



# GROWING TOGETHER

Most Successful EU Funded Projects in Serbia



Photos on the cover page:  
Botanical garden, Belgrade  
“Strawberry Tree” charger, Belgrade

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Dear Reader,

The brochure you have in your hands, "Growing Together", describes some of the most successful projects funded by the European Union in Serbia. It is only a selection from the very large number of projects implemented or in the process of implementation across the country. Currently, there are over 600 on-going projects covering a wide range of sectors, for the overall benefit of Serbian citizens. These projects provide the core of the EU's support for reforms which the Serbian Government has pledged to take forward on the path to the European Union.

Every year, the EU donates around €200 million from IPA (Instrument for Pre-Accession) to Serbia for projects to be implemented in the forthcoming period. A mark of special trust between us is that in June 2014 Serbia took over the management of EU funded projects. Some of the projects the EU has funded in Serbia were recognised by the European Commission as best examples of good practice; others won international or regional awards. Those facts make us very proud, since it is the best recognition of our joint work.

I take pride in the fact that the EU responded immediately and comprehensively to the disastrous floods which hit Serbia and neighbouring countries in May 2014. Since then the EU has cooperated closely with the Serbian authorities on the reconstruction works and support for citizens in flooded areas. Volunteers from around EU Member States, along with staff from the EU Delegation, showed solidarity with Serbian citizens through cleaning flooded buildings in Obrenovac and elsewhere.

In presenting just some of our most successful projects, we wanted to show how EU funds helped to improve Serbian citizens' everyday life, from new day care centres for children to reconstructed Thermal power plant (TENT) systems. We have also tried to illustrate another aspect of our relations: as the title suggests, the EU and Serbia have been "growing together" and developing closer friendships over the years. We hope that, reading this brochure, this friendship will shine through, as well as our joint efforts to realise our common goal: a modern and prosperous Serbia as a full member of the European family. ■



Ambassador **Majkl Devenport**

Head of the EU Delegation to the Republic of Serbia

# EUROPEAN UNION - THE BIGGEST DONOR IN SERBIA

With more than €2.6 billion in grants provided over the past 13 years in all fields, ranging from rule of law, public administration reform, social development, environment and agriculture, the European Union is the biggest donor in Serbia. The financial assistance is provided through Instrument for Pre-Accession (IPA) which aims to help Serbia prepare for assuming and effectively implementing obligations of its future membership in the EU. In addition, EU Member States have also provided substantial bilateral assistance.

Serbia is the biggest recipient of EU funds among the Western Balkans countries with €200 million annually. Since 2000, the EU have implemented projects regarding Serbia's **transport infrastructure, health care, air and water quality, solid waste treatment, justice and public administration reform** to deliver better services to citizens. In recent years, support is increasingly oriented towards preparations for EU membership.

Delegacija Evropske unije u Srbiji trenutno sprovodi više od 600 projekata; većina ovih projekata se sprovodi nesmetano, uz punu posvećenost srpskih vlasti i krajnjih korisnika.

The EU Delegation to Serbia is currently implementing over 600 projects; most of these projects are implemented smoothly, with Serbian authorities and final beneficiaries being fully committed to implementation. Every year, Serbia and EU sign the IPA financial agreement for projects whose implementation is planned in the coming period. The latest financial agreement was signed on 6 June 2014 in Belgrade, by Minister without portfolio in charge with European integration Jadranka Joksimovic and Director of the Directorate-General for Enlargement of the European Commission Jean Eric Paquet. The programme is worth €197.2 million and is being implemented through projects designed to help Serbia carry out reforms in key areas such as rule of law, public administration, social inclusion, private sector development, transport, environment, energy and agriculture. Apart from supporting reform implementation, projects will directly improve day-to-day lives of Serbian citizens..

Novelty of the programme is the fact that for the first time, Serbia, and not the EU Delegation, is in charge with the management of funds and project implementation. In March 2014, Serbian administration was accredited by European Commission to manage the EU projects. The total amount of grants for the first IPA 2013 component is €197.2 million, out of which €145.6 million will be under the management of the Government of the Republic of Serbia, 33.1 million under the management of the EU Delegation to the Republic of Serbia, whereas approximately €18 million will be aimed



at developing Civil Society Organisations' activities, financing solutions to housing issues of refugees, supporting science, research and education.

Signing of agreement of implementation of the EU assistance for flood relief programme, Obrenovac, July 25, 2014

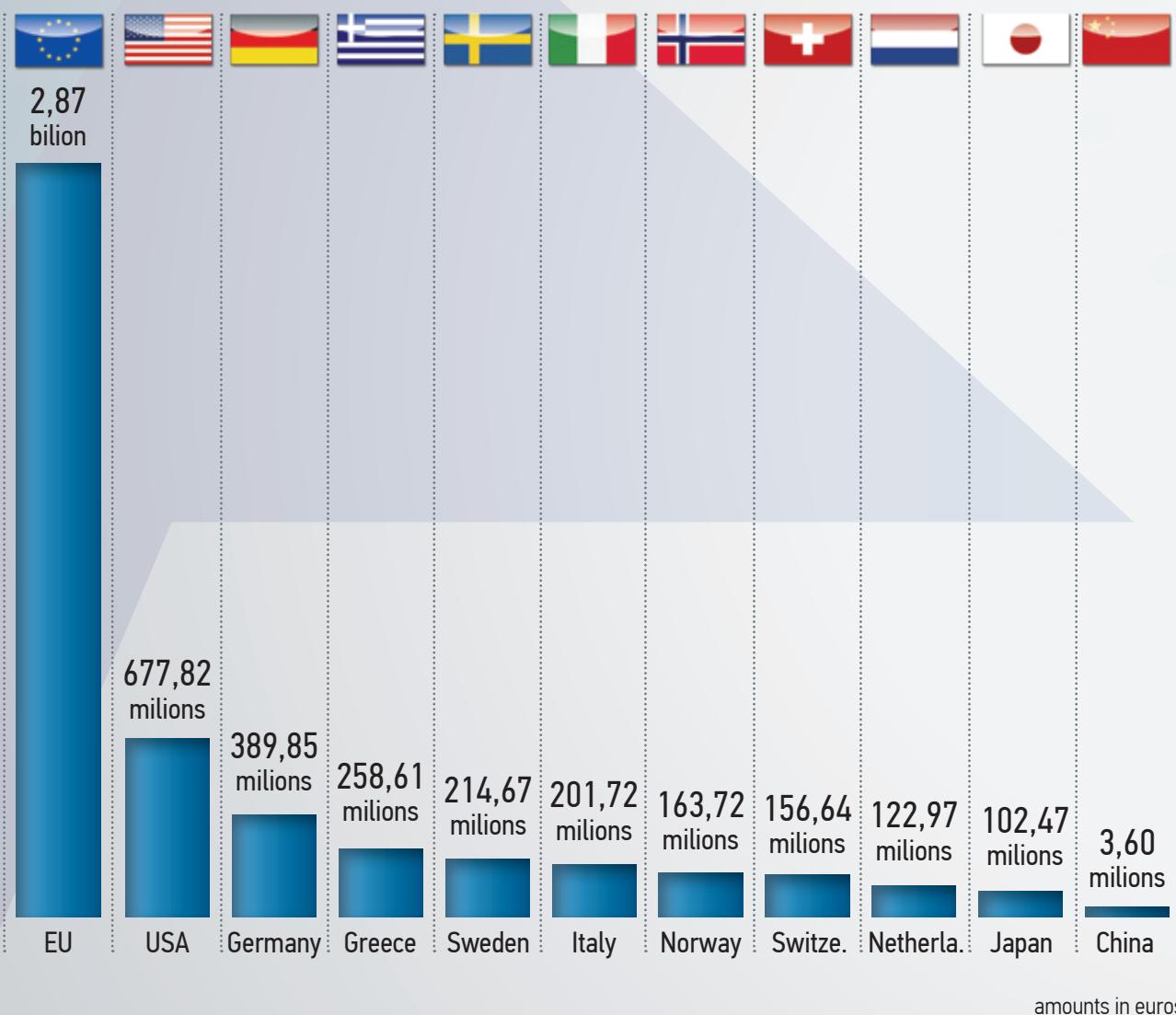
In May 2014, Serbia was hit by devastating floods that took 60 lives and caused damage estimated to €1.7 billion. The EU offered immediate help and directed special rescue teams, water pumping units and humanitarian aid through its Civil Protection Mechanism. European Commission then allocated three million euros for immediate reconstruction works in Serbia and neighbouring Bosnia and Herzegovina, also severely hit by floods. At the Donor's conference held on 16 July in Brussels, €986 million were pledged for Serbia in soft loans and donations, whereas €80 million were granted to Serbia out of the EU budget.

€30 million were redirected to from IPA 2012 funds for reconstruction projects in municipalities most affected by the floods, whereas the remaining €50 million will be at Serbia's disposal in early 2015. Serbia may also count on additional €10 million of grants under the Cross-Border Cooperation programmes.

In October 2014, European Commission proposed allocation of additional €60.2 million aimed at flood recovery, out of the EU Solidarity Fund to which Serbia is entitled to as a negotiating country. Total amount of donations exceeds €150 million. Just as the Head of the EU Delegation Ambassador Michael Davenport put it: "The solidarity will continue until all of the flooded areas are recovered".

Projects presented in this brochure are only a selection from the long list; we hope that this selection, intended to illustrate the EU's support to Serbia on its path of democratisation and reforms, will also show how the EU projects improve the lives of Serbian citizens.

# DONORS TO SERBIA FROM 2000. TO 2013.



Source – EU Delegation to Serbia and Serbian European Integration Office  
December 2014.



## DID YOU KNOW THAT...



7

DID YOU KNOW THAT ...

- Serbia has been the main beneficiary of loans given by the European Investment Bank (EIB), as it has received **4,3 billion since 2001**.
- The largest amount, **€1,458 billion**, has been invested in transport sector (including two motorways within Corridor X) whereas **€1,462 billion** were allocated as loans for small and medium enterprises.
- Industry was boosted by **€516 million**, while sectors of health and education received seven per cent of the total amount, or **€291 million each**.
- Apart from the EIB, the European Bank for Reconstruction and Development (EBRD) has been important investor in Serbia too. Since 2000, the EBRD has invested **€3,5 billion**, in Serbia, out of which **€1,35 billion** in infrastructure, **€910 million** in financial institutions' development (including investments in micro, small and medium sized enterprises) **€595 million** in the sectors of industry, commerce and agribusiness, while **€560 million** has been invested in energy sector.

