



*A better life for internally
displaced persons and returnees* ►►►



FINAL NARRATIVE REPORT

“Novi Pazar for better living conditions of IDPs and returnees”

LOT 1

Contract no: 2018/397-344

Project duration: 11.07.2018. – 10.11.2020



Funded by the European Union



***Project is implemented by the City of Novi Pazar in
partnership with MHO “Merhamet – Sandzak”***

List of annexes

Annex 01 -	Request for the payment of the balance
Annex 02 -	Final narrative report
Annex 03 -	Final visibility report
Annex 04 -	Audit report
Annex 05 -	Final financial report
Annex 06 -	Detailed breakdown of expenditure
Annex 07 -	Contractual amendments list
Annex 08 -	List of supporting documents
Annex 09-	CD with electronic version of the annexes and supporting documents

Glossary of acronyms

CSW	Centre for Social Welfare
CMM	Council for migration management
EU	European Union
IDP	Internally Displaced Person
REA	Returnees under the Agreement on readmission
IPA	Instrument for Pre-accession Assistance
LSG	Local Self-Government
LAP	Local Action Plan
NGO	Non-governmental Organisation
LGFM	Log frame matrix
SC	Selection Committee
PCM	Project Cycle Management
RS	Republic of Serbia
SCRM	Serbian Commissariat for Refugees and Migration

ANNEX VI FINAL NARRATIVE REPORT

1. Description

1.1. Name of Coordinator of the grant contract:

City of Novi Pazar, Republic of Serbia

1.2. Name and title of the contact Person:

Fevzija Murić, project manager

1.3. Name of beneficiary(ies) and affiliated entity(ies) in the Action:

Muslim humanitarian organization „Merhamet – Sandzak“, Novi Pazar

1.4. Title of the Action:

Novi Pazar for better living conditions of IDPs and returnees

1.5. Contract number:

2018/397-344

1.6. Start date and end date of the Action:

11th of July 2018 to 10th of November 2019

1.7. Target country(ies) or region(s):

Republic of Serbia, City of Novi Pazar

1.8. Final beneficiaries &/or target groups¹ (if different) (including numbers of women and men):

Target groups:

- Internally displaced persons in City of Novi Pazar
- Returnees under the readmission agreement
- Commissariat for Refugees and Migration of Republic of Serbia (SCRM)
- Ministries and institutions in charge to migration and returnees in Republic of Serbia relevant local and national institutions such as local trustee for refugees and migration, Roma

¹ ““Target groups”” are the groups/entities who will be directly positively affected by the project at the Project Purpose level, and ““final beneficiaries”” are those who will benefit from the project in the long term at the level of the society or sector at large.

coordinator, Serbian Commissariat for Refugees and Migration, National Employment Service – local branch office in Novi Pazar and other.

Final beneficiaries:

- 8 IDP/returnee families who provided with furnished prefabricated houses
- 9 IDP/returnee families provided with durable housing solution through distribution of building material packages
- 14 IDP/returnee persons supported by grant for start-up business

Through planned project components 150 persons supported from which 76 men and 74 women. Total 17 families were supported in improvement of living conditions while 14 families were supported through delivery of income generating grants.

1.9. Country(ies) in which the activities take place (if different from 1.7):

N/A

2. Assessment of implementation of Action activities

2.1. Executive summary of the Action

The project *"Novi Pazar for better living conditions of IDPs and returnees"* aimed providing a direct and coherent response to the unresolved housing and economic needs of internally displaced persons and returnees based on Readmission Agreement and was a direct answer to the migrant crisis 2016-2020. Through project implementation two components were implemented: housing solutions for IDPs and REA, and delivery of income generating grants.

The Action was successfully implemented and is in line with the strategies and plans set in the project proposal. It contributed to socio-economic integration of internally displaced persons and returnees on the national level, contributing to the implementation of the National Strategy for Resolving the Issues of Refugees and IDPs 2015-2020², Migration Management Strategy³, Strategy for Reintegration of Returnees under the Readmission Agreement⁴, Poverty Reduction Strategy⁵. Furthermore, project directly contributed to realization of Local Action Plan of City of Novi Pazar – LAP for improvement of the position of refugees, IDPs and returnees and providing the response during the migration crisis 2016-2020.

