the Division about the preparation of the operational program, the technical program and the annual action plan, keeps accounting data of its progress and issues monthly reports.

It bears the responsibility for the implementation of the technical Program of the service and draws up quarterly reports on its progress for the Administration or whenever it is asked.

It keeps accounting data about the department's activity and generates corresponding reports.

It prepares studies for the restoration, construction, remake and maintenance of the road surfaces and sidewalks, studies for the maintenance and restoration of the horizontal and vertical signs of the road network, studies for the construction, maintenance and repair of the railings and parapet of the road network in the competence of the Municipality of Athens, including cemeteries and the sewerage pipes inside and rainwater and waste water networks inside them. It prepares the studies for the maintenance and repair of rainwater drainage networks, of the maintenance of the rainwater networks with the catchment pipes

of the competence of the Municipality of Athens (in cooperation with the co-competent bodies, wherever required, according to the legislation), of the construction of drainage system of waste and of the connections of the properties, construction of waste water removal works, construction of external branching of properties with the waste system.

It is responsible for the preparation of the studies for the works.

It is responsible to receive the relevant sewerage studies from the competent bodies and makes recommendations about possible modifications.

It draws the studies for the laying out, restoration and maintenance of the public spaces in the Municipality of Athens.

It draws the studies and prepares the specifications in cooperation with the competent Divisions, wherever this is required, about the urban equipment and the kiosks and determines the site of the stops and the protective covers of the passengers of urban and suburban buses.

It determines the sites of the advertisements and approves the installation of billboards according to the applicable law.

It issues a suitability permit for outdoor exhibition areas.

It determines the areas given for the installation of kiosks, booths etc and issues the relevant permits for protective covers according to the applicable regulations.

It is responsible for the assessment, prioritization and inclusion of the above works in its planning, the preparation of the Technical and Operational Programs in relation to these works and for monitoring their implementation.

It keeps a record for the department and a record with the road and sewerage works with the connections per road and a record with the drawings of the sewerage system of the city as implemented by EYDAP.

It schedules the implementation of works that belong to the competence of the Division, within the framework of the annual Technical Program and the each-time Operational Program.

It prepares the auction documents and handles the relevant procedures of the approvals of the studies before the Financial Committee, attends to the relevant award procedures of technical works and the completion of the tender procedures.

It delivers completed studies to the Supervision Department.

It handles and answers all matters of daily life related to the above competences in cooperation with the co-competent Departments and Divisions and the independent Civil Protection and Citizens' E-Governance Department. It processes and assesses the requests for technical works of the competence of the Division, enters them in an e-file and includes them in the relevant works of the Technical Program.

It keeps a record of all incoming and outgoing documents of the Division, monitors and handles any type of secretarial obligation arising from its competences.

It receives from the competent Studies, Documentation, Planning and E-Governance Department of the relevant files for the projects after their auction and also for the preparation and signing of the contracts of the projects.

#### c. Supervision Department

It attends to the implementation of PPP works.

It supervises the construction and maintenance of the road network and the sidewalks of the competence of the Municipality of Athens, including cemeteries, and the secondary sewerage system and the connections of roadside properties.

It supervises the cleaning of the catchment drains and their connections with the central pipes of the roads of the network of the competence of the Municipality of Athens and also its maintenance through contractors.

It makes recommendations to the Division about the appointment of a supervising engineer for each project that has been auctioned.

It supervises the execution of the projects and exercises qualitative and quantitative control of the constructions according to the studies, contractual documents and the applicable law and carries out the necessary laboratory checks.

It attends to the compliance with the construction time schedules.

It checks and validates the certifications of carried-out works, recapitulative tables etc submitted by the contractors and forwards them to the Financial Division to issue a payment order.

It keeps progress and cost data of the works in progress. It prepares the final measurements following the conclusion of the works it undertakes.

It receives the concluded works by the competent committees and keeps a record with the relevant files.

It keeps a record of all incoming and outgoing documents of the Division, monitors and handles any type of secretarial obligation arising from its competences.

#### d. Technical Crews Department

It carries out replacement works for small-degree damages on road surfaces, sidewalks, public spaces and rainwater systems that fall within the competences of the Municipality of Athens, including cemeteries.

It carries out restoration works, intervening in damages that occur suddenly and must promptly be dealt with, related to the horizontal-vertical signs, and sidewalk delineation elements (railings - bollards).

It carries out determination works of parking spaces(horizontal and vertical signs) implementing decisions of the competent service.

It is responsible for the assessment, prioritization and inclusion of the above works in its planning,

the preparation of the Technical and Operational Programs in relation to these works and for monitoring their implementation.

It is supplied with signs with the names of the streets and squares and the numbering of buildings. It is responsible for placing the above signs at the positions suggested by the City Plan and Urban Environment Division.

It keeps progress and cost data of the works in progress. It prepares the final measurements following the conclusion of the works it undertakes.

It ensures in advance the supply of materials and tools, giving the technical specifications and the required quantities to the competent Division of Procurement and Stock of the Municipality.

It ensures the repair and maintenance of the work-site equipment

It ensures the management and storage of the materials of the work-site warehouse.