# MORE ELECTRICITY, LESS POLLUTION

PROJECT TITLE:

**Ash Disposal  
System at Thermal  
Power Plant Nikola  
Tesla B**



SECTOR:  
**Energy**



PROJECT VALUE:  
**€28,000,000**



BENEFICIARY:  
**Nikola Tesla Power  
Plants (TENT)**



INSTRUMENT:  
**CARDS 2004**



DURATION:  
**March 2007 –  
August 2010**



Photos taken from: [www.tent.rs](http://www.tent.rs)

Almost half of total electric energy in Serbia is produced in Obrenovac, some 30 kilometres from Belgrade. This means that half of all technical appliances in Serbia are charged with electricity produced in Nikola Tesla power plants (TENT). In order to make this possible, these plants annually “devour” around 30 million tons of coal (lignite) which is transported daily to TENT from the Kolubara mine in 13 trains comprising 27 wagons and transporting locomotives.

Following a decade of underinvestment in improvement and maintenance of power plants, in early 2000s some thermal power plants were unable to meet legal environmental requirements of both EU and Serbia. Air pollution, poor water quality and waste problems posed serious threat to local public health. It is widely accepted that the lignite-fired power plants contribute to environmental and public health problems currently experienced across Serbia. According to estimations done before the reconstruction projects in TENT and Electric Power Industry of Serbia (EPS) have been carried out, each Serbian citizen, being an electricity power consumer, produced five to ten kilograms of ash weekly on the average. As a consequence of ash scattered all around in the vicinity, the rate of respiratory diseases was on the rise, especially among children.

In case of Obrenovac, figures were even more serious, as TENT in Obrenovac has two units - TENT A and B - annually producing around 3.5 million tons of ash. The transport

of ash and slag from TENT to landfill sites – over 4.5 kilometres away – would present a serious threat to the environment, especially to some 70.000 citizens of Obrenovac, had not the EU invest €28 million in the construction of new ash removal and transport system. The project has prevented ash from being blown by the wind at the 400 hectare dump site, whereas the amount of water has been reduced 10 times, which has permanently stopped the pollution of ground water.

The previous ash transport and disposal system used a technology that mixes 10 parts of water to one part of ash, resulting in serious environmental problems from the ash dump, with heavy metals from the ash leaching into both tap water and the nearby River Sava, and fine particles of ash blowing over the town of Obrenovac and its surroundings. Project addressed both of these issues, thus making a change in ash handling and transport technology to a so called “thick slurry” system using only one part of water to one part of ash.

“After a complete reconstruction of filters in TENT A6, TENT B2 and TENT B1, carried out from 2010-2012, thanks to donation from the European Union, emission of dust particles from thermo-block is drastically reduced and it is now lower than 50 milligrams per cubic meter. It is absolutely within the limits prescribed by the EU norms,” says Milan Petkovic, TENT Deputy Director.

Apart from significant improvement of air quality in Obrenovac and its surroundings, the project aimed at modern transport of ash and slag prevented pollution of underground waters and springs as well as imbalance in the eco-system throughout the area.

In total, EU funding in TENT since 2000 amounts to some €200 million. Such an assistance has cut the emission of solid particles into the air six times, whereas the modernisation of facilities achieved a 4.2 million ton reduction in the use of coal, while annual production of electric power has increased by 400 MW, and energy efficiency by 12 per cent.

In 2014 and 2015, reconstruction of electro-static filters in TENT A3 in Obrenovac as well as in Thermal Power Plant Morava in Svilajnac is planned, once again with EU support.

Environmental protection, clean energy production, energy efficiency increase and use of alternative energy sources are important issues on the road to harmonisation of the energy sector in Serbia with European standards.

By now, the EU has funded preparation of several studies and analyses which would additionally improve the energy sector in future in fields of alternative energy sources and electric power market. The total EU donation to the energy sector in Serbia since 2000, amounts to over half a billion € (521.5 million).



## RESULTS

- The emission of solid particles into the air has been reduced six times
- Modernisation of facilities achieved a 4.2 million ton reduction in the use of coal
- Annual production of electric power in TENT has increased by 400 megawatts
- Energy efficiency has increased by 12 per cent

# SUBOTICA: CLEANER PRESERVED THE LAKE

PROJECT TITLE:

**Subotica Waste Water Treatment Plant Reconstruction and Extension**



SECTOR

**Infrastructure; Protection of environment**



PROJECT VALUE:

**€18,120,000 (EU contribution – €5,070,169)**



INSTRUMENT:

**CARDS 2004**



DURATION:

**September 2007 – March 2009**

After more than 30 years, the City of Subotica has got a modern and efficient waste water plant, reconstructed with the financial support from the European Union. It was the completion of the project that started in June 2006, within the Municipal Infrastructure Support Programme (MISP), that marked the end of the period during which the most popular tourist spot in the region, the Palic Lake, was empty of swimmers due to polluted water, full of phosphate and nitrate.

The total budget of the project “**Waste water treatment plant reconstruction and extension**” was €18,120,000 million, out of which European Union have donated slightly over five million euros. The means were also provided by the governments of Italy and the Netherlands, City of Subotica, Public Company Vode Vojvodine and EBRD loan. The project was a unique model of cooperation of local self-government, Vojvodina authorities, Republic of Serbia and Europe, e.g. EBRD, as judged by Vojvodina officials at the opening ceremony. Project’s main impact is reflected on the environment of Subotica and its vicinity – improvement of soil, air and surface water quality, through an upgrade and extension of waste water treatment plant.



Photos taken from: [www.misp-serbia.rs](http://www.misp-serbia.rs)

For citizens of Subotica and guests of Palic Lake resort, project marked the turning point after years of poor quality of drinking and lake water due to outdated plant equipment, constructed back in 1975. Also, with water in the lake finally clean, tourism in Subotica and Palic Lake was boosted.

The upgrade has increased plant's capacity from 27,000 to 36,000 cubic metres per day, while during the rainy seasons, its capacity reaches 72,000 cubic metres per day and last but not least, the plant has significantly reduced the amount of nitrogen and phosphorus in the discharged water.



The reconstructed waste water treatment plant has two main lines – water line and sludge line. Mechanical, biological and chemical treatment of water is done at water line, while at the sludge line electricity is produced from by-products (bio-gas) generated in the process of purification through the gas generator. This way, around 40 per cent of electricity needed for plant's operation is secured, boosting energy efficiency and making the facility eco-friendly.

The project was designed to attain another long-term objective - to solve the issue of bioactive sludge surplus treatment along with stabilised safe disposal, in line with the EU standards; it was also designed to increase existing system of energy efficiency by applying new technology of anaerobic digestion of bioactive sludge, which uses biogas as a source for electricity production.

After all construction works were completed on both water and sludge lines (from September 2007 - March 2009 and December 2007 - March 2009, respectively), testing, checking and obtaining of a certificate of occupancy were done. Symbolically, the official opening ceremony was organised on the occasion of the World Water Day, on 22 March 2012, although the facility was operational even before the event. As director of Subotica "Water Supply and Sewage" Public Utility Company Snezana Pejcic said on the occasion, "The quality of the output water meets very strict criteria of domestic legislation and directives of the European Council for sensitive water recipients who are subjected to eutrophication. In the water that comes out of the plant and flows into Palic Lake, nitrogen concentration is below 10 mg/l and phosphorus concentration ranges from 0,3 to 0,4 mg/l."

Known among the citizens of Subotica simply as the "Cleaner," the plant became a main point for ecology protection in the region of Subotica, thus in February 2014, City authorities and representatives of Public Water Company announced the intention to create a cadastral database of potential polluters of the plant itself. "Cleaner has been working since 2009, using the latest technology, and providing positive results regarding the quality of water in Palic Lake," said Ms. Valeria Toth Godo, Technical Director of Water Supply and Sewage Public Company to local media. ■

## RESULTS

- Water treatment plant reconstructed
- Plant capacity increased
- Environment protection in Subotica and its vicinity ensured

# EQUAL CHANCES FOR EDUCATION

PROJECT TITLE:

**Education for All  
(Increasing the Availability and Quality of Education for Children from Marginalised Groups)**



SECTOR:

**Education**



PROJECT VALUE

**€3,000,000**



INSTRUMENT:

**IPA 2008**



BENEFICIARY:

**Ministry of Education, Science and Technological Development**



DURATION:

**February 2010 – February 2012**



Photo: project archive

Primary education in Serbia is both compulsory and free. Drop-out rates among young children, though, remain relatively high: according to the Serbian Government's survey conducted in 2009, about five per cent of children were not enrolled in primary schools; in rural areas, the rate was significantly higher and reached about 25 per cent. For Roma children in segregated settlements, 2010 data showed that drop-out rate is 22 per cent and that only 34 per cent of those children complete primary school.

Without an education, many end up living in poverty or are socially excluded. In February 2010, the European Union and relevant Ministry launched a two-year project, "Education for All," which specifically aimed to support a recent drive of Serbian government to ensure greater social inclusion in Serbian schooling system and to break the cycle of poverty.

"Education for All" project was implemented in 180 pre-schools and elementary schools in Serbia; it was intended to introducing teaching assistants as a way of support to young pupils with economic and social disadvantages so they can realise their full potential. At the beginning of the school year 2010/2011, the job of 'Pedagogical Assistant' was officially introduced into the Serbian education system under this project, and 190 pedagogical assistants were trained to assist children with



special educational needs.

At the meeting held on 18 May 2011, Valjevo, with its six pedagogical assistants – five working at primary schools and one being employed at a preschool education institution - was described by both project representatives and City officials as “one of the best examples of project’s successful implementation.” Dragan Petrovic, a Pedagogical Assistant at Primary School “Sveti Sava” said to local media that his task was to work with pupils in mathematics and Serbian language, but also to improve their assiduousness.

Nenad Ristić, a 6th grade pupil of “Vuk Karadžić” Primary School in Novi Sad, is one of those who benefited from working with a teaching assistant. He had extra help from his teaching assistant Ljiljana in geography for nearly a year because, as Nenad said, he had problems with geography and had to re-sit his geography test. “Ljiljana helped by telling me to come to school every day and work with her on geography. We practised until the re-sit.”

Like many of his classmates, Nenad has never had help with studying at home.

“Education for All” provided additional support to the 180 participating schools: 1,432 educational advisers were trained and today, they implement inclusive teaching programmes. Teachers were supplied with workbooks to guide them through development of innovative ways of teaching literacy and numeracy.

Some 35 educational trainers also received further training in working with children with specific learning difficulties such as dyslexia. To enhance the learning experience of pre-schoolers and elementary school pupils, educational toys and general teaching equipment, such as smart boards and laptops, were purchased for selected elementary schools. The project also ran a National Art Competition “Let Us Create a World without Differences”, to highlight the benefits of inclusive education; 60 educational institutions participated in the competition.

