

## ACCOUNTABILITY FRAMEWORK

# DRC Serbia and Montenegro

March 2016

*The Assistance Framework of the Danish Refugee Council evolves out of the organisation's many years of experience assisting conflict-affected populations. The framework was developed to support the implementation of the organisation's vision, mission and the mandate for international activities, and constitutes the overall basis for DRC international activities in support of people affected by conflict. The global accountability framework is valid for DRC and DDG is available on [www.drc.dk](http://www.drc.dk)*

### 0. Brief description of the programme

The Republic of Serbia, a candidate for the EU membership, is still hosting the largest displaced population in Europe. A total number of 203,140 IDPs from Kosovo are still currently displaced in Serbia<sup>1</sup>, facing serious protection needs. Since 2000 up until the end of December 2015, only 26,666 persons<sup>2</sup> have voluntarily returned to Kosovo from the region and third countries. Despite the deplorable conditions in displacement many IDPs are unable to return for several interrelated reasons including: damaged or destroyed houses or apartments, with limited availability of reconstruction funds; concerns about relations with the receiving community; lack of resources to relocate; limited access to health and education facilities, and very limited economic means to support themselves in their return locations. As of end of December 2015, approximately 2,227 families were registered in the UNHCR database to return from Serbia proper. Therefore various authorities and stakeholders in Serbia and Kosovo need to continue trying to address the various unresolved issues related to the return process.

A total number of 35,134 refugees from Croatia and BiH are still displaced in Serbia<sup>3</sup>. As of January 2016, there are still 9 Collective Centres (CCs) in the Republic of Serbia, hosting 185 Refugees from Croatia and BiH and 375 IDPs from Kosovo<sup>4</sup>, often living in appalling conditions and without an adequate alternative housing solution.

The number of refugees continues to reduce as a result of the local integration and return projects, as well as the Regional Housing Programme. Even though the process of voluntary repatriation has not yet been completed, it is assumed that the majority of refugees have opted for local integration.

As up to 23 November, 467,960 intentions to seek asylum were registered in 2015<sup>5</sup>, predominantly originating from Syria, Afghanistan and Iraq, expressed the interest to seek asylum in Serbia. Most of them (more than 75%) were registered in the period May-Sept 2015 and mostly in the One stop Centre Presevo and Belgrade. Since recently, there is an increasing number of families arriving with small children, pregnant women, the elderly and persons with medical problems. In 2016, only through Greece, there were about 94.269 arrivals using the West Balkan route along Serbia. Approximately 85% of arrivals come from the worlds top refugee producing countries.<sup>5</sup> Serbia currently hosts 245 Asylum seekers, accommodated mostly in the Asylum centres in Banja Koviljaca and Krnjaca, as well as, in the Centres for Minors in Belgrade and Nis<sup>4</sup>.

Calling upon the recommendations of the Enlargement Strategy and Main Challenges 2014-15<sup>6</sup> in view of the respect of fundamental rights of the most vulnerable groups, Serbia and Montenegro are trying to address weaknesses in public administration and tackle high unemployment through economic reforms.

In May and September 2014, Serbia was affected by heavy rainfall causing severe floods in larger areas of Serbia. The Government of Serbia and the Local self-governments are still in recovery from flood damages to housing objects and public buildings. The economic losses of the floods were significant and set back the country development gains in many sectors.

<sup>1</sup> Refugees and IDPs in Serbia Statistics, June 2015, UNHCR Representation Serbia. According to the KIRS/UNHCR Assessment of the Needs of IDPs in Serbia (2010), there are 97,286 IDPs in displacement related needs

<sup>2</sup> Voluntary Minority Returns from Internal and External Displacement, December 2015, UNHCR OCM Pristina

<sup>3</sup> Refugees in Serbia Statistics - as of 1 November 2015, UNHCR Representation Serbia

<sup>4</sup> Commissariat for Refugees and Migration of the Republic of Serbia Statistics, January 2016

<sup>5</sup> Official statistics at the UNHCR link: <http://data.unhcr.org/mediterranean/regional.php> on 21 Feb 2016

<sup>6</sup> COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE AND THE COMMITTEE OF THE REGIONS, Enlargement Strategy and Main Challenges 2014-15, IV Conclusions and Recommendations, page 22.

DRC Serbia and Montenegro programmes in Western Balkans are community-orientated and integrate different sectors which support both host communities and displaced persons:

- Housing Solutions and Small Scale infrastructure
- Social & Economic Re/Integration (IGA, Return Packages, Social and Medical Support)
- Emergency Response to refugees and other persons in need for international protection
- Technical assistance to Central and Local institutions/ NGO Capacity Building
- Legal expertise - access to rights, personal documents, property law, antidiscrimination, etc.
- Protection and Advocacy on behalf of persons of concern (refugees, (I)DPs, returnees, Roma, asylum seekers, vulnerable domiciles, etc.)

1. DRC Objectives, partners and stakeholders in the Area of Operation

**Objectives**

DRC Serbia and Montenegro seeks to address all the relevant humanitarian issues by promoting values, policies and capacities, thus contributing to people's rights and peaceful handling of conflicts.

The overall objective for DRC in Serbia and Montenegro is to promote peace and stability through support to durable solutions for refugees and IDPs.

The specific objectives are:

- To promote values, policies and capacities contributing to the protection of peoples' rights and the peaceful handling of conflicts.
- To promote those in the process of return or integration in the Balkans to establish sustainable livelihoods based on their own capacities and resources.
- To maintain an emergency preparedness in the eventuality of new displacements and migration crisis.

**Partners and stakeholders**

DRC has actively supported regional networking and capacity building of local civil society organisations, with the special emphasis on refugees, IDPs, Roma and other marginalised groups assisting NGOs and CBOs, as well as associations of beneficiaries.