LAP OBJECTIVES

ACTION IMPLEMENTED IN PROJECT

Specific Objective 2 of the LAP

In the period from 2016 until the end of 2020, the housing issue for internally displaced persons and returnees will be permanently resolved through provision construction material packages for completing the commencement or adaptation of existing unconditional housing objects.

9 families provided with building material packages for completing or adaptation of existing unconditional housing objects

Specific Objective 3 of the LAP

To find donor support for delivery of prefabricated houses to IDPs and returnees under a readmission agreement in the period from 2016 to the end of 2020, and the local government will provide help with building permits and infrastructure.

8 families, living in unconditional housing objects, provided with prefabricated houses on their own parcels, as well as with furniture and home appliances

Specific objective 6 of the LAP:

Continuation of the programs and packages for the economic empowerment of refugees, IDPs and returnees under readmission agreement in the period from 2016 to 2020

14 beneficiaries provided with income generating grants

The Action was implemented in respect to same principles as the LAP: implemented in the local community with respect to local particularities, at the same time involving various relevant stakeholders in the process of socially organized support for target group, adapted to the situation in the local community, the actors and the positive change they faced.

² Official Gazette of RS, No. 62/2015

³ Official Gazette RS, No. 55/05 and 71/05-update

⁴ Official Gazette of RS No. 55/05,71/05, 101/07 and 65/08

⁵ Government of the Republic of Serbia, October 2003

There were changes introduced during the project implementation, which were approved by donor, in accordance with Addendum I of the Contract. Namely, since the potential beneficiaries were facing various urbanistic problems, the number of beneficiary families has been slightly lower than planned. Despite changes, the outputs, results and impact remained the same as initially one. Furthermore, the number of individuals supported through the project implementation exceeded the initially projected number.

Addendum I to the Contract 2018/397-344 was signed on 10th of July in 2020, presenting changes in project application and project duration. Addendum II was signed in September 2020, related to non-cost extension project implementation. The project lasted 28 months according to addendums given.

By project intervention, a total of 31 beneficiary families (150 individuals) were supported. 17 beneficiary families improved their housing solutions and 14 families received income generating grants to start their own business). During the activities implementation and partnership with civic sector, the civil servants raised their capacity related to PCM and get involved in direct work with beneficiaries.

Project visibility was ensured by project promotion, printing visibility material, closing conference, press releases and interviews. All material were produced in accordance with the Visibility Guidelines and upon consultations with project monitoring unit.

Project presents the cradle for further work on solving the problems of vulnerable groups, through synergy that was made by signing the partnership with civic sector organization and knowledge transfer.

2.2. Results and Activities

A. RESULTS

The project was implemented related to submitted project proposal with minor changes to the project timeframe and number of beneficiary families. Although the project faced slight delays and changes, implementation of all planned activities within project period is achieved.

The action gained positive results, since beneficiaries improved living conditions and systematic approach to the problematic was presented. The essential existential problems beneficiaries had are related to housing and employment. Project contributed to resolving these crucial components and enabled dignified life to beneficiaries.

Additionally, the wider audience in community has recognized the need and importance on activities' implementation and its benefits for targeted groups. Stakeholder institutions were fully involved in project implementation contributing to increased transparency and efficiency of the Action.

Overall objective (OO) – Support to the implementation of national strategies aimed at improving the living condition of IDPs and returnees in the Republic of Serbia

LGFM target:

- At least 31 beneficiary families (114 family members) of IDPs and returnees benefited from the provision to the improvement of living conditions
- At least 3 beneficiary institutions benefited from the Action

Achieved:

- 31 beneficiary families (150 family members) of IDPs and returnees benefited from the provision to the improvement of living conditions
- 3 beneficiary institutions benefited from the Action (at the national level SCRM and at the local level CSW and CMM). All institutions were fully involved in project implementation at each level of working dynamic.