The total value of technical and technological equipment provided to pre-school and elementary school institutions within the project amounted to €1.2 million: over 700 pre-school institutions received educational toys to be used for teaching of more than 10,000 children. In addition, elementary schools were provided with equipment such as copy machines, laptops, interactive floors and smart boards.

To ensure that all children attend pre-school and primary school education, regardless of their background, is a task that requires time and extensive support, but projects such as “Education for All” are already bringing about changes. Nenad said he once found it hard to learn all the subjects in school, but when asked if Ljiljana’s work made his studying experience easier, he replied with an emphatic ‘Yes’.

Nenad and his friends with similar problems will continue to receive assistance in the future, as proven by the data on some 200 trainees who took part in trainings held in June 2014 in Avala, as well as in October in Kanjiza, Belgrade, Smederevo, Leskovac and Nis. Trainings were held within the project “European Support for Roma Inclusion,” EU-funded as well, with a new training cycle announced as early as November.



## RESULTS

- Job of ‘Pedagogical Assistant’ officially introduced into Serbian education system
- 180 schools provided with educational material and IT equipment worth €1.200.000
- Two sets of teachers’ manuals printed
- 1,432 educational advisers trained in inclusive education
- 35 educational trainers underwent training aimed at working with children who have specific learning difficulties (dyslexia)

# CHANCE FOR A NEW BEGINNING

PROJECT TITLE:

**VET Support to  
Serbian Detention  
Facilities**



SECTOR:

**Rule of Law**



PROJECT VALUE:

**€2,000,000**



INSTRUMENT:

**IPA 2010**



BENEFICIARY:

**Ministry of Justice  
- Administration  
for Execution of  
Penitentiary Sanctions**



DURATION:

**September 2011 –  
September 2013**

According to data gathered in late 2011, there were approximately 11,000 detained persons in Serbia, whereas, as per European standards, accommodation capacities sufficed around 6,000 inmates. Trend of rise in prisoner population has been recorded since 1990's and lasts till today. To detention facilities, the crisis has brought not only an increased number of prisoners, but also led to the closure of educational programmes that were available to the prisoners, resulting in increased re-offending rates among detainees, and continued over-population in prisons. Breaking the cycle of re-offending is a difficult and complex task – but Serbia is not alone in facing it.

The Administration for Execution of Penitentiary Sanctions began a comprehensive reform process in 2001, through introduction of alternative sanctions and individualised treatment programmes, which, once applied, may be highly beneficial to reducing the rate of recidivism. The next logical step in reform of prison system was vocational education and training (VET) for prisoners

In order to support such a reform, European Union launched the project "Support to Serbian Detention Facilities", carried out in detention facilities in Nis, Sremska Mitrovica and Pozarevac, locations chosen for pilot trainings.

Thanks to this project, prisons in these cities were fully equipped to provide voca-



Photos taken from: [www.vet-kpz.rs](http://www.vet-kpz.rs)



tional education and training for prisoners interested in one of five lines of work available: welding, screen printing, furniture fabrication and assembly, bakery and market gardening.

These professions have been insufficient on a labour market in Serbia for a long period of time. This way, former prisoners had opportunity to leave their criminal past behind and earn their living legally.

The EU donation has enabled provision of the entire equipment for training in all five occupations, training of prisoners, preparation of legal procedures and solutions, public information campaign, drafting of VET Concept and Action Plans, as well as the training of civil servants who cooperated with prisoners.

The equipment, comprising the full technical capacity to learn skills required in real-job setting, allowed up to 30 prisoners per line of work; this way, they acquired knowledge and skills necessary to find real jobs. Besides providing opportunities for re-socialisation upon release and a direct impact in cutting the recidivism rate, programme also affected the state of general human rights observance within Serbian prisons, by providing prisoners with conditions for dignified serving of their sentences.

After the project was completed, Damir Joka of the Administration for Execution of Penitentiary Sanctions of Serbian Ministry of Justice said that convicts' training was a protective mechanism of the society and that sustainability of the training programmes in all Serbian detention facilities should be maintained in accordance with available means.

Speaking about implementation of trainings, Valentina Krstic, an employee in Nis detention facility said that in the beginning "there was a fear of the unknown, and fear of potential problems, but through a responsible approach, trainings have been carried out successfully, and the trainees are carrying positive impressions." The project instils trust and empowers, she added.

The impact trainings have had on convicts is yet to be seen, but one ought to remember the words of Vesna Janevski, Project Team Leader during a monitoring visit to a VET scheme: "In Nis, we have even had a case of a prisoner who refused to be released, even though he was entitled to it, in order to complete the welding course. He said that it would be the only way to obtain this highly demanded skill."



## RESULTS

- Prisons in three towns provided with equipment for VET
- 200 civil servants trained (heads of sectors, treatment counsellors, instructors of practice, teachers from VET schools with centres for adult education, employment counsellors)
- 500 convicts trained
- Facilitated re-socialisation of ex-convicts

# STOP TRAFFICKING OF PEOPLE!

PROJECT TITLE:

**STOP! Stop Trafficking Of People!**



SECTOR:

**Civil Socie**



PROJECT VALUE:

**€120,180.60**



INSTRUMENT:

**IPA 2010**



DURATION:

**June 2010 – September 2011**

In the past few years a trend of increasing number of Serbian nationals identified as victims of human trafficking was registered, as well as the fact that almost half of all identified victims were children. The average age of children who received assistance from ASTRA, non-governmental organisation that combats human trafficking, was 14,7 years. Children, as well as the adults, are most frequently victims of sexual exploitation, forced begging and forced marriages but also labour exploitation.

According to data gathered by ASTRA, as well as the data of the Office for Coordination of Protection of Victims of Human Trafficking, the growing trend of internal trafficking (which means that all stages of trafficking – recruitment, transition and exploitation – are carried out within the borders of one country) resulted in 95 per cent of victims of human trafficking being identified as



Photos taken from: [www.astra.org.rs](http://www.astra.org.rs)



domestic nationals in 2010. All the children identified by ASTRA, and to whom this organisation assisted since 2007, were domestic nationals as well. Looking at the overall work of ASTRA (2002 – June 2013), children comprise 36 per cent of total of identified victims of human trafficking. This was one of the main reasons why the European Union through its programme Civil Society Facility decided to support the project “STOP! Stop Trafficking of People!” whose aim was to raise the awareness about this problem among general public, but also among members of professional community who are most often in touch with victims of trafficking in human beings. Within the project, members of ASTRA and several similar organisations were trained on EU practices and standards regarding the work with traumatised and sexually abused children, victims of human trafficking.

Together with its partners on this project – NGO Ključ (Slovenian society for countering trafficking in people) and BAAF (British Association for Adoption and Fostering) – ASTRA implemented trainings focused on work with traumatised and sexually abused children during January 2011. The first training was held in Belgrade from 11 - 14 January 2011, and dealt with “Providing assistance to traumatised children - victims of trafficking.” Participants were trained to understand the needs of those children, to explore means to help them while recovering from the trauma and ways to enhance their resilience; they were also trained to use specific communication tools and techniques. Second training, held from 25 - 28 January 2011, titled “Working with sexually abused children - victims of trafficking,” paid most of the attention to understanding the impact of sexual abuse on children, how children cope with stress, and steps in the recovery process. Also, as a result of the STOP! Project, ASTRA, in collaboration with partners and expert consultant for the children rights, developed two specialist programs for social workers in Serbia, both of which are accredited and implemented in vocational training. Programme “Foster Family as a Place for the Recovery and Reintegration of Human Trafficking Victims” is aimed at professionals working in foster care centres, providing support to foster families, as well as at foster care service providers. On the basis of this programme, two trainings for foster families and foster care counsellors were held in the first half of 2012. The other accredited programme is aimed at social workers engaged in working with human trafficking victims.

In order to warn the general public about the issue of children trafficking, a media campaign was launched within the project. Its aim was to raise public awareness about the problem of children trafficking and possibility of dialling ASTRA SOS line through which assistance to victims of trafficking is provided. In the first month of the campaign, number of calls increased by 12.9 per cent, that is from 219 to 284 phone calls.

The STOP! Project represents an example of good practice on how the effective dialogue with public sector can be achieved in order to foster the assistance to children victims of violence and human trafficking. Trainings organised in Belgrade within the project were attended by representatives of Centre for Youth Integration, NGO Atina, Incest Trauma Centre and state institution Centre for family care for children and youth.



## RESULTS

- Professional cooperation and exchange of experience between Serbia civil society and EU, namely Slovenian association “Kljuc” and British Association for Fostering and Adoption (BAAF)
- ASTRA’s capacity to work with traumatised and sexually abused child victims of trafficking has been improved and brought in line with EU standards and best practices established
- Two training programmes for social workers and foster families of child victims of human trafficking have been developed and accredited
- Awareness raising campaign implemented

# PROSECUTORS IN PARTNERSHIP: FIGHTING ORGANISED CRIME AND CORRUPTION

PROJECT TITLE:  
**Fight against Organised Crime and Corruption: Strengthening the Prosecutors' Network**



PROJECT SECTOR:  
**Rule of Law**



PROJECT VALUE:  
**€5,263,158 (EU contribution - five million euros)**



INSTRUMENT:  
**IPA 2010**



BENEFICIARY:  
**Ministry of Justice and Public Administration**



DURATION:  
**November 2011 – November 2013.**

Organised crime is a worldwide problem; to tackle it, a strong international cooperation is required. In the Western Balkans, countries need to build the appropriate structures and experience to investigate and prosecute complex criminal groups in an international context.

In response to this situation, the European Union is helping the countries of the Western Balkans take action – by starting joint investigations. The project **"Fight against organised crime and corruption: Strengthening the Prosecutors' Network"** helped to foster cooperation among prosecutors in the Western Balkans. Partners in the project were CILC – Centre for International Legal Cooperation from the Netherlands and GIZ – Gesellschaft für Internationale Zusammenarbeit from Germany.

Prosecutors from EU Member States were seconded to the region in order to provide their counterparts with advisory services, with a focus on investigating and prosecuting cross-border cases of organised crime.

"International criminal gangs have efficient, well-organised and adaptable processes with strong cross-border networks and are able to transmit information very quickly. In general, we are always one step behind the criminals, but with well-functioning and strong networks we can minimise this gap," said a member



Public domain



from Austria's Criminal Intelligence Service.

The impact of the project was felt across the Western Balkans on 12 April 2013 when special police forces from Bosnia and Herzegovina, Croatia and Serbia carried out operation "Šetač" ("The Walker"). Hailed as the best joint operation to-date by media, it hit hard the structures of a drug cartel operating in these countries. Dozens of suspects were successfully apprehended and a large quantity of weapons and explosives were seized.