It manages the wheel equipment and any type of machinery of the department.

It carries out the necessary laboratory checks. It keeps a record of all incoming and outgoing documents of the Division, monitors and handles any type of secretarial obligation arising from its competences.

#### e. Licensing Department

It prepares calculation tables for the construction expenditure of sidewalks and curbs and the final sewerage pipes falling within the scope of competences of the Municipality of Athens and forwards the data to the competent Municipal Revenues Division to be charged.

It issues sidewalk repair permits and permits of curb lowering for the entry-exit in legal parking spaces for citizens following the submission of a letter of guarantee.

It receives citizens' applications that wish to be connected with the sewerage network and forwards the necessary data for the issuance of duplicate receipts of payment for the expenses borne by the interested parties to the competent Municipal Revenues Division. It issues occupation permits for sidewalks and road surfaces for small-scale works, for building construction or repair and for the use of demolition waste containers. It issues permits for repair works to Public Utilities

and contractors that carry out roadworks, works for sidewalk and sewerage network restoration, including the sewerage connections in the boundaries of the Municipality of Athens and cooperates with the Municipal Revenues Division for the payment or confirmation of the relevant duties and fines.

It issues crossing permits for Public Utilities and handles the certificates of the corresponding duties and forwards them to the Municipal Revenues Division to collect them.

It checks compliance of the licensing terms of all the above and the proper restoration of sidewalks, road

surfaces and other public spaces according to the above permits.

It carries out on-site inspections to check if the above licensing terms are complied with and if not, it orders the proper restoration of the works by the permit holders or imposes the stipulated fines.

It is responsible to return the letters of guarantee when the reasons for which they were issued no longer apply.

It keeps a record of permits.

It keeps annual progress data and possible revenues from the permits it issues and of the relevant fines.

It provides legal support to the service in any case of claims from citizens, enterprises and organizations regarding the allocation of licensing fees, fines and sidewalk and sewerage connection costs.

It informs and cooperates with the co-competent Services to handle damages on the road surfaces and the other public spaces.

It keeps a record of all incoming and outgoing documents of the Division, monitors and handles any type of secretarial obligation arising from its competences.

#### - ELECTRICAL DIVISION

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

a. Administrative Support and E-Governance Department

It keeps a record of the incoming and outgoing correspondence of the Division.

It monitors and takes care of the correspondence of the Division.

It keeps a record of all the employees in the Division per Department, sector and scope of work.

It receives and sends the documents related to the leaves of the employees, after being signed by the competent head and Director, to the Human Resources Management and Development Division. It collects the daily work sheets of all the employees of the Division, prepares the figures for them and sends them to the Human Resources Management and Development Division to prepare the payroll lists.

It collects the relevant notes of each month from the Departments stating any overtime work, work on Sundays, night shifts and issues payment decisions that are then sent to the Human Resources Management and Development Division to issue a relevant payment order.

It also collects and forwards the documents for the travel expenses.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

It assists the division in the preparation of the operational program, the technical program and the annual action plan. It bears the responsibility for the implementation of the technical Program of the service and draws up quarterly reports on its progress for the Administration or whenever it is required.

It keeps accounting data about the department's activity and generates corresponding reports.

It schedules in cooperation with the other Departments of the Division the supply of materials and technical equipment, in general, necessary for the execution of maintenance works or new works of the electrical lighting network, road network and the other infrastructures of its competence.

It decides in cooperation with the other Departments of the Division the specifications of the above materials, adjusting them whenever and wherever required for the perfect execution of the relevant works.

It is responsible for the preparation of the studies for the works. It makes recommendations to the Division about the appointment of a supervising engineer for each project that has been auctioned.

It attends to the preparation of the relevant assigning procedures of technical works according to the applicable law and forwards the relevant files to the competent Department for their implementation.

It posts the relevant documents on the [Central Electronic Registry of Public Contracts (CERPC) - National Electronic Procurement System (NEPS)].

It fills in the parametrized accounting sheets and informs the appropriate CPV codes to be posted.

It prepares photometric studies collecting data from counts, measurements, photometrics.

It carries out on-site inspections.

It updates applications about the stage of the works and the supplies included in the NSRF.

It prepares the budget, the Annual Action Plan and the Technical Program of the Division and monitors its progress and observance.

It keeps a record of the incoming and outgoing correspondence of the Division.

It monitors and takes care of the correspondence of the Division.

It keeps a record with all the employees of the Division according to Department, sector and scope of work based on the orders of the Division.

It monitors the working hours (shifts).

It receives and sends the documents related to the leaves of the employees, after being signed by the competent head and Director, to the Human Resources Management and Development Division. It collects the daily work sheets of all the employees of the Division the figures for them and sends them to the Human Resources Management and Development Division to prepare the payroll lists.

b. Studies, Documentation and Planning Department

It helps the division in the preparation of the operational program, the technical program and the annual action plan. It bears the responsibility for the implementation of the technical Program of the service and draws up quarterly reports on its progress for the Administration or whenever it is required.

It keeps accounting data about the department's activity and generates corresponding reports.

It schedules in cooperation with the other Departments of the Division the supply of materials and technical equipment, in general, necessary for the execution of maintenance works or new works of the electrical lighting network, road network and the other infrastructures of its competence.