In its programs, DRC Serbia and Montenegro involve various implementing partners who are characterized by quality, professionalism and effectiveness.

The stakeholders involved in the preparation and implementation of programme activities express full support and participate in the project outcomes:

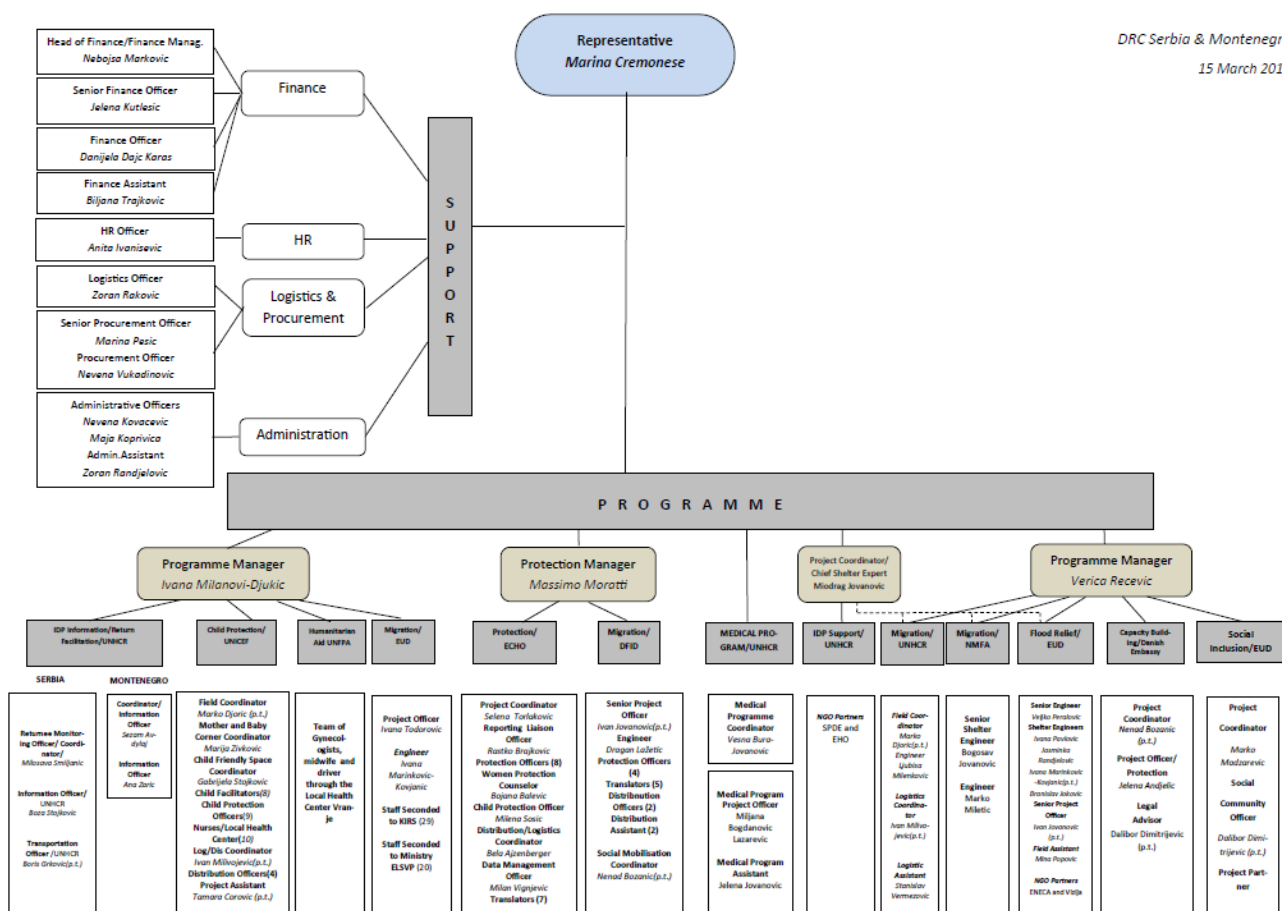
- » Commissariat for Refugees and Migrations of the Republic of Serbia
- » Bureau for the Care of Refugees, Government of the Republic of Montenegro
- » Office for KiM of the Republic of Serbia
- » Government Office for Reconstruction and Flood Relief
- » Ministry of Labour, Employment, Vetal and Social Policy of the Republic of Serbia
- » Ministry of Health of the Republic of Serbia
- » Ministry of Interior of the Republic of Serbia
- » Office of Human and Minority Rights
- » Republic Health Insurance
- » Delegation of the European Union to Serbia
- » ECHO (European Community Humanitarian Aid Office)
- » UNHCR Serbia, UNHCR Montenegro and UNHCR Kosovo
- » UNICEF Serbia
- » UNFPA Serbia
- » The US State Department, Bureau for Populations, Refugees and Migration
- » Government of Denmark;
- » Danish Embassy to Serbia
- » Norwegian Minsitry of Foreign Affairs
- » DFID (in Britain) Department for International Development
- » Serbian Red Cross
- » UN Office Belgrade
- » UNOPS
- » Praxis and other Legal NGOs
- » OSCE

- » UNMIK, KFOR and EULEX
- » Ministry for Communities and Returns - Kosovo
- » Other International NGOs (Intersos, Help, ASB, Housing centre, IOM, Diadikasija, Roma education fund, etc)
- » LNGO in Montenegro (Legal center, Juventas, Red Cross, Roma Education Fund)
- » LNGO in Kosovo (CRP/K, KAAD)
- » LNGOs in Serbia (IDP associations comprising UNIJA Network, Glas Kosova, Amity, Indigo, etc)
- » LNGO Bozur and Sveti Spas
- » LNGO Society for Peace, Development and Ecology
- » LNGO Humanitarian Centre for Integration and Tolerance
- » LNGO ENECA
- » LNGO Vizija
- » Foundation Ana and Vlade Divac
- » Autonomous Province Vojvodina and the Fund for Aid to Refugees, Expelled and Displaced Persons
- » Municipal authorities – Local governments in Serbia, Montenegro and KiM