Through the support of this project, in 2012, Joint Investigative Teams (JITs) with various EU Member States have been formally set up, focusing especially on human trafficking and the forgery of documents. Furthermore, the project assisted in coordination meetings of prosecutors and police officers, witness hearings in neighbouring countries and asset recovering measures.

All seven prosecutors from the beneficiary countries have visited the EUROJUST and EUROPOL offices where they learned about improving cooperation with both institutions and gain exclusive access to vital resources and networks.

"This experience has helped us to gather expert opinions on things for which we do not have the right expertise in Montenegro," said Blagoje Gledovic from the Ministry of Justice of Montenegro.

This project will not only benefit prosecutors in the Western Balkans – it will ultimately protect citizens who have been affected by organised crime. Given the nature of modern organised crime, it is also highly beneficial for neighbouring countries and those countries that are linked with the criminal operations as can be seen from operation "Šetač".

"The Western Balkans Prosecutors' Network yields excellent results in the fight against organised crime. It is fast and efficient, and different legal systems present no problem," concludes Mr. Josip Čule, Deputy Prosecutor General of Croatia.

One of the trainings organised within the project was a seminar "Fight against Organized Crime and Corruption: Strengthening the Prosecutors' Network" held in Danilovgrad, Montenegro, and hosted by the Regional School of Public Administration (ReSPA) from 29-30 October 2012.

The Seminar gathered 30 mid to senior-level officials in public institutions. The participants were public administration officials from Montenegro, Albania, Macedonia, Serbia, Croatia, Bosnia and Herzegovina, Kosovo\*.

\* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ opinion on the Kosovo declaration of independence ■



Photo taken from: [www.oslobodjenje.ba](http://www.oslobodjenje.ba)

## RESULTS

- Joint investigation capacity building
- Effective crime investigations
- Access to agencies and networks such as EUROPOL
- Trainings for public administration representatives

# MAKING THE INVISIBLE VISIBLE: SERBIA'S DISABLED CHILDREN

PROJECT TITLE:

**Developing  
Community-based  
Services for Children  
with Disabilities and  
their Families**



SECTOR:

**Social Policy**



PROJECT VALUE:

**€5,500,000**



INSTRUMENT:

**IPA 2008**



BENEFICIARY:

**Ministry of Labour,  
Employment and Social  
Policy**



DURATION:

**April 2010 –  
December 2013**



Project Archive

The 2011 World Disability Report states that some 95 million children are living with a disability across the globe. According to UNICEF, Serbian society has traditionally shown intolerance towards this group, bearing in mind that two thirds of children with disabilities do not attend school.

Launched in April 2011, the project "Developing Community-based Services for Children with Disabilities and their Families" aimed at improving the quality of life of children with disabilities through improved legislation, developing community-based services that would contribute to their inclusion into local communities and promoting positive attitude among the public regarding these children and their families.

The EU-funded initiative saw 41 municipalities coming together under a grant scheme to establish new community-based services, including day care centres, home care services and respite care for children with disabilities and their families. The project was implemented in cooperation with the Ministry of Labour, Employment and Social Policy, as well as with support from UNICEF. A total of 52 new services were established and became crucial for the inclusion of children into community life, the development of their skills, and helping families stay together despite the obvious pressures.

Thanks to these services, some 930 beneficiaries – children with disabilities and their

families – now experience a better quality of life and happier childhoods.

At the opening of a respite centre in Knjazevac, nine year old Stefan Ciric looked around himself with excitement. He did not want to see the bedrooms but rather stayed in the living room where he was showing the computers to everyone. "I like it here the most," he said smiling.

Ten year old twins Iva and Milica Dzonic, who managed to complete the third grade with excellent marks despite having learning difficulties, were at the centre as well. Their teacher Snezana Djuric said of the pair: "These children should be appreciated for what they know and can do."

The media component of the project, a national campaign titled "We Are Better Together", aimed at raising awareness of the rights of children with disabilities, improved the understanding and acceptance of equal possibility concepts and redirected attention from a lack of possibilities to social inclusion.

Public events such as "The Play Day", hosted by renowned radio presenters Gorica and Dragan on 28 March 2012 in Belgrade, gave children the opportunity to play together and learn to accept each other through fun and interaction. The underlying message here was to support children in communicating with their peers, and encourage them to learn different skills from each other.

"These amazing kids filled me with positive energy. More parents should encourage their children to participate and embrace diversity in all its forms," said Dragan at the event's conclusion at the "Sumice" sports centre.

Una, a disabled girl, appeared in one of the ten short films and in a TV advertisement that depicted her everyday life playing with her best friend and interacting with her mother. Undoubtedly, this experience helped Una, but also challenged people's attitudes towards the disabled.

With an impressive 84.9 per cent of the target population, or five million people, watching the television spots at least once, this year-long project has gone some way to breaking down the public's misconceptions by promoting the concept of social inclusion and presenting positive practices.

The project has also built a more positive image of children with disabilities who, like Una, Stefan, Iva and Milica, have financial, physical, human and social capital and should have the opportunities to use it.

Thanks to services developed within the project, there has been a cut in the number of children in social protection institutions by 30 per cent, said Director of UNICEF Serbia Michel Saint-Lot at the closing conference. On the same occasion, Head of the EU Delegation to Serbia Michael Davenport stressed that "providing equal opportunities to all citizens, especially the most vulnerable children in society, is about the fundamental principles and values of the European Union," which is why the EU will continue to support Serbia in its efforts to create equal chances for all children.



## RESULTS

- Programme made a contribution to systemic changes in the area of social inclusion, through adoption of by-laws
- Grants consigned to 41 municipalities
- Introduction of 52 new community-based services for children with disabilities
- Implementation of an awareness raising campaign on the importance of social inclusion of children with disabilities

# SERBIAN STUDENTS CATCH UP WITH THEIR EUROPEAN PEERS

PROJECT TITLE:  
**High Education  
Teaching  
Infrastructure Project  
(HETIP)**



SECTOR:  
**Education**



PROJECT VALUE:  
**€30,000,000**



INSTRUMENT:  
**IPA 2010**



BENEFICIARY:  
**Ministry of  
Education, Science  
and Technological  
Development**



DURATION:  
**June 2012 – June  
2014**

Scientists working in a brand new laboratory, with "high-tech" touch screen equipment: it all happens in Serbia's second largest city - Nis. "This laboratory is equipped with top instruments that can be used to do analysis at the level of those performed by our colleagues in Europe," said Dr Tatjana Jevtovic Stoimenov, Head of the Laboratory of the Research Centre for Biomedicine of the Faculty of Medicine in Nis. The lab was equipped and renovated with €800,000 through EU HETIP – High Education Teaching Infrastructure Project. This two-year project has been implemented in 10 university cities across Serbia.

Considerable funds within HETIP were allocated to public institutions of higher education in Serbia to finance the renewal of laboratories, research cabinets, study rooms as well as buildings and communal facilities. In total, 27 Serbian public faculties in Belgrade, Novi Sad, Kragujevac, Nis, Kraljevo, Novi Pazar, Bor, Vrnjacka Banja, Cacak and Leskovac received funding

Like his colleague in Nis, the Vice-Dean of the Faculty for Engineering in Kraljevo, Prof. Mile Savkovic, has pointed to the fact that with EU funds his students got learning equipment and facilities which were "at a Western European standard". "Our students



Photos taken from: [www.hetip.rs](http://www.hetip.rs)



already use valuable computer equipment in two laboratories. If not the same, these conditions are similar to ones their Western peers have", he said. The same phrase could be heard in Belgrade, at the Faculty of Physics, where in January 2014, 10 modern laboratories for practical classes in physics, astrophysics and meteorology have become operational.

The biggest part of the donation was used for purchasing and installing equipment for labs, research cabinets, study rooms, while reconstruction works were financed with a donation of five million euros.

Works that have been awaited on for decades, like in the case of Belgrade's Botanical garden, were also encompassed by the project. The Greenhouse, built back in 1892, has been renovated thanks to funding worth €1,4 million. After its opening in October 2014, it became an educational facility where biology students can see a large number of plants and rare trees.

Apart from Belgrade, Kraljevo and Nis, public faculties in Novi Sad, Bor, Vrnjacka Banja, Cacak, Novi Pazar and Leskovac were also supported by HETIP. The example of the Novi Sad University Library is quite impressive: the Library was IT equipped, new digital equipment and equipment necessary for the process of digitalisation of all books and archives were also granted. According to the Library Director Mirjana Brkovic, the equipment is unique in the Western Balkans region and will help the preservation of many valuable books. The Department for Mathematics and Physics of the Novi Sad Faculty of Sciences obtained as many as 1,790 square metres of space, whereas the laboratory at the Faculty of Medicine was newly equipped. In the academic year 2013/2014, students at 27 public faculties started using renewed facilities and modern equipment. The symbol of academic Serbia, Kapetan Misa building in Belgrade, or the Rectorate building, is under renovation too; with a new modern panoramic lift and a noble façade, it is a mix of tradition and renovation which was realised thanks to the EU funds.

The list of HETIP "beneficiaries" has not been exhausted since it was implemented throughout the country; it may be assumed that benefits for university students and their professors would also be as comprehensive as the list of projects beneficiaries.

All of it has been done with the aim of an "alignment" with Europe and to support the development of a knowledge-based economy in Serbia that responds to future demands of the labour market. Sophisticated and state of the art teaching equipment that is now at hand for Serbian students should help them, as well as their professors, to prepare better for the upcoming challenges of both the national and European market. In the long run, it is the Serbian economy that should profit from that indirect investment in young generations ■



## RESULTS

- Modern, multi-purpose teaching environments secured via equipment provided
- Renovated faculty buildings in 10 cities across Serbia
- Renovated greenhouse of the Botanical Garden in Belgrade
- Improved overall quality of higher education

# CONSUMER PROTECTION – STRENGTHENING CITIZEN RIGHTS

PROJECT TITLE:  
**Strengthening  
Consumer Protection**



SECTOR:  
**Consumer Protection**



PROJECT VALUE:  
**€2,260,500**



INSTRUMENT:  
**IPA 2009**



BENEFICIARY:  
**Ministry of Foreign  
and Internal Trade and  
Telecommunications –  
Consumer Protection  
Department**



DURATION:  
**August 2011 – May  
2014**



Photos taken from [www.zapotrosace.rs](http://www.zapotrosace.rs)

“Let’s Partner for Consumers”, is the motto under which relevant stakeholders from the Serbian government and citizen associations work so the country can establish an efficient consumer protection system aligned with European Union standards. The concept of consumer protection, as the right of every citizen, is not fully embedded in Serbian society yet. Among Serbian citizens, this new right is often linked with the EU and they tend to see it as an advantage of the EU integration process. The facts say it is rightfully so: the European Union has supported consumer protection policies, via numerous projects with the latest being “Strengthening Consumer Protection in Serbia”.