It decides in cooperation with the other Departments of the Division the specifications of the above materials, adjusting them whenever and wherever required for the perfect execution of the relevant works.

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It prepares the budget, the Annual Action Plan and the Technical Program of the Division and monitors its progress and observance.

It keeps a record of the incoming and outgoing correspondence of the Division.

It monitors and takes care of the correspondence of the Division.

It keeps a record with all the employees of the Division according to Department, sector and scope of work based on the orders of the Division.

It monitors the working hours (shifts). It receives and sends the documents related to the leaves of the employees, after being signed by the competent head and Director, to the Human Resources Management and Development Division. It collects the daily work sheets of all the employees of the Division the figures for them and sends them to the Human Resources Management and Development Division of the Municipality to prepare the payroll lists.

c. Electrical Lighting Network and Infrastructure Maintenance Department

It handles the restoration of damages and the maintenance of the road network, the electrical lighting network of the city and the fountains.

It is present and intervenes when there is a technical problem of its competence in the technical equipment (microphone systems, power supply to bodies that hold events etc).

It keeps a record with the repairs and maintenance that have been carried out.

It monitors and checks the good operation of the installed alarm sirens in various sites of the city in cooperation with the competent ministry. It carries out new overhead and underground works for the electrical lighting network of the city. It keeps a record of the carried-out works.

It is responsible for the celebration decorations of the city whenever required.

It supervises the implementation of the works and exercises quality and quantity control of the constructions, according to the studies, the contractual documents and the relevant law.

It attends to the compliance with the construction time schedules.

It checks and validates the certifications of carried-out works, recapitulative tables etc submitted by the contractors and forwards them to the Financial Division (Winding up and Expenditure Order Department) to issue a payment order.

It receives the concluded works by the competent committees and keeps a record with the relevant files.

- ENGINEERING DIVISION

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of

the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

a. Studies, Planning, Administrative Support and E-Governance Department

It keeps a record of the incoming and outgoing correspondence of the Division.

It monitors and takes care of the correspondence of the Division.

It receives and sends the documents related to the leaves of the employees, after being signed by the competent head and Director, to the Human Resources Management and Development Division.

It collects the daily work sheets of all the employees of the Division, prepares the figures for them and sends them to the Human Resources Management and Development Division to prepare the payroll lists.

It collects the relevant notes every month from the Departments stating any overtime work, work on Sundays, night shifts and issues payment decisions that are then sent to the Human Resources Management and Development Division to issue a relevant payment order. It also collects and forwards the documents for the travel expenses.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

It keeps a record with all the employees of the Division according to Department, sector and scope of work and makes recommendations to the Human Resources Management and Development Division about the staffing of the Departments of the Division.

It assists the division in the preparation of the operational program, the technical program and the annual action plan. It bears the responsibility for the implementation of the technical Program of the service and draws up quarterly reports on its progress for the Administration or whenever it is required.

It keeps accounting data about the department's activity and generates corresponding reports.

It collects and records requests with the needs of supplying the Divisions of the Municipality with rolling stock and its repair.

It recommends the purchase of new vehicles according to the requests of the Division of the Municipality.

It prepares the studies for all the supplies of rolling stock and mechanical equipment and the supply of spare parts and other accessories relating to their maintenance and repair.

It assigns the repair services of vehicles.

It sends the recommendations with the technical specifications to the Procurement and Stock Division to carry out the necessary tenders.

It submits proposals to the Financial Division about the formulation and possible review of the Division's budget and monitors its execution.

It makes recommendations about the sale, disposal and destruction of the old rolling stock and prepares studies of rolling stock maintenance.

It cooperates with the competent persons for the compliance with the Safety and Health Rules at the work place according to the applicable law.

b. Vehicle Maintenance Department

It is competent for the maintenance and repair works of any type of vehicles, for their smooth operation, washing, lubrication and the regular and extraordinary check,

It keeps a record of the incoming and outgoing correspondence and the record of the department.

It keeps a record with the information about the maintenance and repair of vehicles (calendar information, analysis of the used spare parts etc) per Division, Department and Office.

It is competent for the repair and maintenance of the press containers.

It keeps accounting data about the department's activity and generates corresponding reports.

It is responsible for the insurance coverage of all vehicles and machines. It takes care of the technical tests (MOT and exhaust check cards) of all the vehicles at the set forth intervals.

b1. Vehicle Electronic Equipment Maintenance and Repair Department

It is responsible for the maintenance and repair of the radio communication (CB) and e-equipment of all the vehicles of the Municipality and of the materials and devises comprising portable or fixed devises, transmitters etc.

It receives data via a digital tachograph card from all the Municipality's vehicles that have a tachograph and forwards them to the services that manage them for processing and storage.

It keeps a record with the information about the maintenance and repair of the electronic equipment of the vehicles (calendar information, analysis of the used spare parts etc) per Division, Department and Office.

b2. Office of Management, Maintenance and Disposal of Rolling Stock and Other Equipment

It is responsible for the management of used materials, their detailed recording and their keeping after leaving the warehouse.