OUTCOMES

Outcome 1 (Oc1) –Support to the implementation of Local Action Plan for improvement of the position of refugees, IDPs and returnees and providing the response during the migration crisis.

LFGM target:

- Support to implementations of 5 specific objectives of LAP for improvement of the position of refugees, IDPs and returnees and providing the response during the migration crisis 2016-2020.

Achieved:

The project contributed to implementation of 5 specific objectives of LAP for improvement of the position of refugees, IDPs and returnees and providing the response during the migration crisis 2016-2020. LAP specific objectives related to:

- permanently resolving the housing issues for IDPs and returnees by providing construction material packages for completing and adapting the unconditioned existing objects (SO2);
- provision of funds for delivering of prefab houses, as well as, support in building permissions process (SO3);
- support to improvement of living conditions of Roma IDPs and returnees in Novi Pazar (SO5);
- economic empowerment of refugees, IDPs and returnees under readmission agreement in the period from 2016 to 2020 (SO6);
- women economic empowerment from the population of IDPs and returnees (SO7).

Outcome 2 (Oc2) - Provision of durable solutions to IDPs and returnees in Novi Pazar**LFGM target:**

- at least 114 individuals supported within the action
- 5 local stakeholder institutions increased technical and management capacities for implementation of local strategic documents
- 17 housing solutions provided through the Action
- 14 economic empowerment solutions provided through the Action

Achieved

- 150 individuals supported within the action
- Local stakeholders such as: SWC, Trustee for refugees and migrations, Department for local economic development, Department for public procurements and Department for urbanism issues increased technical and management capacities, PCM, work with beneficiaries.
- Provided 17 housing solutions for IDPs and returnees through the Action
- Provided 14 income generating grants for IDPs and returnees within the Action.
-

OUTPUTS

Output 1.1. (Op 1.1.) - 8 Beneficiary families provided with durable housing solutions through construction of prefabricated houses and providing home appliances and furniture

LFGM target

- Providing the prefab houses for 8 beneficiary families
- Providing furniture and home appliances for 8 beneficiary families

Achieved:

- 8 beneficiary families provided with prefab houses
- 8 beneficiary families provided with furniture and home appliances.

In accordance with Addendum I to Contract 2018/397-344, it was set to deliver the furniture and home appliances to the families that were provided with prefab houses. In this way, beneficiary families received complete support related to improvement of their living conditions in accordance with standards of Republic of Serbia.

Output 1.2. (Op 1.2.) – 9 beneficiary families provided with durable housing solution through distribution of building material packages**LGFM target**

- 9 building material packages procured and delivered to selected final beneficiary families within the Action

Achieved:

- 9 families provided with building material packages and completed /adapted their houses
- 9 families gained space that is healthy, clean, protected and environmental efficient

Output 1.3. (Op 1.3.) - 14 beneficiaries received income generating grant for support in start-up business**LGFM target**

- 14 income generating grants delivered to selected final beneficiaries within the Action

Achieved:

- 14 income generating grants provided and delivered to final beneficiaries

Output 1.4. (Op 1.4.) - Capacities of the Council for Migration significantly increased until the end of the action**LGFM target**

- 5 representatives of Council for Migration involved in the process of implementation of the Action

Achieved:

- Representatives of Council for Migrations fully involved in project implementation
- Representatives of Council for Migration participated as SC members
- Representatives of Council for Migration participated in field visits to beneficiaries, as well as, in collection of necessary information on potential beneficiaries at the very beginning of project

B. ACTIVITIES

Preparatory activities:

The City of Novi Pazar and the EU Delegation signed the contract on implementation of project "Novi Pazar for better living conditions of IDPs and returnees" on 10th July 2018, in duration of 24 months.

A meeting with project partner was held, where the details of the partnership agreement were defined. The Partnership Agreement between City of Novi Pazar and Merhamet was signed on 8th of August, 2018.