Since 2005, when the first Law on Consumer Protection was adopted, the EU has supported its implementation and efforts to align the legislation with EU laws. In 2010, the Law on Consumer Protection was amended and harmonised to meet European standards and 15 relevant EU directives were transposed into national legislation. The Law was, however, implemented inconsistently and did not define the position of consumer organisations. Through a three-year project (2011-2014), and with the support from EU experts, three brand new directives were incorporated into draft law. The Law, adopted in June 2014 and in line with EU legislation, contains clearly defined criteria for independent consumer organisations and the establishment of a Consumer Complaints Registration System. It gives Serbian consumers enforceable rights and for the first time develops collective redress schemes, i.e. it gives consumer



associations the right to ask for protection of collective interest as well as a role in commissions deciding on consumers appeals. In addition, the new Law stipulates an easier way to file a demand for redress.

The representative of Association of Consumers of Serbia (APOS) Jovanka Nikolic assessed that the Law "was largely well-defined and harmonised with EU directives, containing novelties that have defined in a more precise and detailed manner the provisions regarding sales contracts, filing and resolving complaints, deadlines, fines for non-compliance with provisions of the Law, competencies of inspection authorities..." She, however, points out that "without subordinate legislation aimed at implementation of the Law, the exact provisions within the chapter about general economic interest services concerning vulnerable consumers would remain unenforceable in reality." As an important fact, APOS representative highlights that services of general economic interests (water, electricity, etc.) are defined for the first time, as well as liabilities of providers of these services toward consumers.

One of the results of the project is the adoption of the 2013-2018 Strategy for Consumer Protection, whereas the project committed significant resources in building effective relations with and among consumer organisations so they could become more reliable and independent. The project also provided the development of a software platform that allows individual consumers to submit requests for information, seek legal advice or file a complaint.

The overall awareness among Serbian citizens on consumer issues has been raised: the second national survey on consumer awareness, conducted in November 2013, shows that almost all citizens know that consumer rights exist in some form or another, i.e. they can all mention at least one consumer right. In 2011, 25 per cent of the population could not name a single consumer right. TV and radio ads produced within the project promote basic consumer concepts, such as consumer contracts, legal and commercial guarantees, consumer rights in distance and off-premises contracts.

The project has held open days for consumer organisations to discuss the latest policy developments, organised study visits to the EU for Serbian consumer organisations' representatives to learn more about consumer protection policy, and held seminars for Serbian officials. One of its most popular events was Consumer Rights Fair that has so far been held twice in Belgrade, in spring 2012 and 2013. Vera Vida, President of the Serbian Consumers Centre, says: "Such an event has never been organised in Serbia before and it managed to gather representatives of almost all consumer rights protectors in one place. It was an excellent opportunity to provide information and advice on consumer issues to visitors."



## RESULTS

- Contributing to protection of consumer rights in accordance with the EU Acquis (assistance in drafting by-laws);
- Two national surveys on consumer awareness;
- Two Consumer Rights Fairs held;
- Numerous seminars, study visits and workshops for traders, consumer associations and civil servants organised
- Overall awareness on consumer rights raised

# OPERATION INNOVATION: CATALYST FOR SERBIA'S ECONOMIC COMPETITIVENESS

PROJECT TITLE:

**Innovation Serbia Project**



PROJECT SECTOR:  
**Enterprises**



PROJECT VALUE:  
**€9,000,000 (EU contribution – €8,400,000)**



INSTRUMENT:  
**IPA 2011**



BENEFICIARY:  
**Ministry of Education, Science and Technological**



DURATION:  
**December 2011 – December 2014**



Photo taken from: [www.senergy.rs](http://www.senergy.rs)

In the current era of rapid technological development, innovation is considered crucial for a stable and knowledge-based economy. Serbia realised this quickly and in 2011 it launched Innovation Fund in order to promote innovation in the fields of science and technology.

A key component of the Fund is the capacity building "Innovation Serbia Project", funded by the European Union. This project is supporting Serbia's emerging innovative entrepreneurial sector and is filling in the gaps that will prove vital for the country's economic growth prospects in the long run. "Innovation Serbia Project" has two financial instruments, worth three million euros each, that are helping Serbia's budding entrepreneurs realise their potential and are the sole financial instruments for start-ups and small enterprises in Serbia. The first one is the "Mini Grants Programme" which provides grants of up to €80,000 for essentials such as prototype production, proof of concept, intellectual property protection and business plan preparation.

The second one is the "Matching Grants Programme" that offers grants of up to €300,000, enabling micro and small enterprises to partner up with private sector and Research and Development organisations. This programme also assists in attracting investors with the ultimate goal of bringing innovative products and services to the market.



"Strawberry energy" is among the companies supported within the Mini Grants Programme for the further improvement of their own innovation – solar-powered public mobile devices charger. "Strawberry tree" charger innovation, by a former group of students of the University of Belgrade, won the first prize in the category of Public Spending Reduction at the 2011 Sustainable Energy Week in Brussels. Since then, 12 "Strawberry chargers" have been installed in nine cities across Serbia and Bosnia and Herzegovina, and this students' group evolved into a company called "Strawberry Energy", which is dedicated to further improvement of the portable charger named "Strawberry Mini".

Another example of successful innovation is the company "BSK" LLC Obrenovac, developing a unique and innovative technology of air harvesting of fruits, which received grants within the project, as well. Once commercialised, the "Air Berry Harvester" will imitate windy conditions when harvesting fruit from plants. The technology will pick only the ripest berries from the plant's branches through intermittent, yet controlled, bursts of air - a unique and innovative process that will avoid both contact and damage to the fruit.

"The Matching Grants Programme will help us address the significant financial investment associated with the development of the product and the high cost of translating our research into a commercially viable product," said Milan Kecman of "BSK" LLC Obrenovac. "It will also help us develop our R&D activities, establish valuable collaborations and crucially, attract investors."

Besides providing much needed funds, various "Enterprise Training Sessions" have taken place and brought together grant awardees with the Innovation Fund associates and international experts to discuss the best ways to develop and commercialise innovative products and services.

"These sessions are a great opportunity for Serbian entrepreneurs to learn about best international practices and discuss with prominent experts their specific issues in building new innovation-based businesses," said Ms Ljiljana Kundakovic PhD, Interim Managing Director of the Serbian Innovation Fund.

The World Bank, which administers the project, also provides assistance regarding technology transfer and commercialisation among selected research institutes, in cooperation with the Ministry of Education, Science and Technological Development of Serbia.

By mid-2014, a total of 53 projects were financially supported (41 Mini Grants and 12 Matching Grants). Even though the largest number of projects remains in the implementation phase, the programme has already yielded tangible results: eight products have been fully developed, eight companies have profited from sales or renting of innovative products, five international and 15 national patent applications were submitted, and four companies have established new business partnerships. Financed projects engaged a considerable number of scientific and research organisations, thus improving the cooperation between public and private sectors.



Photo taken from:  
[www.bsk.rs](http://www.bsk.rs)

## RESULTS

- Grants to start-ups
- 53 innovative projects supported
- Trainings and seminars held
- Capacity for provision and distribution of EU funds developed by Innovation Fund

# SPEAK EUROPEAN!

PROJECT TITLE:

**Speak European – Professional Development for European Union Accession**



SECTOR:

**Public Administration**



VREDNOST PROJEKTA:

**€2,490,000**



INSTRUMENT:

**IPA 2008**



BENEFICIARIES:

**Office for European Integration (SEIO), Public Administration, local self-governments, public sector, civil society**



DURATION:

**February 2010 – March 2012**

The project Speak European – Professional Development for Accession was a new initiative aimed at strengthening professional development across many institutions of public administration and public sector, thereby increasing the momentum of the EU accession process of Serbia.

The project kicked off in February 2010 with financial support from the EU. The Office for European Integration (SEIO) was the main partner of the project that was implemented on the most prestigious European institutions providing education about the EU as well as public administrations of the EU Member States. It was in the cadre of preparations for accession process that the project was designed and implemented; it started before acquiring the candidate country status so that the country could gain enough knowledge at various levels and enter the accession process without any problems.

The project included a short summer course that brought together NGOs, media and academic representatives from towns across Serbia in the Bruges-based College of Europe to learn more about the benefits and obligations of EU membership.

In addition, in 2011 and early 2012, civil servants and public employees selected via an open competition took part in one of the six training courses on EU institutional and policy procedures organised at the European Institute for Public Administration in Maastricht and the College of Europe in Bruges.





Specialised trainings and internships for Serbian public servants and professional communicators and opinion-formers outside the government, took place at these two institutions.

Participants' experiences were highly positive: "It is exactly what we need – education, practice and networking", said Vesna Popac of the Office of Mayor of Novi Sad administration and training programme participant at College of Europe.

"Thanks to the project and the seminar in Belgium, I wrote a manual for elementary school pupils, 'EU and I in 10 Steps'. I have been working according to my manual in three different schools with eight-graders", said Judit Ronto, Community Multiplier and a teacher at "Nikola Tesla" primary school in Banatsko Karadjordjevo, after her visit to Bruges.

A total of 54 individuals were granted three to five months-long internships in EU Member States' administrations to gain first-hand experience on how these institutions work. Participants have finished these trainings with new knowledge that they could apply in their area of work.

As Marija Velickovic of Agency for Public Procurement in Belgrade City Administration put it, the internship she completed in Ireland "encouraged her to write two manuals on public procurement".

More than 180 civil and public servants participated in the professional training programmes at the European Institute of Public Administration and College of Europe. Last, but not least, 54 Community Multipliers – relevant representatives of academic and cultural institutions, media, civil society and business community – participated in three weeks-long training courses on the European Union and European integration-related matters in Bruges.

"This is one of the best professionally-oriented programmes that I have attended so far, where I wasn't only able to acquire new skills and knowledge related to the EU, but to openly discuss the burning issues Serbia is experiencing, with my fellow colleagues coming from different professional backgrounds", said Petar Subotin BIRN Regional Programme Manager after a three-week intensive seminar about EU that he attended in Bruges.

The participants in courses and internship programmes have provided feedback on the training received and relevant parts of the acquired knowledge were transferred in the respective personal assistance services or institutions. When it comes to community multipliers, sustainability was translated in the dissemination of the knowledge acquired through the participants' daily activities of communication and teaching.