It keeps a record with all the Municipality's vehicles and a record of vehicles' disposal per service, a record of all registrations for the vehicles and motorbikes of the Municipality attending to the issuance of new ones or replacement of the registrations or number plates.

It is responsible for the insurance coverage of all vehicles and machines, it cooperates with the Vehicle Mobility Office providing the necessary traffic documents. It concludes the procedures that are required for the insurance of the vehicles and machines of the Municipality (new insurance policies, termination of insurances, payment of premiums, recording of car accidents in communication with the insurance company). Finally, it takes care of the technical test (MOT) of all the vehicles at the set forth intervals.

It pays the taxes or registration fees for vehicles and motorcycles and the validation of the licenses for mopeds.

#### - CLEANING - RECYCLING DIVISION

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality. a. Studies, Planning, Scheduling, Administrative Support and E-Governance Department It collects, keeps and processes data of the activities of the Division.

It plans the annual supply program and records the requests of the Department with the needs of supply in materials, machines and of assignment of services of the Division.

It is responsible for the supply of all materials, tools and equipment according to the requirements - needs of the other departments.

It plans and makes recommendations about the means that are suitable and the necessary quantities for the fulfillment of the Division's work.

It monitors the budget credits of the Division and prepares proposals about expenditures and the approvals of credits for the Financial Committee.

It submits proposals to the Financial Division about the formulation and possible review of the Division's budget and monitors its execution.

It prepares the Annual Action Plan and the Technical Program of the Division.

It forwards the proposal for the budget of the next year to the Municipal Revenues Division and the Department for Charges for Services and Real Property Fee to determine the amount of charges for services.

It keeps a record with all the employees of the Division according to Department, sector and scope of work and makes recommendations to the Human Resources Management and Development Division about the staffing of the Departments of the Division.

It collects and monitors the daily attendance sheets of the Division's employees.

It catalogues and prepares the relevant documents for the Human Resources Management and Development Division to issue payroll lists.

It keeps a record of the incoming and outgoing correspondence and the record of the Division.

It monitors and takes care of the correspondence of the Division.

It receives and forwards to the Human Resources Management and Development Division the documents for all the employees' leaves.

It is responsible for the issuance procedures of decisions for driving licenses, in exception, of employees and Licenses for vehicles on the move outside the boundaries of the Prefecture of Attica.

It prepares studies, wherever required, in the framework of the Division's competences. It collects and sends to the Resilience, Innovation and Documentation, Strategic Planning Division the necessary material to update the Municipality's website with the cleaning activities.

It collects and records the training and education needs of the personnel and forwards them to the Human Resources Management and Development Division. It proposes the utilization of the know-how it is required in these activities.

It recommends the participation of employees in seminars, meetings, conferences. It monitors the implementation of the personnel's training programs.

It implements the instruction given about the health and safety of the employees of the Division, in the part that is related to its own competences, ensuring the existence of appropriate spaces for Occupational Doctors and nurses and the regular visits of the employees.

It keeps a record of labour accidents.

It prepares lists of the employees of the Division to provide them with Personal Protective Equipment, milk, vaccines etc and forwards them to the Human Resources Management and Development Division in cooperation with the Safety Technicians.

It receives and distributes the above items.

It monitors the implementation of the seminars about the health and safety of the employees of the Division.

It prepares and monitors the Division's budget, releases the relevant credits, attends to the start of relevant tenders and monitors their progress.

Through its correspondents, it attends to the response of the service to the E-Governance system

It handles the citizens' requests received through the CRM system, ensuring the timely sending of the answers to the interested parties, via the CRM correspondents.

b. Alternative Waste Management Department It plans the integrated management of all urban waste, based on the prioritization of waste management in force in the national and European law and in agreement with the National and Regional Waste Management Planning.

It makes recommendations about the quantity targets of the Municipality for Material Recycle and Recovery.

It assesses the integrated waste management programs and makes corrections. It cooperates with the competent operation and management bodies of the final disposal areas of the collected waste, ensuring their smooth operation.

It cooperates with the existing approved systems of alternative management and makes recommendations to the Hellenic Recycling Agency about new ones.

It plans and implements waste stream utilization programs running along the approved systems.

It plans and implements the utilization of bio-waste, choosing the most sustainable management method.

It plans and implements energy recovery programs from urban waste (i.e. fried oil, biomass etc).

It plans and implements prevention and reduction programs of waste generation.

It plans and implements public information and awareness programs about waste management.

It implements programs to increase the recycling percentage.

It concludes all contracts related to waste utilization.

It attends to the collection of bio-waste and recycle packaging materials from the planned special waste streams.

It attends to the detection, recording and removal of the abandoned vehicles, categories M1, N1 and tricycles, with own means or by awarding the work to a legal contractor from the vehicle alternative management systems at the end of their life cycle and in cooperation with the competent authorities.

It attends to the detection, recording and removal of the abandoned vehicles, with the exception of categories M1, Ni and tricycles at the Public Material Management Division, in cooperation with the competent authorities. It keeps a record of the activities and answers to the citizens' complaints or requests.

c. Work Quality Control Department

It monitors the programs of the operational part of the Division's works and informs it for the quality of their results.