**2. Organigram for DRC in the country including staff line functions**

Presently, DRC operations in Serbia and in Montenegro are coordinated from the Head Office in Belgrade (Serbia), towards the Field Offices for Flood Relief (in Belgrade and Kragujevac) and the office in Podgorica (Montenegro). In direct response to refugee crisis in Serbia DRC intensified its presence in the One stop Centre in Presevo and Refugee Aid Points in Miratovac, Dimitrovgrad, Bosilegrad, Negotin, Zajecar, Sid and Adasevci building up its network of Partners in various locations in both Serbia and Montenegro. Office of LNGO Bozur and Sveti Spas also operate as DRC Info Centers where IDPs can receive information related to return to Kosovo. Additionally, local NGOs Humanitarian Centre for Integration and Tolerance, ENECA and Vizija support DRC emergency response interventions within the refugee crisis and floods relief, respectively.

Herewith enclosed Annex 1 – Organization Chart



### 3. Local external and internal standards, codes, etc. that DRC Serbia and Montenegro committed itself

DRC is guided by international standards and value broad-base influences, innovative thinking and informal relations. It applies a right-based approach incorporating its core principles into all DRC Serbia, and Montenegro programming and operational principles and in all the phases of the humanitarian action, as per DRC Vision and Mandate. All core strategic documents of DRC International, as fully respected and abided by DRC Serbia and Montenegro incorporate key international instruments relating to refugees and displaced people. These include:

- The 1951 Convention and the 1967 Protocol relating to the Status of Refugees;
- The 1998 Guiding Principles on Internal Displacement;
- The Universal Declaration on Human Rights;
- The Geneva Conventions of 1949;
- The Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organisations (NGOs) in Disaster Relief; and
- The SPHERE humanitarian charter and minimum standards in disaster response.

The HAP Principles of Accountability and the Humanitarian Covenant that are at the core of the Humanitarian Accountability Partnership (HAP) under which DRC was certified in April 2007 and recertified in June 2010 and October 2013. Danish Refugee Council has been maintaining its position among a growing list of national and international NGOs that recognise the value of the HAP certification scheme and the importance of installing processes that facilitate accountability in humanitarian action.

### 4. Beneficiary Participation

In line with its commitments, DRC ensures to be fully accountable to its target beneficiary groups and all relevant stakeholders through wide and proper information dissemination, open and transparent selection process, meaningful participation of relevant parties and properly established complaint handling procedures in all the phases of planning/implementation/monitoring of running activities. DRC further supports and ensures that all the duty-bearers are also held accountable.

#### Information to beneficiaries:

DRC Serbia and Montenegro main Target Beneficiary Groups are the following:

- I(DP)s from Kosovo, including IDPs within territory of Kosovo
- Returnee communities in Kosovo
- Refugees from Bosnia and Croatia
- Returnees under the Readmission Agreement
- Asylum seekers and refugees in South Eastern Europe and UNHCR Mandate Refugees
- Ethnic minority communities in Serbia: Roma/Ashkalia/Egyptian communities
- Socially vulnerable domiciles
- National and Local Authorities
- Local NGOs

DRC Serbia and Montenegro makes all the information on DRC mission and programme, organizational background, [Accountability Framework](#) and plan of programme/project activities publicly available to intended beneficiaries. This is performed through different mechanisms: information available via DRC global and national website, websites of DRC partners, DRC and Partners' Information Panels/Boards, Office and Field operational staff by means of TV/radio broadcast, press release, programme presentation session on municipal/community levels, information/outreach activities, as well as by elaborately designed information material (leaflets and fact sheets) available at Info Centres.

The programming used in determining the DRC's interventions is [the rights-based approach](#). We are committed to the international laws, principles and standards, which constitute the cornerstone of our accountability framework. The following [fifteen operational principles](#) are used to operationalize the framework when it meets the reality in a humanitarian action: Protection; Advocacy; Capacity development; Resilience; Emergency Preparedness and Response; Gender and diversity; Information-sharing; Participation; Handling complaints; Local partnerships; Do No Harm; Complementarity and coordination; Sustainability; Environment; General Replicability of Strategies and Methods.

#### Participation of beneficiaries

Participation: We seek the consent of the people affected by our action and we involve them as much as possible in all its phases. For the DRC, participation is about respecting and engaging people as competent social actors

with insights to their situations and with competencies, energies and ideas of their own. A participatory approach will foster empowerment and accomplish far better results.

Local partnership: We seek partnerships which foster local capacity and commitment to deliver and safeguard the rights of the displaced and other conflict-affected people. Displaced and other conflict-affected people have access to effective, impartial, neutral and efficient humanitarian assistance and their rights are safeguarded in the long term.

### Beneficiary complaints handling procedure

Handling complaints: We enable our stakeholders to raise complaints and receive a response from us through an effective, accessible and safe process. All the grievances that our stakeholders have with us will come quickly to our knowledge and we respond to them professionally and use them to improve our practice. In addition, all DRC staff are aware of the DRC Global Code of Conduct (have signed along with contract) and comply with the standards of DRC's Code of Conduct Reporting Mechanism.