## RESULTS

- Professional development programme for EU accession in the period from 2010 to 2012 included more than 260 participants from 33 cities from all over Serbia:
- More than 180 of state and public officials participated in a programme of professional training at the European Institute of Public Administration (Maastricht) and the College of Europe (Bruges)
- 29 civil and public servants participated in the internship programme in the institutions of the United Kingdom, Belgium, Ireland, Italy and the Netherlands
- 54 "community multipliers" - experts dealing with informing and educating the general public in Serbia

# CANCER SCREENING OFFICE SAVES LIVES

PROJECT TITLE:

**Assistance for the  
Implementation of the  
National Screening  
Programme for Early**



SECTOR:

**Health, Social  
Development**



PROJECT VALUE:

**€6,600,000**



INSTRUMENT:

**IPA 2009**



BENEFICIARY:

**Ministry of Health of  
the Republic of Serbia**



DURATION:

**January 2011 –  
June 2013**

Serbia is among European countries with high mortality rates for cancer. Every year in the Republic of Serbia around 32,000 new cases of malignant diseases are diagnosed, and annually around 20,000 people die from cancer in the country.

According to current cancer incidence data, Serbia ranks 18th in Europe and 2nd according to cancer mortality data in a survey conducted by the Institute for Public Health of Serbia "Dr Milan Jovanovic Batut"; this clearly indicates the need for greater involvement in the prevention and early detection of cancer.

Cervical cancer mortality rates in Serbia are among the highest in Europe, given that more than two thirds of cases are detected after the early invasive phase, when the prognosis is poorer; more than 600 women are dying from cervical cancer each year. Breast cancer is the third leading cause of death among women older than 45 years and in 70 per cent of cases it is detected at an advanced stage, when it has already

The advertisement features a pink header with the text "Ко ти може помоћи да избегнеш рак?" (Who can help you avoid cancer?). Below the header are three photographs of people: a woman with glasses (pink box), a man with a beard (blue box), and a woman with blonde hair (purple box). The background is a blurred image of a group of people.

Photos taken from: [www.screeningserbia.rs](http://www.screeningserbia.rs)



invaded other tissues; more than 2000 women are dying from breast cancer every year. Colorectal cancer mortality rates are above the EU average and it is the second leading cause of death in both sexes.

Until 2013, there was an opportune screening system in Serbia (meaning that citizens underwent examinations at their own initiative without having been invited as a precaution), but there was no systemic programme of targeted exams that would reduce mortality from malignant diseases and prevent their incidence in healthy people. The so-called opportunistic screening covered only some 20 per cent of the potential population eligible for screening programmes for breast, cervical and colorectal cancer. An important problem was, and still is, the lack of recognition of risky behaviour and insufficient use of positive experience in implementing prevention and early detection programs for malignant diseases from the EU.

With the support of the European Union, Serbia got the National Cancer Screening Office (NCSO - [www.screeningserbia.rs](http://www.screeningserbia.rs)) which coordinates efforts in fighting three of the most frequent types of cancer. The Office, established within the Institute for Public Health "Dr Milan Jovanovic Batut", provides guidance for professionals involved in cancer screening programmes and maintains cancer screening database, working in line with international public health standards.

Within the project, numerous trainings of health care workers responsible for screening were held. During the implementation of the project, implemented in cooperation with the Ministry of Health of the Republic of Serbia, around 500 health care workers (radiologists, radiographers, cyto-technicians, cytologists and gastroenterologists) completed special training courses allowing them to work in the field of early cancer screening.

Implemented throughout the country, it was one of the most important projects in the Serbian health system, having in mind the fact that NCSO was established as a centralised institution for collecting data on the number of malignant cases in the country that has been successfully operating ever since.

Simultaneously, a public awareness media campaign on the malignant diseases was implemented, carrying a basic message that people should engage in organised exams once they receive a call from their practitioner. With EU funds worth €1,822,000, clinical centres in Serbia were equipped with necessary equipment for early detection of three most frequent types of cancers. Equipment included 21 mammography workstations, 18 colonoscopy machines, 64 microscopes as well as computer equipment for 15 cytology centres.

"Through this project and thanks to assistance from the European Union, we succeeded in changing and improving the professional culture of screening understanding of many health workers at all levels of health care," says Mr. Dusan Keber, former Health Minister of Slovenia who shared his country's experience, acting as the Team Leader of the project.



## RESULTS

- National Screening Office established
- 500 health care experts trained in early screening techniques
- Clinical centres in Serbia equipped with machines to carry out clinical and cytological examinations
- Public and media awareness campaign realised

# ARTISTS HELP INTERCULTURAL LEARNING

PROJECT TITLE:

**IDEAL (Intercultural  
Drama Education And  
Learning)**



PROJECT SECTOR:  
**Education**



PROJECT VALUE:  
**€119,173.76**



INSTRUMENT:  
**IPA 2008**



BENEFICIARY:  
**Students; educators  
in schools and  
other educational  
organisations**



DURATION:  
**June 2011 – August  
2012**



Photo by Vladislav Nešić

“Education is crucial for the development of a society. That’s why we, the artists, have started the projects IDEAL and Islands with an aim to introduce drama pedagogy into the teaching process,” says Ms Suncica Milosavljevic, creative director of the BAZAART organisation and laureate of the prestigious regional award for development of drama education in the Western Balkans region. In 2013, Ms Milosavljevic was awarded with “Grozdanin kikot” International award for contribution to drama education. She emphasises that it is the recognition of the work of the whole organisation and its partners with whom she has been implementing two EU-funded projects since 2011.

The organisation of artists from Serbia and the Western Balkans, BAZAART, was created in 2002 and aims at the development of contemporary performing arts and their dialogue with society through projects that foster inter-disciplinary research, art



work and education in the field of performing arts.

IDEAL or Intercultural Drama Education And Learning project, financed through Support to Civil Society programme, was implemented throughout the country and involved teachers as well as their students. They were trained in intercultural learning through a creative drama process; trainings were organised in four Serbian cities – Belgrade, Zrenjanin, Nis and Smederevo. The project's main objective was to educate teachers how to use intercultural learning in their work in order to develop and enhance tolerance and intercultural skills of their pupils.

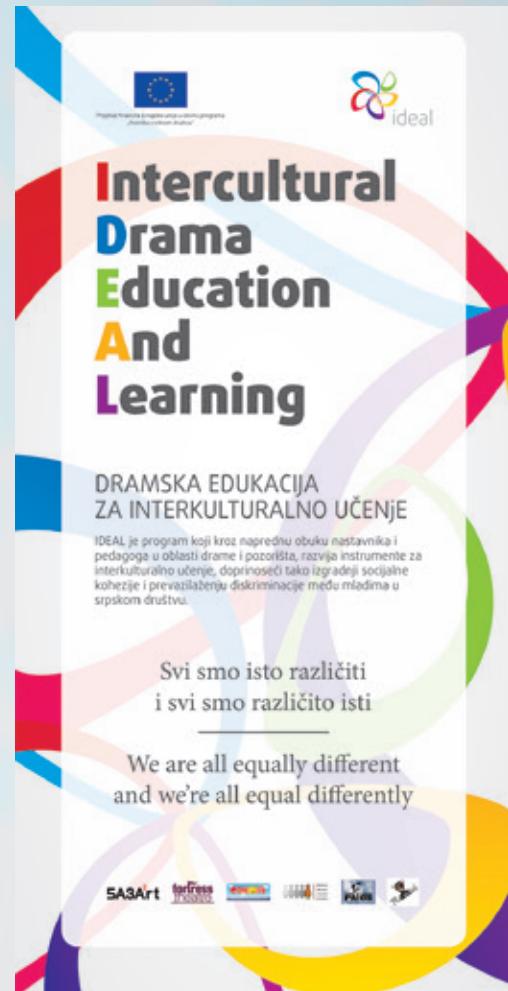
"Our approach was regional and in those four cities we gathered teachers from more than 20 municipalities. We trained them to implement creative drama in their work and in extracurricular activities. This is very important because in Serbia, teaching style is still very directive while it should be based on dialogue and as such be a preparation for life in a democratic society", explains Ms Milosavljevic. Young people became involved in drama education through creative process; six theatre plays have been created by programme participants and performed on 21 occasions, attracting audience of over 6.000 people. The results of the IDEAL project go further and justify the acronym: two manuals promoting intercultural learning in education were produced while four debates on the topic of education were organised.

However, in BAZAART they were not satisfied with results of an analysis showing that 52 per cent of teachers know about drama education possibilities and decided to launch a new project. In continuation, the new project Islands has started in December 2013, again with the support of the EU programme Support to civil society.

The project should last until July 2015. "Creative drama approach is educational method par excellence; this is a contemporary educational approach that is in line with European experiences. This way, we are supporting the reform of education system in Serbia", Ms Milosavljevic emphasised.

Main idea behind Islands project is to connect important actors in education and in drama art in Serbia – civil society, schools, teachers, artists, decision makers, with the aim to empower teachers as one of pillars in education and modernise curricular activities.

Within Islands project, Local Teachers' Resource Centre (LOTREC) was created in each of four cities – Belgrade, Zrenjanin, Smederevo and Nis, where seminars, workshops, public debates and different types of training would be held for some 500-600 teachers and participants in education process, over the course of year and a half. This time, participants in the projects will be students from Faculties of Philosophy in Belgrade and Nis and Colleges of Vocational Pedagogy Studies in Vrsac and Pirot. Finally, project foresees a formation of association of artist involved in drama education, as another "island" to be connected with other stakeholders in the process of education system improvement



Banner by Branko Rosic

## RESULTS

- 200 teachers and drama pedagogues trained
- 88 youngsters engaged in drama educations
- Six theatre plays created and preformed
- Two manuals printed

# WORKING WITH DISABILITY: PLENTY TO DO FOR FURNITURE MAKERS

PROJECT TITLE:

**Craftsman Workshop  
– a Step to  
Independence**



SECTOR:

**Employment, Social  
Inclusion**



PROJECT VALUE:

**€6,156 (Part of the  
wider EU PROGRES  
programme worth  
€18,100,000)**



INSTRUMENT:  
**IPA 2010**



BENEFICIARY:  
**Municipality of Raska**



DURATION:  
**March 2011 –  
February 2012**



Photos taken from: [www.euprogres.org](http://www.euprogres.org)

Milivoje Socanac is enrolled in the first generation of furniture makers, whose training was organised within the partnership programme by the Association for the Assistance to People with Special Needs and the Municipality of Raška, with support from the European Union and the Government of Switzerland through the European Partnership with Municipalities Programme – EU PROGRES.