The decision on project team members was made on 13th of August, 2018. The project team was amended on September 24, 2018, in accordance with the Notification letter no.1 sent to DEU. Coordination meetings of the project team were held in order to define the work dynamics and define the initial steps in the implementation of the project.

Project promotion was held on October 18th, 2018 at the premises of gallery of the Cultural Center Novi Pazar.

Activity 1.1.1. Establishment of the beneficiaries' selection committee for housing component

The activity was implemented fully as planned. Two selection committees were formed by the Mayor of City of Novi Pazar on 29th of September 2018, by decision no. 112-362/18 for IDPs and by decision no. 112-364/18 for returnees. Housing component (prefab houses) committee is consisted of Applicant and Co-Applicant representatives, representatives of Department of urbanism and Centre for social welfare (CSW), as well as representative of CMM. Selection committee developed the selection criteria and tool for beneficiary's selection – Rulebook. Since the SCRM unified the approach in terms of beneficiary selection, in consultations with lawyers, SC adjusted the Rulebooks. Rulebooks for housing component – prefab houses for IDPs and returnees were adopted on 8th of January 2019.

On the base of the Rulebooks and consultations with SCRM, Public Calls for both groups of beneficiaries were prepared and adopted on 18th of January 2019, but launched on 21st of January 2019 due to strike of the Republic Geodetic Authority, which lasted from 06th of December 2018 until 21st of January 2019. Deadline for applying on public calls for housing component (prefab houses) lasted for 45 days due to the complexity of the required documentation.

Public Calls were published on the noticeboard of the City of Novi Pazar and Council for migration, as well as on the websites and Facebook pages of the City and MHO "Merhamet – Sandzak". Also, applying documentation was available on the websites of the City and partner organization Merhamet. While the administrative part of project was ongoing, the project team conducted the field visits to the potential beneficiaries from both of beneficiaries groups, using the data base of CMM.

After publishing the public Calls for beneficiary selection, info meeting was held in order to inform potential beneficiaries about all components on criteria for fulfilment the conditions on gaining the support.



Activity 1.1.2. Documentation verification and technical check-up visits

Through the documentation check-up, the potential beneficiaries list was narrowed down to all of the beneficiaries who met the minimum requirements defined in Rulebook. 13 families applied for this project component (8 IDP families and 5 returnee families). The SC organized field verification visit and technical assessment to 11 potential beneficiaries since 2 applicants didn't fulfill basic requirements according to documentation verification. After the field visit, the SC directed the beneficiaries' selection to those who met the minimum requirements in both, document and on field verification. Potential beneficiaries were cross-checked through database for durable housing solution of SCRM and followed feedback. Furthermore, information from submitted documentation were checked in Police department, Administrative revenue office and Cadastre.

Received applications		Documentation verification		Field visit - verification		Final number of beneficiary families	
IDPs	REA	IDPs	REA	IDPs	REA	IDPs	REA
8	5	8	5	6	5	3	5

Activity 1.1.3. Beneficiaries under the housing component 1 – prefabricated houses selected

Call for beneficiary selection for prefab houses` selection lasted 45 days, until 7th of March 2019. CMM representative and field from the project team supported potential beneficiaries in obtaining the documentation for applying.

Selection committee for IDPs received 8 applications, while 5 applications were received from returnees. Meetings for selection of beneficiaries for prefab houses for IDP and returnees were held on 20th of March 2019, separately. Submitted applications were opened and the factual situation has been defined and requests for supplementing the documentation have been sent to the potential beneficiaries, due to demanding procedure of property relations and urbanistic procedures.

In accordance with Rulebooks, the SC sent the letters/request to the Police Department for issuing the evidence document on temporary residence/permanent residence of applicants. The requests were also sent to the Administrative revenue offices in order to issue beneficiary's property tax certificates and to Cadaster for issuing certificate on beneficiary's property.

Verification visits and evidence received from authorized institutions were compared in crosschecking verification.

The lists of preliminary beneficiaries were announced on 10th of July 2019, on noticeboards of City of Novi Pazar, Council for migration and MHO "Merhamet – Sandzak".