5. Current projects, their objectives, beneficiaries, relevant authorities, funding and IPs
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Project Title	Support to Refugees and Asylum Seekers in Serbia - Pillar I 2016
<b>Focus Area</b>	<ul style="list-style-type: none"> <li>- Improving access of EVI refugees from Former Yugoslavia, mandate refugees and asylum seekers to health-care services under national health-care system, as well as improving general living conditions for mandate refugees and asylum seekers pending durable solution.</li> <li>- Providing life-saving medicines and medical devices which are not available free of charge under the national system for EVI refugees, mandate refugees and asylum seekers in need.</li> <li>- Improving access to basic rights by provision of material assistance, basic medical care and psychological/social and educational support for mandate refugees and asylum seekers. The Project will build on the existing National and Local Strategies and Plans in order to support the Government of Serbia at central and local level to enhance its migration management capacities.</li> </ul>
<b>Donor:</b>	UNHCR
<b>Objective:</b>	<p>The <u>overall aim</u> of the project is to contribute to improving access of the EVI refugees, asylum seekers, as well as mandate refugees to health care, as well as improving their general living conditions during their stay in the Republic of Serbia.</p> <p>The <u>specific objectives</u> of the proposed project are the following:</p> <ul style="list-style-type: none"> <li>- Services for persons with specific needs strengthened</li> <li>- Reception conditions improved</li> </ul> <p>The following main realised will be realised:</p> <ul style="list-style-type: none"> <li>- Improved access to health-care services for EVI refugees from Former Yugoslavia: procurement and distribution of medicines for 200 EVI refugees and advocacy/ referral support for 300 EVI refugees with uncovered medical needs Serbia wide.</li> <li>- Enhanced access to basic rights ensured for mandate refugees and asylum seekers.</li> <li>- Provision of allowances for accommodation and clothing for 3 Mandate refugees.</li> <li>- Organized referral of mandate refugees requiring medical attention to health institutions.</li> <li>- Provision of necessary medicines for mandate refugees and asylum seekers.</li> <li>- Workshops/courses organized for asylum seekers accommodated in the Asylum centres.</li> <li>- Provision of counselling and referral of all Asylum seekers in need, accommodated in the Asylum centres and/or Centres for Minorities to relevant institutions.</li> <li>- <u>Shelter and WASH conditions (accommodation, reception, organisation, maintenance and security)</u> within the One stop Centre Presevo compound - rehabilitation of the Tobacco factory facilities as to meet the needs opened due to a larger presence of refugees.</li> </ul>
<b>Beneficiaries:</b>	EVI Refugees from former Yugoslavia, Mandate Refugees and Asylum Seekers from outside of former Yugoslavia, Asylum seekers and refugees in South Eastern Europe
<b>Authorities involved:</b>	UNHCR, Commissariat for Refugees and Migrations of the Republic of Serbia, Ministry of Labour, Employment, Vetal and Social Policy of the Republic of Serbia, Ministry of Health Republic of Serbia, Ministry of Interior of the Republic of Serbia, Institute of Public Health Republic of Serbia, Municipal Authorities, Local Trustees and Centres for Social Welfare

<b>Implementing partner(s):</b>	N/A
<b>Project Title</b>	<b>Assistance to IDPs in Serbia - Pillar IV 2016</b>
<b>Focus Area</b>	Focus area of the project is to support the displaced currently living in Serbia realising a free and well-informed decision on the preferred dignified solution. Improvement of access of EVI IDPs to health care treatment. To improve access of EVI IDPs to health-care services under national health-care system. To provide life-saving medicines and medical devices which are not available free of charge under the national healthcare system for EVI IDPs.
<b>Donor:</b>	UNHCR
<b>Objective:</b>	The overall aim is to contribute to the achievement of durable solutions for the displaced population in Serbia, by enhancing their housing conditions and access to health care, as well as by provision of reliable information and assistance related to the return process to Kosovo. Specific objectives of the project focus on: - provision of building material packages to 41 selected vulnerable Roma IDP families aiming at building sanitation facilities or house upgrading in the cities of Zrenjanin and Subotica. (partner: EHO) - providing displaced families and elderly households with financial, in-kind and housing support through Household Merging Initiative component; 14 IDP families (the care givers) and 14 domicile elderly households (the care receivers) will be selected as beneficiaries and will be provided with support; the following Municipalities have been preliminary discussed: Prokuplje, Merosina, Nis, Kraljevo, Novi Pazar, Raska, Odzaci and Vrbas. (partner: SPDE) - cross-boundary/return-oriented component will support IDPs from Kosovo, in making a free and well-informed decision on the preferred durable solution and in return. Within this component a substantial number of IDPs will participate in: - 14 Go-and-See Visits (GSVs)/Return-Facilitation Dialogs (RFDs) - 3 Municipal Working Groups (MWGs)/Task Force meetings (TF) - 8 return-oriented/informative meetings - 2 return transports facilitation Improved access to health-care services for EVI IDPs: procurement and distribution of medicines for 550 EVI IDPs and advocacy/ referral support for 750 EVI IDPs with uncovered medical needs Serbia wide.
<b>Beneficiaries:</b>	IDPs
<b>Authorities involved:</b>	Office for KiM of the Republic of Serbia, Kosovo authorities, KFOR, Ministry of Health Republic of Serbia, Health Insurance Fund, Commissariat for Refugees and Migrations of the Republic of Serbia, Municipal Authorities, Local Trustees and Centres for Social Welfare
<b>Implementing partner(s):</b>	LNGO Society for Peace, Development and Ecology (SPDE); UNIJA network / 2 IDP Associations, Ecumenical Humanitarian Organisation (EHO)
<b>Project Title</b>	<b>Enhancing IDPs Return and Reintegration Opportunities – EU IPA 2012</b>
<b>Focus Area</b>	Contribution to support the sustainable return of IDPs wishing to return to Kosovo and promoting socio-economic stabilisation of minority returnees and communities
<b>Donor:</b>	EU
<b>Objective:</b>	Specific objective of this project is to facilitate the displaced persons in pursuing and achieving a sustainable return to Kosovo as well enhancing the reintegration process of returnee communities through three main results: 1. Information/outreach campaign implemented providing reliable and updated information to IDPs/ on return process and available return and reintegration assistance. - 30 GSV/RFDs conducted with 300 IDPs - 3 workshops/round table organized - 20 project presentations conducted on local and regional TV/radio stations - 8 return-informative meetings for IDPs organized in Serbia proper 2. 110 IDP families facilitated to return to Kosovo by provision of needed return and reintegration assistance. - 110 IDP families with 330 family members assisted with harmonized returnee packages and return transportation - referring IDPs interested in return to agencies/institutions providing house construction