Raška, a town in South West Serbia belongs to the area which is, along with South Serbia, one of the country's poorest. Finding employment is difficult – and for anyone with a disability, it can seem an almost impossible challenge. A poor public perception of disability means that local employers generally overlook the needs and skills of people with disability, favouring those who are fully abled. But, due to this training, Milivoje, as well as other participants in the training, will have a better chance to find a job and provide for himself.

The “Craftsman Workshop – a Step to Independence” Project that started in March 2011, provided furniture making tools and machines. Over the course of nine months, ten young men with developmental disorders, mostly former and current students of secondary school of mechanical engineering, mastered the elements of workshop sketches, and under the watchful eye of their training master Dragan Radovanović, got familiar with safety measures and the proper way to handle tools and machines. Only after all of this were they considered ready to produce furniture – a table with drawers,

a computer table, cabinet and an upholstered bench.

These young men's work drew media attention; this might have been the first time the local television aired a story on successes of disabled persons and showed them working, which could surely affect their confidence positively and perhaps change the attitude of the other residents toward this population.

"While at the Job Fair, we displayed all objects we had made at the workshop," the newly-appointed craftsman Davor Raspopović tells us. "People came by to admire our success. I am proud that we have shown them we can be useful to the society as well."

After the Job Fair, a local supply company hired one of the trainees to work and receive additional training in their company.

Thanks to the funds donated through EU PROGRES and the equipment in the workshop, the National Employment Service advertisement for public works was readily awaited. "We made an agreement to deliver decorative billboards with nature conservation messages on the road towards Mt. Golija, which enabled us to hire seven members of our Association part-time," Zlatan Vukosavljević, the Association's Chairman, said. "A very small number of public works delivered by disabled persons was approved throughout the Raška District, which makes our success all the more significant," he added.

"We are very glad to see specific project results, such as those accomplished by the Association from Raška. Apart from providing ten new furniture craftsmen, the equipment inside the woodcutting workshop provides long-term possibilities for further training of Association members, and therefore opens the door to employment and socialisation of a greater number of people. This is precisely the goal of our projects, letting a large number of people hailing from different economic and social backgrounds to acquire conditions for a better life," said EU PROGRES Manager Graeme Tyndall.

The objective of the EU PROGRES programme, implemented from July 2010 – March 2014, was to contribute to enhanced stability and socio-economic development in 25 municipalities of South and South West Serbia. In total, 225 projects were implemented, with a budget of €18.1 million, out of which the EU contribution amounted to €14.1 million.

Assistance programme is continued via European PROGRES, new four-year cycle, commenced in June 2014 and comprising nine additional municipalities in Serbia, thus totalling in 34 municipalities. In order to implement the programme, European Union has allocated €19.6 million, Swiss Government has provided €4.86 million, whereas Serbian Government will, through its line ministries and local self-governments, provide additional participation in project



## RESULTS

- 10 members of Association for Support to People with Special Needs employed
- Public awareness about unemployment of people with disabilities raised

# NATIONAL ANTI-CORRUPTION PUBLIC AWARENESS CAMPAIGN: CORRUPTION IS STEALING OUR FUTURE

PROJECT SECTOR:

**Fight against  
Corruption – Support  
to the Establishment  
of the Anti-Corruption  
Agency in Serbia**



PROJECT SECTOR:

**Rule of Law, Public  
Administration Reform**



PROJECT VALUE:

**€2,500,000**



INSTRUMENT:

**IPA 2008**



BENEFICIARY:

**Anti-Corruption  
Agency and Ministry  
of Justice and Public  
Administration**



DURATION:

**February 2011 –  
February 2013**

**A**s showed by the opinion poll conducted for the needs of the EU Delegation in February 2014, one quarter of Serbian citizens think that the fight against corruption is one of the main reasons the country should join the EU. The widespread problem of corruption that all candidate countries face, has not bypassed Serbia: that was the reason for continuous support of the European Union to relevant institutions in the judicial system and to the establishment of the Anti-Corruption Agency. To reach citizens, a nation-wide campaign against corruption was launched, with the aim to portray the hazard of corruption in its real cost.

The Anti-corruption Agency (ACA) with strong support of the Delegation of the European Union to the Republic of Serbia has initiated a national anti-corruption public awareness campaign developed within the EU funded project “Fight against Corruption – Support to the establishment of the Anti-Corruption Agency in Serbia”. The project consisted of three components – Internal capacity building of ACA; improving the legal and institutional framework to fight corruption in Serbia; and public awareness campaigns.

Entitled “Corruption Is Stealing Our Future”, the public awareness campaign was the first of its kind in Serbia; it was aimed at better understanding of corruption and the mechanisms for its prevention, while at the same time, the Agency urged citizens to report suspicious cases of corruption. The campaign was financed with €186,000 and was implemented via several different communication channels.

The campaign was launched on 11 April 2013, under the motto “Speak Up! To be silent on corruption is to approve it”. “The fight against corruption at both national and local levels represents one of the biggest challenges for Serbia. Citizens, rightfully, demand to live their everyday lives in a well-established society that will not be shaken on a daily basis with another corruption affair”, Tatjana Babic, Director of Anti-Corruption Agency said at the occasion of campaign launch.

She stressed that the Agency was established to serve as a focal point of all efforts of the society to strengthen its integrity, but that fight against corruption must not be bureaucratised. “We have to establish a top-down approach in determining responsibility for essential behavioural changes. On the other hand, and in order not to lose the momentum, the change has to start bottom-up,” Babić said.

The campaign was designed to explicitly convey a message about the devastating effects of corruption in the country and relied on indisputable facts.



The material losses that Serbia encounters due to the spread of corruption are pictured and portrayed in the spheres of life that affect everyone: education, health and infrastructure. Messages like "Every year, corruption in Serbia steals 7,500 medical devices", "Every year, corruption in Serbia steals more than 500 kilometres of road" or "350 schools" were conveyed via posters, photos, in radio and TV ads. According to the ACA 2013 report, 80 per cent of Serbian citizens either saw or heard television and radio ads.

Public awareness campaign was launched on social media too: on Facebook ([www.facebook.com/acas.rs](http://www.facebook.com/acas.rs)) and Twitter (@NeKorupciji); simultaneously, citizens could follow the campaign on television, radio and in newspapers. A special website [www.prijavikorupciju.rs](http://www.prijavikorupciju.rs) has been developed, with relevant legal information, but also an online form aimed at reporting the cases of suspected corruption.

The appeal to citizens to take an active part in the fight against corruption is

spelled out on the web-site: "... the goal of this campaign at any time should not be for informational purposes only: above all, the intention is to stimulate and encourage citizens to become active participants in this tough, but for the future of Serbia, decisive battle. That is why the activist approach is at the forefront and invites everyone to do something for the good of Serbia and expose corruption in their immediate vicinity".

Some 203 cases of suspected corruption were reported, the Agency stated in its 2013 activity report. Most citizens' complaints dealt with abuse of official capacity, courts' work, misuse of public resources, corruption in the area of labour relations, operation of inspection authorities, corruption in the area of health care, conflict of interest, and public procurement.

Public awareness campaign is implemented in an integrated communication manner. Evaluated as successful, the Agency was invited to present it as an example of good practice during an international meeting "Fifth European Anti-Corruption Training" held in Ljubljana, Slovenia, in August 2013. "Back home", in Serbia, the Agency and campaign authors were awarded with Association for Market Communications of Serbia's Award for the implementation of socially responsible campaign ■



Photo: [www.prijavikorupciju.rs](http://www.prijavikorupciju.rs)

## RESULTS

- Public Awareness Campaign designed and delivered during April 2013
- Awareness on the issue raised
- Web-site developed, cases of suspected corruption reported on line

# LOCAL COMMUNITIES HELP REFUGEES AND IDPs

PROJECT TITLE:

**Supporting Access to  
Rights, Employment  
and Livelihood  
Enhancement of  
Refugees and IDPs in  
Serbia**



SECTOR:

**Refugees and  
internally displaced  
persons**



PROJECT VALUE:

**€3,500,000**



INSTRUMENT:

**IPA 2009**



BENEFICIARY:

**Ministry of Labour,  
Employment and Social  
Policy**



DURATION:

**December 2010 –  
December 2012**

The show on the occasion of Day Care Family Centre opening in Temerin, 21 September 2012.

Serbia still hosts more than 300,000 refugees and internally displaced persons hailing from various areas of conflict in former Yugoslavia. Despite the efforts of the Government of Serbia and the assistance of the international community, refugees and IDPs remain one of the most socially vulnerable groups in Serbia. A large number of ex refugees, persons who obtained Serbian citizenship, is still unemployed and without a permanent housing solution, all of which is largely contributing to their social exclusion.

In order to improve their status, the European Union and the Government of Serbia, i.e. Ministry of Labour, Employment and Social Policy, joined their efforts under the project "Supporting Access to Rights, Employment and Livelihood Enhancement of Refugees and IDPs in Serbia". Project's backbone was the idea to promote quality of social protection services and increase the capacity of service providers through training of a number of refugees and IDPs for these activities, thus increasing their integration into communities they live in.

All government levels were engaged in the implementation, with local self-governments being the key stakeholders; a total of €2,6 million were allocated in the form of grants, or non-repayable financial assistance, to 25 municipalities.

One of these municipalities is Mladenovac, receiving €125,000 for a project aimed at



Photos taken from: [www.dnevniktemerin.rs](http://www.dnevniktemerin.rs)



social inclusion of refugees and IDPs. The project foresees training in gerontology nursing for ten citizens of Mladenovac.

"Over the next year, thanks to the funds received, 94 elderly households will receive constant assistance with household chores, grocery shopping and medication procurement. This way, for a certain period of time, 10 families will be taken care of as in being employed and having a steady source of income. Thanks to accredited and certified training, they will be able to find employment as gerontological nurses later on because they will be licensed for this line of work," said Dragana Lukac Zecevic, a member of Municipal Council for Administration and Education who designed the project.

A similar project has been implemented in Kursumlja, where gerontological nurses provided professional care to disabled and elderly people in 60 households. Slightly over €71.000 were allocated to the project.

Particularly remarkable example comes from the Municipality of Temerin, where in September 2012, as part of the project, a Day Care Family Centre was opened, adapted to the abilities of children and young people with disabilities to spend time, learn and socialise. Centre's activities include several workshops: music and drama, sports, as well as work and occupational workshops. Also, doctors and special education teachers' visits to the Centre are as regular as trainees' visits to theatre and local events. "This is a huge help to my family: for the first time I can let others take care of my child, knowing that my child is safe and feeling well," one of the mothers said about the Centre.