It informs the other Divisions of the Municipality on matters of their competence related to problems in the City that are detected during the daily check. It applies the Cleaning Regulation and supervises the fines in cooperation with the Municipal Police Division.

It handles the correspondence about the deeds with the Municipal Revenues Division, Municipal Police Division, gives answers to the Legal Division and Administrative Courts to judge the appeals vs. the deeds.

It gives answers to the citizens about the Violation Regulation deeds, following the conclusion of objections they submit to the Department. It keeps a record of the deeds of the Cleaning Violation Regulation.

It supervises and checks, via the CRM correspondents, the proper operation of the electronic system at the Division, bearing the responsibility for the distribution of the requests to the competent departments, the collection of the answers and the timely forward to the Independent Department of Civil Protection and Citizens' E-Service.

d. Waste and Recyclable Packaging Material Collection and Transportation Department

It prepares the programs and is responsible for the collection works of the generated waste and their transportation to the set final disposal spaces. It cooperates with the operation and management competent persons of the final disposal spaces of the collected waste, ensuring the smooth operation of the collection works.

It is responsible for the collection of the waste from municipal and outdoor markets, institutions, hospitals, industries, hotels and other trade/industry facilities and any other possible streams (apart from bio-waste and recyclable package materials from the special waste streams) as described each time in the National waste management plan.

It staffs all programs with the necessary personnel.

It installs, wherever decided or necessary, the temporary waste disposal means (containers, fixed waste presses) and is responsible for their cleaning.

It cooperates with the Solid Waste Management Body of Attica and monitors the smooth operation of the final waste disposal areas.

It installs, wherever necessary, temporary waste disposal bins and is responsible for their cleaning and repair. It informs the Planning, Administrative Support and E-Governance Department for possible shortages. It also takes care of the recommendations of the Work Inspection Quality Department and the relevant answers. It keeps a record of its activities and answers requests or complaints.

It records and collects data and weight lists related to the execution of collection programs and forwards them to the Planning, Administrative Support and E-Governance Department.

#### d1. Vehicle Mobility Office

It is responsible for the staffing of all vehicles (garbage trucks, recycle vehicles, open trucks, tank trucks, cars and machinery etc) with the appropriate personnel (Drivers - Machinery Operators).

It is responsible for the maintenance of the vehicles and machinery and for sending them to the relevant Department of the Engineering Division in case of damage or crashes and for their timely delivery.

It is responsible for the cleaning of the vehicles and keeping them in a good condition.

It cooperates with the Engineering Division to get the necessary traffic documents for the vehicles and agrees with it about the technical tests (MOT, exhaust inspection card etc) and also investigates the conditions of accidents.

It keeps a record of its activities.

#### e. Supervision Department of Infrastructure and Facilities Operation

It supervises and is responsible for the operation of the Waste Transfer Station and any other Waste Management Unit that the Municipality of Athens is building and/or is operating according to the approved operation regulation and the machinery's specifications.

It is responsible for the operation of the mobile Waste Transfer Stations, complying with the set forth environmental terms and the specifications in the operation permit, ensuring, at the same time, the hygiene conditions of the facilities.

It makes recommendations to the Planning, Administrative Support and E-Governance Department of the Division about the supplies that are needed for the operation and repair of all the Parts of the E/M equipment of the Waste Transfer Stations.

It provides technicians for the supervision of the smooth operation of the Waste Transfer Stations.

In cooperation with the Special Inter-Collective Association of the Prefecture of Attica, it checks the incoming and outgoing quantities of municipal solid waste to be processed.

It is responsible for the guarding of the buildings and the Waste Transfer Stations and the lay-out - organisation and cleanness of the interior spaces of the Waste Transfer Stations and the Division.

It prepares and monitors the working hours (shifts) of the security guards and night watchmen.

It keeps a record of its activities with the Planning and Documentation Department.

#### f. Road-cleaning Department

It is responsible for the cleaning of the road network and the public spaces of the City Districts, implementing the road cleaning programs per sector according to the needs of the 7 City Districts

It is responsible for the emptying and cleaning of the trash cans on posts and on the pavement.

It is responsible for the cleaning at the conclusion of Outdoor Markets. It collects the waste at scheduled loading areas and in cooperation with the Waste and Recyclable Packaging Material Collection and Transportation Department, it cooperates the actions for the prompt disposal of the waste of any type. It is responsible for the collection and removal of

big objects from public spaces. It is responsible for the cleaning of green public spaces

belonging to the competence of the Municipality of Athens (parks, squares, traffic islands etc) and for the removal of any foreign object (rubbish) from them.

It is responsible for the cleaning of the yards of churches, paved surfaces and underground passings.

It is responsible for the staffing of public toilets with the appropriate staff.

It is responsible for the cleaning and repair of the facilities (water supply - sewerage - electrical) of the public toilets, informing promptly the competent technical Divisions of the Municipality.

It is responsible for the timely receipt of the necessary operation materials of the public toilets.

It checks the good operation of the self-cleaned toilets that are found in various spots of the city. It handles the citizens' requests received through the CRM system, ensuring the timely sending of the answers to the interested parties, via the CRM correspondents. It also takes care of the recommendations of the Work Inspection Quality Department and the relevant answers. It answers citizens' requests or complaints.