As the result of the activity, 8 beneficiary families were selected for housing solution. Structure of beneficiary families and number of persons assisted are presented in the table below:

Municipality	IDPs families selected for pre-fabricated houses	Returnees families selected for pre-fabricated houses	Number of IDPs and Returnees selected by gender				Total number of IDPs and Returnees selected (family members)	
			IDPs		Returnees		IDPs	Returnees
			Male	Females	Male	Females		
Novi Pazar	3	5	3	8	15	15	11	30
Total number of selected beneficiaries								8 families (41 family members)

Activity 1.1.4. Procurement of 8 prefabricated houses

Tender procedure was conducted in accordance with PRAG procedure, Works - Competitive negotiated procedure in value of 180.000 EUR. Tender dossier was prepared with support and consultations with project monitoring unit. Since the Public Call for selection of beneficiaries was repeated and selection process ongoing, tender was prepared for 7 houses, emphasizing in tender dossier possibility of adding 3 more houses in the contract, following the offered price per house. Technical specification – square footage of houses was done in accordance with the number of family members.

Tender committee was formed by the Mayor's decision on 30th of December 2019. Members of committee were project manager, two representatives of Public procurement department, and a representative of partner organization Merhamet.

Public procurement "Purchase and instalment of prefabricated houses in the City of Novi Pazar" JN: 404-307/19 was announced on 6th of January 2019. The deadline for submission of tenders was 7th of February 2020. Three companies were invited to participate in tender. Within 30 days of tendering duration, potential tenderers were offered to visit sites where the houses will be built. One tenderer visited sites in the presence of project team members.

Tender opening session took place on 7th of February 2020, at 12h, at the City Administration premises - Public procurement office. Offers from two companies were received: NEGAL Company DOO and Gradjevinar DOO. Tender committee conducted all necessary administrative, financial and technical components of tenders. Contract was awarded to NEGAL Company DOO, as the administrative and technically compliant tenderer with the lowest price. Contract with NEGAL Company DOO was signed on 20th of February 2020, contract no. 404-307/19.

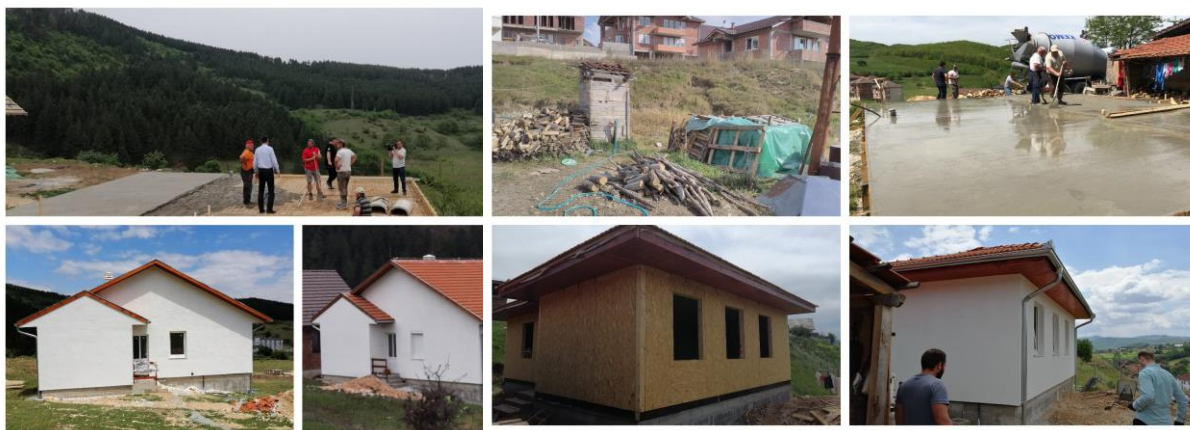
Addendum I signed on 21st of August 2020 with the contractor because one more family was selected for housing solution. Thus, 8 houses were contracted instead of 7. Since the project faced challenges caused by pandemic and lockdowns, Addendum II related to extension of task implementation period and additional preparatory works was signed on 28th of August 2020. Addendum III of project contract was signed on 08.09.2020, and Addendum IV was signed on 6th of October 2020; both for task implementation extension.