Following the completion of the project, local self-government made sure the Centre remains operational. A September 2014 event proves Centre is very active: with the help from a special education teacher Toma Sandor, 13, took part in the art contest "Green Ideas for Our City", organised by EU Delegation and EU Info Centre, and had a chance to visit Belgrade and attend the exhibition featuring the most successful works submitted in the contest.

Other grant-receiving municipalities also have their success stories to tell: gerontological nurses in Alibunar, provision of home care in Belgrade municipalities of Savski Venac and Zvezdara, Gerontological Centre in Paracin... A total of 218 IDPs in several cities completed trainings that have allowed them to work at family assistance centres, day care centres for persons with disabilities, or take care of the elderly. Over 100 refugees and IDPs found a job within the project.

As one of the trainees put it, "we have received training, job introduction, and the very possibility of finding one."

According to data gathered by Commissariat for Refugees, at the time the project was launched there were around 210,000 refugees and some 70,000 IDPs in Serbia. In June 2014, number of registered refugees was around 204,000, while the number of IDPs was significantly lower – around 45,000. Along with Serbian authorities, the European Union continues its efforts to find solution to issues faced by these two social categories ■



- R28 projects implemented in 25 grant-receiving municipalities
- 218 IDPs trained to provide social protection services
- Over 100 refugees and IDPs found job within the project
- New social services established

# SECOND CHANCE: FROM EXPERIMENT TO SYSTEM

PROJECT TITLE:

**“Second Chance” –  
Systemic Development  
of Elementary,  
Practice-Based Adult  
Education in Serbia**



SECTOR:

**Education**



PROJECT VALUE:

**€4,000,000**



INSTRUMENT:

**IPA 2008**



BENEFICIARY:

**Ministry of  
Education, Science  
and Technological  
Development**



DURATION:

**September 2010 –  
September 2013**



Project archive

Marko Stankovic, 23, and his sister Marijana, 21, from Pozarevac are reflecting on how they came to sign up for a Functional Elementary Education for Adults (FEEA) scheme that was launched in 2011/2012 school year in a local primary school: “This is the first time that we’ve ever gone to school as our mother didn’t allow us to. She was always afraid that someone would kidnap us and each time the school year started, she would take us somewhere else. The police and social workers would come to our door, but she would hide us each time. She died three years ago, and we got our second chance for an education.”

The siblings are just two of more than 4,500 adults aged over 15 who received an elementary education under this programme. The programme was developed and tested under the three-year project “Second Chance” – Systemic Development of Elementary, Practice-Based Adult Education in Serbia, funded by the European Union and implemented in cooperation with the Ministry of Education, Science and Technological Development.

The aim of the project was to establish a programme that would truly provide participants with a second chance for education, thus providing them with a chance for a better life, as well as to minimise the number of “dropouts” within formal education system. It was launched due to grim data: according to 2011 census in Serbia, some 850,000 adults, or 14 per cent of population aged over 15, did not complete primary education. There are 164,884 persons who never spent a single day in school, whereas 1,279,116 persons have completed only primary education with no further vocational qualifications. In the last two decades, the country has had only 16 schools specialised in elementary education for adults, which operated

according to programmes designed for children, only shortened, and could educate as little as 2,000 grown-ups.

This situation has contributed to fostering of the vicious cycle of illiteracy, unemployment and poverty among thousands of the young in Serbia, many of which are of Roma descend or originate from socially vulnerable families.

Participant Borivoje Martinović, 32, from the village of Topolnica said he had attended school until forth grade, but in order to attend higher grade he had to travel to Donji Milanovac, and, due to poverty, his parents decided to drop him out of the school. As well as the Stankovics, Borivoje genuinely wished to improve his reading and numeracy skills, aware that those would increase his chances of finding a decent job.

The project included 70 elementary schools across Serbia. Participating adults were able to pursue studies in one of three educational cycles: grades 1 to 4 of primary education; grades 5 to 6, or grades 7 to 8, along with vocational training in one of 50 vocational profiles lasting up to three months.

A total of 4,535 adults have successfully completed the programme and received certificates of completion of elementary education. 154 school teams have been set up and 1,355 elementary and high school teachers have completed a set of courses enabling them to work in elementary education for adults.

The National Employment Service organised and funded vocational trainings in 84 vocational schools. A total of 1.250 participants underwent vocational trainings of their choice, and the greatest interest was raised by trainings for assistant chefs, gas welders, engine and motor vehicles maintainers, hairdressers and sellers.

In addition to this, the European Union has financed the provision of equipment in schools engaged in the project with €300,000: according to the needs, the schools obtained computers, copy machines, projectors. In June 2013, results of the "Second Chance" project contributed to adoption of Law on Adult Education in the National Assembly, and as of 2013/2014 school year, the programme of functional elementary education was introduced in mainstream education system and is being implemented in 73 elementary schools.

According to the plan, some 700 participants will complete the Programme of Vocational Training, financed in the framework of the National Employment Service measures, by the end of 2014; also, an additional training was carried out aimed at teachers of new subjects – Entrepreneurship and Responsible Living.

2014/2015 school year foresees the training of 5,500 persons more, with andragogical assistants hired in 57 schools throughout Serbia.

To the participants, the programme was truly a new beginning, thus Ana Vukomanovic, 58, a participant in the first cycle from Vrnjacka Banja, said that she enrolled in school because she wanted to learn to read and write, while Slavko Petrovic, 30, from Kragujevac, after having completed a third cycle of "Second Chance", got a permanent placement at an Austrian company, specialised in the production of construction machines and equipment.



## RESULTS

- Primary education and vocational training for 4,535 adults realised
- 1,355 teachers of primary and secondary schools attended training for education of adults
- New digital equipment acquired for 70 schools involved in the project
- As of school year 2013/14, the Programme was introduced in regular education system in Serbia

# EU INFO NETWORK

The European Union Information Network (EU Info Network) offers all relevant information about the European Union, its history, institutions and functioning, as well as EU-Serbia relations. EU Info Network is comprised of EU Information Centre in Belgrade and two EU Info Points, one in Novi Sad and the other in Nis, both of which were founded in September 2014. The Network's primary role is to improve general knowledge about EU's activities in Serbia, provide information about EU's assistance, as well as information about the process of European integration. Among other things, EU Info Network offers information about EU youth programmes, educational programmes, as well as research and innovation support programmes. The EU Info Centre in Belgrade and two Info Points are places where citizens may obtain information on the European Union and participate in various events in the area of culture and education. Answers are offered on the spot, via telephone or email.



## EU INFO POINT NOVI SAD

European Union Info Point (EU Info Point) Novi Sad is the place where citizens can obtain accurate and relevant information about the European Union, its institutions, programmes and funds, as well as about opportunities offered to Serbia and its citizens during the accession process. It is instituted in September 2014, but as of 2015, citizens of Vojvodina will have a chance to visit EU Info Point with its new premises to be opened in down town Novi Sad. Premises intended for citizens will serve as the meeting point of all campaigns and celebrations of important dates, such as the celebration of European Day of Languages. EU Info Point's goal is to bring together and connect people interested in European integration process, as well as to promote diversity and intercultural cooperation within the Province, home of over 25 national minorities.



### EU Info Point Novi Sad

14 Dimitrija Tucovića street, 21000 Novi Sad; Telephone 021/422253

E-mail: officens@euinfo.rs

euipnovisad

@EUinfoNS

\*Temporary address, until the opening of public



## EU INFO POINT NIS

EU Info Point Nis is the place where residents of the largest city in South East Serbia and other towns in the region can obtain information in relation to the European Union. As of September 2014, EU Info Point is at service of citizens, to whom it has already presented its activities through several actions. Citizens of Nis have had a chance to support or take part in "In Town Without my Car", organised within European Mobility Week, one of the many great activities implemented by EU Info Point aimed at citizens in this part of Serbia. This will act as a meeting place during other campaigns and celebrations of important European and international dates. EU Info Point Nis will assist in networking of civil society organisations dealing with European Union, youth organisations, as well as other stakeholders from Nis and its neighbouring cities involved in the process of European integration.



### U Info Point Nis

BB Obrenoviceva street, S/C Kalca Bl-42, 18000 Nis1; Telephone 066/8386821

E-mail: officenis@euinfo.rs [f](https://www.facebook.com/euipnis) euipnis [t](https://twitter.com/EUinfoNis) @EUinfoNis

\*Temporary address, until the opening of public



# EUROPEAN UNION INFORMATION CENTRE

As of May 2011, the EU Information Centre, located in Dom omladine Beograda, is a place where citizens can find information about the EU and participate in various cultural events. The mission of the EU Info Centre is to offer answers, on site, by phone or e-mail, to EU related questions and help in finding information and guidelines for access to EU projects, programmes and funds. The Centre aims to improve general awareness on the EU accession process and to bring European Union closer to Serbian citizens as well as to answer all their queries concerning the EU, its history and functioning.



## EU info centar

Dečanska 1, 11000 Beograd  
Phone 011/3229922  
E-mail: [info@euinfo.rs](mailto:info@euinfo.rs)

[euinfo.rs](https://www.facebook.com/euinfo.rs)

[@EUICBG](https://twitter.com/EUICBG)

[euicbg](https://www.youtube.com/euicbg)

## Radno vreme

Monday – Friday: 10:00–19:00  
Saturday: 10:00–15:00



## EU INFO CENTRE REALISES ITS MISSION BY:

- organising debates on European values, policies and functioning of the EU institutions (e.g. simulation of European parliament session)
- developing partnerships with organisations and institutions active in Serbia's European integration process
- bringing Serbian citizens closer to perspectives inherent to the EU accession process.



## ASK US

At the EU Info Centre you can find answers to all your questions related to the EU: from the history of the Union to the latest changes in EU legislation. Also, we are here to offer you help when searching information about EU-funded projects and programmes. You can ask us directly at the Centre or via e-mail: [info@euinfo.rs](mailto:info@euinfo.rs). The information you obtain are adapted to Serbian perspective and the needs of Serbian citizens as the EU Info Centre strives to get closer to citizens and what they really want to know.

## VISIT US

The Centre is open for group visits; it organises seminars, workshops, debates and other events on EU integration issues, as well as cultural events and art exhibitions. The Centre is accessible to all citizens of Serbia: all you need is to announce a group visit in advance via e-mail or by phone.

## LIBRARY DATABASE

Almost 2000 publications and books (in Serbian and English) are at your disposal: fact sheets, booklets, brochures about the EU, its policies, enlargement, relations between Serbia and the Union, etc. All sorts of publications are available either in hard copy if you visit the Centre, or in electronic format available for download from the following web-sites: [www.euinfo.rs](http://www.euinfo.rs), [www.europa.rs](http://www.europa.rs) and [www.eubookshop.eu](http://www.eubookshop.eu).