	assistance in the place of return in Kosovo; - support in relocation administrative issues 3. Access to livelihood opportunities enhanced for returnee communities - support provided to 13 returnee communities for starting up small business/agriculture income generation and delivery of training programmes.
<b>Beneficiaries:</b>	IDPs (IDPs within territory of Kosovo), returnee communities and local communities in Serbia and Kosovo
<b>Authorities involved:</b>	EU Delegation to the Republic of Serbia, Office for Kosovo and Metohija, UNHCR Serbia and Kosovo, Commissariat for Refugees and Migration of the Republic of Serbia, Local Trustees, Kosovo Authorities, KFOR, Municipal Authorities
<b>Coapplicants:</b>	LNGOs Bozur and Sveti Spas

<b>Project Title</b>	<b>“Supporting livelihood enhancement and closure of collective centres in Serbia” EU IPA 2012</b>
<b>Focus Area</b>	Improved housing conditions for refugees and internally displaced persons currently living in the collective centres in Serbia
<b>Donor:</b>	EU
<b>Objective:</b>	The Project Objective of the Action is to provide individual housing solutions to vulnerable refugees, IDPs and returnees by facilitating their exit from collective centres (CCs) towards a dignified life through the following activities:  1. Individual Housing Solutions provided to vulnerable refugees, IDPs and returnees, moving out from CCs by supply of prefabricated houses; target: 38 vulnerable families in 4 municipalities in Serbia.  2. Enhanced Living Conditions ensured to extremely vulnerable refugees, IDPs, and returnees moving out from CCs by provision of apartment units in socially supported environment (SHSE); target: 53 extremely vulnerable families in 4 municipalities in Serbia. The project has been finalised in Nov 2015 and the Final Report is being prepared.
<b>Beneficiaries:</b>	Refugees, IDPs and Returnees in collective centres, local communities
<b>Authorities involved:</b>	Commissariat for Refugees and Migrations of the Republic of Serbia, Municipal Authorities in 4 municipalities in Serbia, Local Trustees and Social Welfare Centres.
<b>Coapplicants:</b>	LNGO Humanitarian Centre for Integration and Tolerance (HCIT)

<b>Project Title</b>	<b>EU Assistance for Flood Relief in Serbia – Phase II</b>
<b>Focus Area</b>	Supporting Recovery of Households and Local Economies in Serbia affected by severe floods in May and September 2014
<b>Donor</b>	EU
<b>Objective:</b>	The Overall Objective of the Action is to support the Government of Serbia and the local self-governments in recovery from flood damages. <u>The following outputs will be achieved in the affected area of the Republic of Serbia – namely the municipalities/cities of Obrenovac, Paracin, Smederevska Palanka, Jagodina, Ub and other additional needs including those caused by floods in Sep 2014 affecting the Eastern Serbia (Kladovo, Majdanpek and Negotin), as well as and other municipalities affected by severe floods upon the agreement of the Contracting Authority:</u> <ul style="list-style-type: none"> <li>- <u>Reconstruction/repair of 500 individual housing objects</u> by provision and installation of construction material (to approx. 1750 persons);</li> <li>- <u>Individual housing solutions provided to 22 floods affected households</u> (approx.77 persons) by supply and installation of 22 prefabs and provision of 22 basic household appliances and furniture;</li> <li>- <u>Reconsolidation of 154 medium and small scale businesses</u> through provision of basic means of work, process material and business training &amp; economics mentorship.</li> </ul>
<b>Beneficiaries:</b>	The proposed target groups are among the floods most affected households and communities in targeted municipalities, whose housing objects suffered from severe floods damages and are currently inhabitable or damaged.
<b>Authorities involved:</b>	Local Municipal Authorities, Local Centers for Social Welfare, Office for Flood Relief and other key institutions both at national and local levels.
<b>Coapplicants:</b>	EU-funded service contract implemented by UNOPS, FAO, Help, ASB and DRC with co-

	applicants LNGOs Eneca and Vizija.
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<b>Project Title</b>	<b>Support to the Integration and Voluntary Return of I/DPs and residents of Konik Camp - Phase II</b>
<b>Focus Area</b>	Durable and sustainable integration of RE and other I/DPs residing in the Konik area in Montenegro (for who wish to stay) and in countries of origin (for who wish to return).
<b>Donor:</b>	EU
<b>Objective:</b>	<p>Specific objective: RE and other I/DPs in the Konik area resolved their legal status in Montenegro or voluntarily returned to Kosovo, which allows them to attain social inclusion in the society and have improved access to their rights on primary healthcare, employment and education.</p> <p>The Action will support 25 Cross-border information activities conducted with 327 participants and 30 families assisted with basic return packages and transportation. The activities will be realised as follows:</p> <ul style="list-style-type: none"> <li>- 16 unconditional Go-and-See Visits/ Return Facilitation Dialogue conducted in KiM;</li> <li>- 5 Go-and-inform Visits organised in Konik camp in Podgorica;</li> <li>- IDP participation in 2 MWG meetings in Kosovo;</li> <li>- 30 RE displaced families referred to authorities/agencies funding houses reconstruction in their place of return;</li> <li>- 30 families provided with transport facilitation and provision of basic return package;</li> <li>- 1 Return Workshop organised.</li> </ul>
<b>Beneficiaries:</b>	RAE I/DPs in CCs in Konik
<b>Authorities involved:</b>	EU Delegation in Montenegro, EU Office in Kosovo, Directorate for the Care of Refugees, Ministry for Minority Rights, Ministry of Labour, Employment and and Social Welfare, Ministry of Health, Ministry of Education and Sports, Central and local level authorities in Kosovo, UNHCR Montenegro and Kosovo, KFOR, CRP/K, etc.
<b>Implementing partner(s):</b>	The Project is implemented by HELP as the Lead Agency and DRC, Legal Center, Roma Education Fund, Juventas and Red Cross as partners.

