

Programme [write in row beneath]: <b>Serbia and Montenegro Programme</b>	AIP was drafted by: Marina Cremonese /Verica Recevic/ Ivana Milanovic-Djukic	AIP was approved by: Marina Cremonese, Representative	Date: 2016
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CHS COMMITMENT	TARGET/INDICATOR(S) FOR END 2016	ACTIVITIES	FOCAL POINT	AUTHORITY	DEAD LINE	STATUS REPORT DATE: ..... BY: .....
1. ...receive assistance appropriate to their needs.	Designed objective and updated analysis of the context and stakeholders	Adapt programmes to changing needs, capacities and context	M/V/I	MNG	April 2016	Done
	Tracked allocations of emergency funding to crises	Advocate for allocations of emergency funding	M/V/I	MNG	April 2016	Continuously in process for 2016
2. ... have access to the humanitarian assistance they need at the right time	Programme commitments and capabilities are balanced	Monitor implementation of Results Contracts	M/V/I	MNG	Cont.	Continuously in process for 2016
	Decision-making with resources is allocated timely and accordingly	Deliver humanitarian response in a timely manner, making decisions and acting without unnecessary delay	M/V/I	MNG	Cont.	Continuously in process for 2016
3. ... are not negatively affected and are more prepared, resilient and less at risk as a result of humanitarian action.	Programmatic risk management tool developed	Use the results of any existing community hazard and risk assessments and preparedness plans to guide activities.	M/V/I	MNG	June	Continuously in process for 2016
4. ... know their rights and entitlements, have access to information and participate in decisions that affect them.	Optimised sharing of information (enhanced country web portal)	Enhance DRC Serbia and Montenegro country website and exploit numerous usages of AF, SPD, AR, QR to reach wider audience and ensure more accurate control of social media network used by employees; Enhance contacts kept and bilateral meetings organised with all relevant international and national stakeholders for various programs with the emphasis on capacity building and emergency programs	M/V/I	MNG	Dec	Continuously in process for 2016
	Comprehensive Communication Guidelines adopted through Emergency Program target beneficiaries and stakeholders (Flood Relief and Migration Reponse)	Develop emergency communication channel for reaching the widest affected population in the shortest possible time	M/V	MNG	March	March 2016
	Uploaded their annually updated Accountability Framework on their country	Instruction, Coaching and Monitoring	M/V	MNG	April	May 2016

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	portal on DRC Serbia's website					
5. ... have access to safe and responsive mechanisms to handle complaints.	Met the targets of the 2014/15 Code of Conduct project	End of project field self - assessment	M/V	MNG	May	Sep 2016
	Access to trained investigators and Authorising Officers (AO)	Investigation training and mentoring	M/V	MNG	Dec 2016	Dec 2016
6. ... receive coordinated, complementary assistance	Implementing Partner policies and tools are updated	Revise contract templates Revise Implementing Partner vetting tools Review capacity building polies and tools	M/V/I	MNG	Oct	Dec 2016
7. ... can expect delivery of improved assistance as organisations learn from experience and reflection.	Compliant with the MEL Minimum Operational Procedures	Develop M&E procedures in accordance with the MELMOPs and conduct the biannual MEL Compliance Self-Check	M/V/I	MNG	Feb - Sep	May 2016
8. ... receive the assistance they require from competent and wellmanaged staff and volunteers.	All field staff have received tailor made Code of Conduct training	Monitoring and coaching of field implementation of CoC training (old staff, new staff, refreshers)	M/V	MNG	Oct	Continuously in process for 2016
	The organisation has the management and staff capacity and capability to deliver its programmes	Staff develop and use necessary personal, technical and management competencies to fulfil their role and understand how the organisation can support them	M/V/I/ HoFA	MNG	Oct	Continuously in process for 2016
9. ... can expect that the organisations assisting them are managing resources effectively, efficiently and ethically.	Policies and processes governing the use and management of resources are in place, including how the organisation prevents and addresses corruption, fraud, conflicts of interest and misuse of resources	Implement processes to ensure the efficient use of resources, balancing quality, cost and timeliness at each phase of the response	M/V/I/ HoFA	MNG	Cont.	Continuously in process for 2016
	Expenditures are monitored and reported against budget	Conducts audits, verifies compliance and reports transparently	M/V/I/ HoFA	MNG	Cont.	Continuously in process for 2016