#### g. Special Work Department

It organizes crews for daily or night shift for the removal of illegal posters, banners etc and for the washing of squares, sidewalks, underground passages etc. It is responsible for cleaning the interior of houses abandoned by their owners and sealing their entries, upon the issuance of Court Orders.

It is responsible for the cleaning of plots and other open spaces according to the applicable fire fighting provisions in case of non-compliance of the liable persons, applying the legal procedures. It paints public spaces, posts and power boxes (pillar boxes) to remove written slogans.

It supervises and carries-out cleaning and provides anti-graffitti protection for buildings belonging to and used by the Municipality of Athens, constructions in public spaces (flower beds, walls etc) and monument base.

It is responsible for the disposal of open trucks via the Mobility Office and workers for the removal of chairs/tables from a health-regulated establishment as ordered by the Municipal Revenues Division, after being informed and under the supervision of the Municipal Police.

It is responsible for the transportation and storage of the confiscated chairs/tables and for measuring the volume of the space they occupy and informs the Municipal Revenues Division.

It removes kiosks from public spaces as ordered by the Municipal Revenues Division.

It removes obstacles illegally found on the sidewalk or the street (i.e. railings, bollards, obstacles in parking spaces) as ordered by the Municipal Police.

It has a secretariat and a crew on a 24-hour work to respond to the orders of Attic Traffic Police Sub-Divisions to throw sawdust on sites of the road surface within the boundaries of the Municipality of Athens where oil has spilled either by a passing vehicle or due to another reason.

It handles the citizens' requests received through the CRM system, ensuring the timely sending of the answers to the interested parties, via the CRM correspondents. It also takes care of the recommendations of the Work Inspection Quality Department and the relevant answers. It answers citizens' requests or complaints.

It makes recommendations to cover the needs for trash cans on posts and on the pavement, undertakes their installation as well as maintenance and repair.

It is responsible for the flag celebrations in the city on National Holidays, Cultural and Sports events, church celebrations etc.

It installs and removes dais for any of the above celebrations it is required.

It distributes, keeps and preserves the electoral material (ballot boxes - screens etc), both for general elections and for elections of Associations, Unions etc following their request.

It provides workers and washing machine for the Electrical Division to clean fountains. It provides the necessary technical staff (electricians, refrigeration technicians, painters etc) for the maintenance of the Division's facilities.

#### - DIVISION OF GREEN AREAS AND URBAN FAUNA

The Head of the Division bears the responsibility for the smooth and effective operation of its departments and, in particular, for the organization, cooperation, monitoring and evaluation of their actions and activities. He/she determines the priorities of the service in each period, according to the annual action plan and regularly cooperates with his/her subordinates providing directions

and the necessary motivation for the implementation of the objective of the organizational units. He/she signs the documents relating to the competencies of the Division according to the legal power system of document signing applied by the Municipality.

a. Planning, Administrative Support and E-Governance Department.

It monitors the implementation of all the works of the Division during all periods and in all areas and prepares an annual report.

It prepares and implements the Technical Program of the Division. It prepares quarterly reports of its progress for the Administration or whenever requested.

It keeps accounting data about the department's activity which are then sent to the other Departments and prepares relevant reports. It prepares landscaping studies, irrigation studies, management studies etc for existing or new green areas in cooperation with the Departments of Green Areas of the City Districts, the Plant Production, Environmental Education and Technical Support Department and the competent Division for public spaces.

It records and keeps a record with all the green areas in cooperation with the Departments of Green Areas of the Division.

It is responsible for the cooperation and coordination with the other Services of the Municipality and Public services for matters related to green areas of the city.

It monitors the developments of science in all sectors of interest of the Division (plant protection, floriculture, landscaping, adjustment to climate change, bio-economy etc).

It prepares studies of supplies and any form of services and attends to the procedures for the tenders carried out by the Financial Committee with the responsibility of the relevant Procurement and Stock Division. The implementation is effected in cooperation with the competent Departments of the Division. It carries out all necessary procedures for the assignment of studies and projects by performing all necessary tenders, via the competent bodies of the municipality.

It cooperates with the competent services of the Municipality and the Health and Safety Committee for the supply of personal protective equipment of the Division's employees.

It prepares and monitors the progress and compliance with the budget, in terms of the Division, and keeps a record of suppliers, studies, materials and their specifications. It keeps a record and monitors the auctioned studies, the contracts and deliveries of supplies up to their conclusion.

It records, keeps a record and computerizes in GIS in cooperation with the Strategic Planning, Documentation and Innovation Division.

It prepares the Annual Action Plan of the Division in cooperation with the other Departments of the Division.

It monitors the achievement of the objectives of the Division that are included in the Technical and Operational Program during the year.

It records and keeps a record of the municipal or private water abstraction sites (drills, fountains etc) and is responsible for the cooperation with the other competent services of the Region, Decentralized Administration etc.

It keeps a record of labour accidents and of the correspondence with the Labour Inspectorate.

It coordinates the education of the personnel via training programs.