<b>Project Title</b>	<b>Technical Assistance for the Regional Housing Programme in the Western Balkans</b>
<b>Focus Area</b>	Sustainable housing solutions within the Country Housing Projects for refugees and IDPs
<b>Donor:</b>	Donor Countries (Finland, Germany, Netherlands, Spain, Switzerland, EU, PRM, etc.)
<b>Objective:</b>	<p>The Overall Objective of this Contract is to assist the Partner Countries in finalising the preparation of the specific Country Housing Projects within the joint Regional Housing Programme and in their subsequent implementation as to provide sustainable housing solutions in line with international best practice and to the benefit of those most in need.</p> <ul style="list-style-type: none"> <li>- Partner Countries submit the respective CHP Feasibility Reports (CHP-FR) to CEB</li> <li>- CHP's sub-projects meet set eligibility criteria and preconditions for implementation.</li> <li>- Partner Countries submit the Grant/Loan Requests for CEB allocation of funds.</li> <li>- CHPs are implemented in line with international best practices for the benefit of those who are the most in need.</li> <li>- Local implementation capacity and competencies are built-up so that external technical assistance may be phased out by the end of year four.</li> </ul>
<b>Beneficiaries:</b>	Refugees and IDPs in all four CHP
<b>Authorities:</b>	Partner Countries, Country Beneficiary Institutions, UNHCRs in PCs, LSGs
<b>Implementing partner(s):</b>	EU funded project led by Eptisa and GiZ and DRC in the consortium.

<b>Project Title</b>	<b>Enhancing the Response to the Refugee Crisis in Serbia</b>
<b>Focus Area</b>	Supporting the efforts of the Government of Serbia to promptly respond to the refugee crisis.
<b>Donor:</b>	EU
<b>Objective:</b>	<p>The Specific Objective is to support the Government of Serbia efforts to promptly respond to the refugee crisis, through provision of direct support to relevant National and Local Institutions as well as enhancing refugee reception capacities in the country.</p> <p>The Action will contribute to enhance the response to the refugee crisis in Serbia producing the following results:</p> <ol style="list-style-type: none"> <li>1. <u>Refugee reception capacities enhanced</u> in various locations in Serbia, ensuring refugee</li> </ol>



	access to basic services; 2. <u>Response capacity enhanced</u> of the Commissariat for Refugees and Migration, Minister of Labour, Employment, Veteran and Social Affairs and various targeted national institutions dealing with migration issues.
<b>Beneficiaries:</b>	<u>Extremely vulnerable mixed migration individuals</u> entering the territory of the Republic of Serbia. Currently individuals entering Serbia are mainly coming from refugee producing countries, such as Syria, Afghanistan.
<b>Authorities involved:</b>	The Action will provide direct support to the Commissariat for Refugees and Migration, to the Migration WG as well as to other relevant national and local institutions in order to enhance national response.
<b>Implementing partner(s):</b>	NA

<b>Project Title</b>	<b>Emergency Humanitarian Aid and Protection Response to Refugees in Serbia</b>
<b>Focus Area</b>	The principal objective of the project is to ensure emergency humanitarian aid and protection for vulnerable refugees, asylum seekers and migrants in the Western Balkans.
<b>Donor:</b>	ECHO
<b>Objective:</b>	The specific objective of the project is to enhance the provision of humanitarian assistance and protection to vulnerable refugees in Serbia. The following results will be achieved in the period of six months. <ul style="list-style-type: none"> <li>- <u>Provision and collection of information</u> to and from the most vulnerable refugees enhanced (80.000 EVIs);</li> <li>- <u>Access to protection</u> for the overall population refugees strengthened. Protection will be especially enhanced for the extremely vulnerable individuals (EVIs) through immediate needs identification, reporting, response, advocacy/referral and follow up (40.000 EVIs);</li> <li>- <u>Winterisation response</u> ensured through needs-driven distribution (40.000 EVIs);</li> </ul>
<b>Beneficiaries:</b>	Extremely Vulnerable Asylum seekers and Refugees in South Eastern Europe
<b>Authorities involved:</b>	Government Migration Working Group and Commissariat for Refugees and Migration of the Republic of Serbia, Ministry of Labour, Employment, Veteran and Social Policy of the Republic of Serbia, Ministry of Health Republic of Serbia, Ministry of Interior of the Republic of Serbia, Local Communities of Presevo, Sid, Adasevic, Dimitrovgrad, etc. Local Trustees and Centres for Social Welfare.
<b>Implementing partner(s):</b>	Humanitarian Centre for Integration and Tolerance (HCIT)