Family Dzidic in front of their new house



Family Mavric with their six children received prefab house



Construction of houses Jusović and Dzidic

Activity 1.1.5. Delivery and furnishing of 8 prefabricated houses to final beneficiaries

In accordance with Addendum 1 to grant contract 2018/397-344, approved by DEU and signed on 10.07.2020., Public procurement JN 404-124/20 “Supply, delivery and installation of furniture and home appliances for prefabricated houses” was announced on 17th of July 2020, with the deadline for submission of tenders on 17th of August 2020, 12h CET. Three companies were invited to submit tender: MIN-IMPEX DOO Novi Pazar, SZTR PALMA PLUS Sjenica and MEBLO TUTIN.

One tender was received from MIN-IMPEX DOO, which was administrative, technically compliant, and economically acceptable. The contract with contractor was signed on 21.08.2020, with 15 days delivery deadline of 15 days. Addendum related to period of implementation task extension was signed on 4th of September 2020.

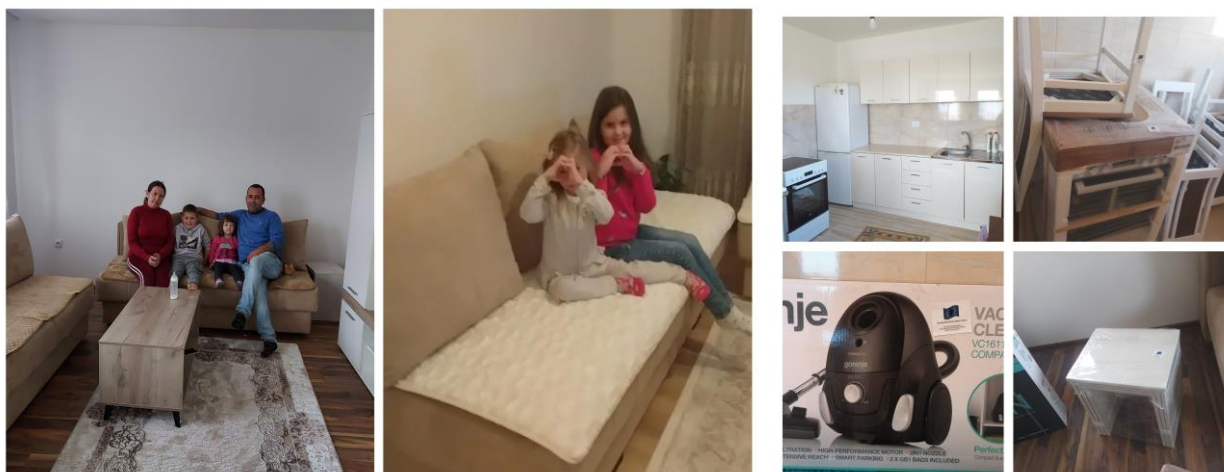


The beneficiaries who already were selected for the pre fab houses were also provided with furniture and home appliances.

Delivery and installation of the furniture and home appliances was done during September 2020.

The package contained sofas, wardrobes, TV shelves, TVs, stoves, fridges, block kitchens, dining table and chairs, washing machines, vacuum cleaners, and coffee tables.

Furniture and home appliances delivered to beneficiary families



Activity 1.1.6. Handing over of 8 prefabricated houses to final beneficiaries within a special event

The construction of the houses was finished on 1st of November. Handing over houses was organized on 9th of November, in a single event which was also a final project activity. The contracts and keys of the houses were handed over to beneficiaries by the City major and speakers of the event were project manager and representatives of the project partners. Since the pandemic restrictions related to gathering forbid was ongoing, the event was modestly followed so the stakeholders could join the event successively. The event was followed up by media.