It keeps a record of all incoming and outgoing documents of the Division, monitors and handles any type of secretarial obligation arising from its competences.

It keeps a record of all the employees in the Division per Department, sector and scope of work.

It receives and forwards to the Human Resources Management and Development Division the documents for all the employees' leaves.

It keeps an attendance list and a record of leaves and days-off of the employees of the Division. It prepares the relevant documents with the data and forwards them to the Division of Human Resources Management and Development to issue the payroll lists of the permanent employees and the employees with contracts of indefinite time.

Through correspondents of the Division, it attends to the response of the service to the E-Governance systems (CRM).

b. Plant Production, Environmental Education and Technical Support Department

It utilises the existing area of the plant nursery for the production, cultivation and development of plants that are used to cover the needs of the city and the maintenance and strengthening of bio-diversity. It is responsible for the development, protection, assessment and monitoring of the plant production and the progress in all plant production fields. It records the needs of the Division in plant material, prepares the technical specifications and cooperates with the Planning, Administrative Support and E-Governance Department for its supply. It receives the plant material and distributes it depending on the needs of the Division. It manages the plant waste to be utilized in the best possible way (i.e. Compost or energy use) in cooperation with the Cleaning-Recycling Division and Engineering Division.

It coordinates the activities of the crews of the technical support of the department.

It is responsible for the maintenance of the machinery and the agricultural tools of the Division in cooperation with the Vehicle Maintenance Department and the Engineering Division.

It manages the machinery of the Division making the necessary charges and keeping a distribution record.

It manages and utilizes the water resources (drills, underground waters etc) and cooperates with EYDAP in irrigation matters of the green areas.

It cooperates with the Planning, Administrative Support and E-Governance Department and the other Departments of the Division to prepare and carry-out the necessary studies for the proper management of the irrigating water. It plans the irrigation method of the green areas, the installation of automatic watering and is responsible for the installation and maintenance of the irrigation networks.

It is responsible for the management of the special crews of direct or scheduled intervention to take out the stumps of destroyed trees and the planting of new ones, the maintenance of a small-scale of constructions and the installation and maintenance of benches and fences.

In cooperation with the Planning, Administrative Support and E-Governance Department, it undertakes the environmental education for the awareness: 1) of the citizens, by holding seminars and environmental interventions in the areas belonging to the Municipality; 2) of the students, utilizing the experience of the Scientific personnel and the technical infrastructures of the Division; 3) by organizing fairs and actions and providing information for all the range of urban green areas.

It keeps a record of all incoming and outgoing documents of the Division, monitors and handles any type of secretarial obligation arising from its competences.

B1. Main Desk

It coordinates the traffic of vehicles and machines.

It undertakes their good maintenance in cooperation with the Vehicle Maintenance Department of the Engineering Division.

It is responsible for the disposal of branches with the help of the Departments of Green Areas of the City Districts.

It is responsible for the implementation of the watering program of the trees (especially in new plants) in tree-lines and public green areas that do not have an automatic watering system in cooperation with the Departments of Green Areas of the City Districts.

It cooperates with the Planning, Administrative Support and E-Governance Department to evaluate its activities.

c. Green Areas of 1st City District Department

d. Green Areas of 2nd and 3rd City District Department

e. Green Areas of 4th and 5th City District Department

f. Green Areas of 6th and 7th City District Department

The departments of the above City Districts are divided in competence sectors following the decision of the Division in cooperation with the competent Department.

The above Departments are responsible for the following:

They keep a record of all incoming and outgoing documents.

They monitor and handle any type of secretarial obligation from the implementation of their competences.

They are responsible for the study and construction of small-scale works providing their own labor in cooperation with the co-competent departments of the Division, the supervision of contractors in their field of competences, the maintenance of the existing green public spaces in the geographic boundaries of the City Districts that each department covers. For this purpose and depending on the human resources, they organize the areas in sectors (according to the object or the geographical determination) with heads (Agronomists - Foresters - Agricultural Technicians), foremen for the green / head gardeners and gardeners. They request the assistance of the other departments of the Division or other Services of the Municipality for the works that the personnel cannot carry out.

They are responsible for the maintenance and execution of green works in parks.

They maintain the green areas of Cemeteries and Children's Camps and intervene with restoration programs.

They make recommendations to the Planning, Administrative Support and E-Governance Department about the assignment of supplies, services, studies and works related to their scope of competence and cooperate for their implementation.

They schedule all the intervention works in the green areas of their competence.

They are responsible for planting trees, bushes and seasonal plants and, in general, for the maintenance of all green areas and infrastructures of their competence.

They are responsible for pruning all the trees of the public spaces and the tree-lines using their scientific personnel and workers and they decide on the priority of the works.

They are responsible for the development and maintenance of the green areas in the playgrounds.

They are responsible for the management of the green areas in yards and the green terraces of school buildings in cooperation with the Building Infrastructure Division and any other competent authority.

They are responsible for the maintenance and operation of the irrigation network.

They prepare the technical reports for the computation of the fines to the people damaging the green, based on the green regulation and make recommendations about all legal remedies to prosecute the perpetrators destroying trees and green areas in the city to the Divisions of the Municipality and the Financial Committee as well as the Quality of Life Committee.