<b>Project Title</b>	<b>Empowering Roma community for socioeconomic development and environmental protection in the City of Kraljevo</b>
<b>Focus Area</b>	Support to marginalized and disadvantaged groups and local community to actively participate in the socioeconomic development and environmental protection Kraljevo City.
<b>Donor:</b>	EU
<b>Objective:</b>	The <u>Specific Objective</u> of the Action is to improve employability and <u>income-stream opportunities</u> for most disadvantaged groups through economic diversification and environmental protection: <ul style="list-style-type: none"> <li>- <u>Empowered Labour Force of Roma population</u> through business advisory, vocational training and mentorship between potential employers and up to 55 target beneficiaries with special emphasis on environmental protection economy;</li> <li>- <u>Supported Employment and Self-employment of Roma</u> establishing up to 4 micro and small scale cooperatives with the support of public sector (involving 20 Roma individuals) and establishing up to 10 self-employment schemes and organizing 4 promoting events;</li> <li>- <u>Raised Awareness and Improved Decision Making Process</u> through defining and upgrading the Local Action Plan for Roma (2015~2020) with more strenuous employability policy.</li> </ul>
<b>Beneficiaries:</b>	Most disadvantaged and marginalized individuals, three Roma local settlements, four public institutions and civil services, Two LNGOs, Four micro & small-scale pilot cooperatives, Two Roma Field Facilitators and Decision makers interested in employment of Roma.

<b>Authorities involved:</b>	Local branches of the National Employment Service and the Centres for Social Welfare (CSW), Ministry of Labour, Employment, Veteran and Social Policy, the Office for Human and Minority Rights of the Republic of Serbia, Ministry of Education, Science and Technological Development, City of Kraljevo, OSCE, etc.
<b>Implementing partner(s):</b>	City of Kraljevo

<b>Project Title</b>	<b>Child friendly spaces – support to refugee children</b>
<b>Focus Area</b>	Protection of refugee children and their mothers/caregivers during their short stay and/or passing through the one stop refugee centres on their way to the country of destination.
<b>Donor:</b>	UNICEF
<b>Objective:</b>	<p>This programme will provide necessary psychosocial and basic material support to refugee children affected by the migration crisis in the region, offering as well access to protection and information rights to their mothers in need of international protection during their stay in the one stop refugee centres in Presevo, Kanjiza, Belgrade and Subotica.</p> <p>The following results will be achieved:</p> <ul style="list-style-type: none"> <li>- Psycho-social support, emergency supplies and access to protection and information rights to refugee children and their families provided through child friendly spaces in up to 4 one stop centers for refugees</li> <li>- Effective and efficient programme management</li> </ul> <p>The participation of refugee women, persons in need and children will be specifically supported in psychosocial and emergency response activities.</p>
<b>Beneficiaries:</b>	Refugee children and their mothers/caregivers Special attention will be focused on female-headed household and SGBV survivors.
<b>Authorities involved:</b>	The project will be implemented in agreement with the Ministry of Labor, Employment, Veterans and Social Affairs, Commissariat for Refugees and Migration, Migration WG, as well as relevant national and local institutions in order to enhance national response.
<b>Implementing partner(s):</b>	N/A

<b>Project Title</b>	<b>Emergency Humanitarian Aid and Information Provision to Refugees in Serbia</b>
<b>Focus Area</b>	Emergency humanitarian aid through provision of dignity items and information dissemination
<b>Donor:</b>	UNFPA
<b>Objective:</b>	<p>The objective of the project is to ensure emergency humanitarian aid through provision of dignity items and information provision for vulnerable refugees, asylum seekers and migrants in Serbia. The project has been realised through two major results:</p> <ul style="list-style-type: none"> <li>- Delivery of Dignity items ensured through needs-driven distribution</li> <li>- Preparation and Distribution of leaflets providing information on reproductive health</li> </ul>
<b>Beneficiaries:</b>	The most vulnerable population with specific attention to pregnant women and young girls entering the territory of the Republic of Serbia. Currently individuals entering Serbia are mainly coming from refugee producing countries, such as Syria, Afghanistan.
<b>Authorities involved:</b>	The Action will provide direct support to the Commissariat for Refugees and Migration, to the Migration WG as well as to other relevant national and local institutions in order to enhance national response.
<b>Implementing partner(s):</b>	N/A

<b>Project Title</b>	<b>Urgent Response to Migration Crisis in Serbia</b>
<b>Focus Area</b>	Support to the Government/UN contingency plan for the coming months by improving refugees access to protection mechanisms and needed reception assistance
<b>Donor:</b>	Norwegian Ministry of Foreign Affairs (NMFA)
<b>Objective:</b>	<p>The project will contribute to safety, health and dignity reception conditions of refugees in Serbia, as well as enhance protection of basic human rights of refugees coming to Serbia, as well as communities they are transiting through.</p> <ul style="list-style-type: none"> <li>- <u>Provided dignified reception, security and shelter conditions</u> for refugees in Processing Centre Presevo (through Phases I &amp; II: three family pavilions, heating system, reception facilities, child friendly space, warehouse, infirmary and access road to the One stop</li> </ul>

	<p>Centre in Presevo)</p> <ul style="list-style-type: none"> <li>- <u>Constructed sanitary networks &amp; sanitation facilities</u> and ensured clean environment in Processing Centre Presevo</li> <li>- <u>Strengthened asylum and migration capacities in Serbia</u> as to ensure access to protection and information rights for refugees in need of international protection</li> </ul>
<b>Beneficiaries:</b>	Extremely vulnerable mixed migration individuals entering the territory of the Republic of Serbia. Currently individuals entering Serbia are mainly coming from refugee producing countries, such as Syria, Afghanistan.
<b>Authorities involved:</b>	The Action will provide direct support to the Commissariat for Refugees and Migration, to the Migration WG as well as to other relevant national and local institutions in order to enhance national response.
<b>Implementing partner(s):</b>	LNGO Philanthropy