They monitor and update the department's correspondence daily.

They check and respond to the Citizens' requests, in writing or orally.

They are responsible for the implementation of the watering program of the trees (especially in new plants) in tree-lines and public green areas that do not have an automatic watering system and for monitoring the implementation of the program in cooperation with the Main Desk.

They keep a record of daily activities with all the department's information.

They are responsible for pruning all the trees using climbers with lifting equipment in all public spaces and tree lines.

They intervene, as a priority, for the trees that are considered dangerous for public safety while for the others the regular and extraordinary program of pruning is applied.

They are responsible for the distribution of machines, transportation of materials, plants, tools etc in the green areas of the city and the disposal of plant waste and other materials from the works of the service in cooperation with the Plant Production, Environmental Education and Technical Support Department.

They cooperate with the Planning, Administrative Support and E-Governance Department to evaluate their activities.

#### g. Urban Fauna Department

It collects stray animals that are taken to animal shelters or Municipal vet clinics or Inter-municipal animal care centers or private vet clinics that have the necessary infrastructure and can accommodate temporarily and for a reasonable period the animals to be cared up to their recuperation. The animals are examined, neutered, electronically marked as stray animals and are entered in the inter-municipal e-data base.

It cooperates with the competent Divisions of the Municipality about matters of stray animals.

It returns stray pets that are collected and have a tag with the name of an owner that has stated or neglected to state their loss to their owners. It undertakes the procedures for the adoption of pets according to the law.

It is responsible for the return to the natural environment of stray pets according to the applicable law and cares for their feeding.

It applies and checks all animal protection rules and the marking and recording system of pets and their owners.

It prepares and implements programs for: a) citizens' awareness in animal protection matters; and b) promoting and developing the idea of animal welfare at the Municipality's schools.

It operates call lines for citizens for matters of its competence.

It can issue, if it has a competent vet service - permits for pet fairs and operation permits for mobile installations to provide vet services.

It establishes and operates stray animal shelters.

It organizes and operates small zoos.

It prepares studies for the provision of services and supply of materials to cover its needs. It collects and processes any type of information about the operation of the stray pet management program.

It receives kept animals as ordered by the court to develop, protect, evaluate and monitor animal production.

It makes recommendations to the Municipal Revenues Division for the imposition of administrative fines -wherever stipulated in the applicable provisions for pets. It keeps an electronic and hand-writing record of all incoming and outgoing documents, monitors and handles any type of secretarial obligation arising from its competences.

It cooperates with the Planning, Administrative Support and E-Governance Department to evaluate its activities.

#### g1. Disinfection Office

It undertakes all chemical interventions (disinfections) in buildings of the Municipality, nurseries, schools, and unsanitary places following a court order.

It is involved in mosquito fighting in the competence areas of the Municipality of Athens.

#### h. National Garden Department

It keeps a record of all incoming and outgoing documents of the Division, monitors and handles any type of secretarial obligation arising from its competences.

It applies the annual management program of the plant capital (development and maintenance of the green, maintenance of the areas and infrastructures, landscaping etc) according to the management study of the space.

It maintains the maintenance of the surface and underground irrigation network under pressure.

More specifically, it preserves the traditional irrigation way of the National Garden.

It makes recommendations to the competent Planning, Administrative Support and E-Governance Department for supplies and prepares the studies for the provision of services related to its needs.

It is responsible for the supervision of assigned services in the National Garden.

It is responsible for the cleaning of the National Garden in cooperation with the Cleaning - Recycling Division. The Department is responsible for the cleaning of ponds, pergolas, squares, cobblestones of the playground and for the cleaning and opening works of the drains and ditches of the surface water circulation network, while the Cleaning - Recycling Division is responsible for the cleaning of the paths, WCs, buildings, the collection of garbage and the cleaning trash cans.

It opens and closes the gates of the National Garden daily ensuring the safe leaving of the visitors during the hours the Garden is closed and the emergency shut-down of the National Garden for reasons of security.

It guards the National Garden, sets up patrols, especially for the playground, and applies the operation regulation of the National Garden.

It utilises the existing area of the plant nursery for the production, cultivation and development of plants that are used to cover the needs of the Garden and the maintenance and strengthening of bio-diversity.

It is responsible for the operation of the Zoo in cooperation with the Urban Fauna Department.

It maintains the machinery which is used for green preservation works, in cooperation with the Plant Production, Environmental Education and Technical Support Department.

It keeps a record of daily works.

In cooperation with the competent Services of archeology, it takes care of the antiquities in the Garden.

It cooperates with the Planning, Administrative Support and E-Governance Department to evaluate its activities.

#### h1. Children Library and Botanical Museum Office

It is responsible for the operation of the Children Library and Botanical Museum. It prepares and implements training, educational and cultural programs for students of all educational levels, people with disabilities and individual visitors of all ages.

It organises theatrical and musical events for parents, teachers and children.

It implements actions and cooperates with other bodies and organizations to prepare the programs for public awareness about the natural environment and the special values of the National Garden. More specifically, it is responsible for the promotion of the National Garden as a historical site.