<b>Project Title</b>	<b>Dignity for people on the move - protection and assistance for refugees transiting Greece, fYRoM and Serbia</b>
<b>Focus Area</b>	<b>Protection and humanitarian assistance for refugees</b>
<b>Donor:</b>	DFID
<b>Objective:</b>	<p><u>Shelter</u> - The intervention will address the need of upgrading refugee reception capacities especially in view of the coming winter and evolving situation in neighboring countries, leading to refugees in Serbia and needing access to longer-term dignified accommodation.</p> <p><u>Provision of winterization</u> - NFIs which will be distributed at the entry points of Serbia and their distribution will be coordinated with DRC Macedonia to maximize its impact.</p> <p><u>Protection</u> - The activities aiming at assuring access to protection for the overall population refugees will focus on information dissemination, directly to beneficiaries and other relevant stakeholders, on immediate needs identification, reporting, response, referral and follow up.</p> <p><u>Support to authorities, communities and other service providers/Social mobilisation</u> - In order to increase the capacities of response, some of the activities will focus on organisation of trainings and awareness raising campaigns for governmental and non-governmental actors as well as local communities on migration, labour migration standards, human trafficking and potential social inclusion of mixed migrants.</p>
<b>Beneficiaries:</b>	Refugees and persons in need of international protection entering Serbia from refugee producing countries, such as Syria, Afghanistan.
<b>Authorities involved:</b>	DRC will closely coordinate all activities with Ministry of Labour, Employment, Veteran and Social Policy, and Commissariat for Refugees and Migration of the Republic of Serbia, as main body that is coordinating all the response related to the refugee/migrant influx in Serbia.
<b>Implementing partner(s):</b>	N/A

<b>Project Title</b>	<b>Enhancement of Migration Response Capacities in Serbia</b>
<b>Focus Area</b>	Support the Government of Serbia in enhancing migration management capacities
<b>Donor:</b>	Danish Embassy to the Republic of Serbia
<b>Objective:</b>	<p>The Objective is to support the Government of Serbia and Local Self-governments in the realisation of Local Action Plans on migration management and in the improvement of refugees' access to information, protection mechanisms and needed reception assistance</p> <p>The following results will be realised:</p> <ul style="list-style-type: none"> <li>- <u>Strengthened asylum and migration capacities</u> in Serbia as to ensure access to protection and information rights for refugees and persons likely in need of international protection</li> <li>- <u>Enhanced community services and mixed migration framework</u></li> </ul>
<b>Beneficiaries:</b>	Refugees and persons in need of international protection have free access to migration system in Serbia and utilise their rights in accordance with international standards; A number of up to 10 local self-governments under the highest influx of refugees
<b>Authorities involved:</b>	Government of the Republic of Serbia
<b>Implementing partner(s):</b>	N/A

<b>Project Title</b>	<b>Emergency assistance and protection to vulnerable refugees and mixed migrants in Serbia and Macedonia (FYROM)</b>
<b>Focus Area</b>	Contribution to Capacity Building
<b>Donor:</b>	DANIDA
<b>Objective:</b>	<p>The proposed project is an emergency intervention with limited direct capacity building. DRC will cooperate and coordinate closely with relevant government agencies and other stakeholders in the country and through this there will be indirect elements of capacity building. DRC will, among other, support via the Processing Refugee Centres and Refugee Aid Points receiving the large influx of refugees in the capital and close to the borders with the countries of entry and further/final destination.</p> <p>DRC will as well uphold key accountability obligations, including information on DRCs interventions and by establishing accessible channels for feedback, which are safeguards to preserve beneficiary capacities and dignity.</p>
<b>Beneficiaries:</b>	Extremely vulnerable mixed migration individuals entering the territory of the Republic of Serbia. Currently individuals entering Serbia are mainly coming from refugee producing countries, such as Syria, Afghanistan.
<b>Authorities involved:</b>	DRC will closely coordinate all activities with Ministry of Labour, Employment, Veteran and Social Policy, and Commissariat for Refugees and Migration of the Republic of Serbia, as main body that is coordinating all the response related to the refugee/migrant influx in Serbia. DRC will as well cooperate closely with Local Self-government of Presevo, Government Working Group (GWG), UNHCR, UN Resident Team, various bilateral donors and international and national implementing agencies.
<b>Implementing partner(s):</b>	N/A

<b>Project Title</b>	<b>DRC's response to the refugee situation in South Western Europe</b>
<b>Focus Area</b>	Strengthening existing operation in Serbia
<b>Donor:</b>	DRC Own Funding 2015
<b>Objective:</b>	<p>The assistance will strengthen existing operation in Serbia, enable a start up in Greece and FYRoM and strengthen regional preparedness, in particular in Kosovo and Albania</p> <ul style="list-style-type: none"> <li>- Provision of Distribution of NFIs / Hygienic to EVIs and families</li> <li>- Provision of dignified reception, security and shelter conditions including WASH for refugees and persons in need for international protection</li> </ul>
<b>Beneficiaries:</b>	Refugees and persons in need of international protection have free access to migration system in Serbia and utilise their rights in accordance with international standards; Commissariat for Refugees and Migration, and Migration WG.
<b>Authorities involved:</b>	The Action will provide direct support to the Commissariat for Refugees and Migration, to the Migration WG as well as to other relevant national and local institutions in order to enhance national response.
<b>Implementing partner(s):</b>	N/A

#### 6. DRC Country Programme Accountability Improvement Plan 2016

The AIP comprises some of the DRC's internal accountability-related organisation development projects, identified through DRC's local and global strategic planning processes. The Plan is an Annex to the Accountability Framework – March 2016.

Annex 2: AIP of March 2016