Handover of houses – delivering contacts and keys of the houses

Activity 1.2.1. Establishment of the beneficiaries' selection committee for housing component – building material packages

Two selection committees were formed by the Mayor of City of Novi Pazar on 29th of September 2018, by solution no. 112-368/18 for IDPs and by solution no. 112-367/18-1 for returnees. Housing component (building material packages) committees consisted of Applicant and Co-Applicant representatives, representatives of Department of urbanism and Centre for social welfare (CSW), as well as CMM. Selection committee developed the selection criteria and tool for beneficiary's selection – Rulebook. Rulebooks for housing component – delivery of building material packages for IDPs and returnees were adopted on 8th of January 2019.

Public Calls for both groups of beneficiaries were launched on 21st of January. Public Call lasted for 45 days due to the complexity of the required documentation.

Public Calls were published on the noticeboard of the City of Novi Pazar and Council for migration management, as well as, on the websites and Facebook accounts of the City and MHO "Merhamet – Sandzak". Supporting documentation was available on the websites of the City and partner organization Merhamet, as well as, in the offices of Council for migration and partner organization Merhamet.

Activity 1.2.2. Documentation verification and technical check-up visits

As for the other project components, selection committee organized field verification visit and technical assessment. 24 families applied for support in building material packages, 15 of them IDPs and 9 of REA families. After narrowing the list of applicants to those who meet minimum of the required criteria, the list with all families' members was sent to SCRM to cross check in database for durable housing solutions. At the same time, the requests for receiving the official data from Police

department, Administrative revenue office and Cadaster were sent in order to conduct crosschecking verification.

Received applications		Documentation verification		Field visit - verification		Final beneficiaries' list	
IDPs	REA	IDPs	REA	IDPs	REA	IDPs	REA
15	9	8	7	8	7	3	6

Activity 1.2.3. Beneficiaries under the housing component 2 – building material packages selected

Call for delivery of building material packages lasted 45 days, until 7th of March 2019. Council for migration and case worker (engineer) from the project team supported potential beneficiaries in obtaining the documentation for applying.

Selection committee for IDPs received 15 applications, while 9 applications were received from returnees (24 in total). Submitted applications were opened and the factual situation has been defined and requests for supplementing the documentation have been sent to the potential beneficiaries.

Project has faced challenges related to adhering to the requirement of legalization, since more than 35% of the applicants hadn't usage permit nor legalization. Having in mind the social status of targeted groups, this issue decreased the chances to potential beneficiaries in fulfilling the requirements of the Call. The preliminary list of beneficiary was announced for 10 beneficiary families, but since one family was not able to provide proof of legalization till the final list and award decision, it had to be rejected.

Public Call for selection of beneficiaries was repeated on 22.01.2020. Four potential beneficiaries submitted the applying documentation, but none of them fulfilled the requirements defined by the Rulebook and Public Call.

Finally, 9 families were selected for support in building material.

The structure of beneficiaries is presented in the table below:

Municipality	IDPs families selected for building material packages	Returnees families selected for building material packages	Number of IDPs and Returnees selected by gender				Total number of IDPs and Returnees selected (family members)	
			IDPs		Returnees		IDPs	Returnees
			Male	Females	Male	Females		
Novi Pazar	3	6	9	8	16	13	17	29
Total number of selected beneficiaries								9 families (46 family members)

Ceremonial signing of contracts with project beneficiaries on 21.02.2020. Beneficiaries who received support through delivery of building material packages signed contract with the Mayor.



Signing the contracts for support in building materials packages

Activity 1.1.4. Procurement of 9 packages of building material

Tender procedure was conducted in accordance with PRAG procedure, Supplies - Competitive negotiated procedure in value of 40.000 EUR. Tender dossier was prepared with support and consultations with project monitoring unit. Technical specifications were prepared by field officer – engineer which was engaged by project. Specifications were consulted with beneficiaries, in terms of priorities they made for completion/adaption of the houses.

Tender committee was formed by the Mayor's decision on 19th of December 2019. Members of committee were project manager, two representatives of Public procurement department, and a representative of partner organization Merhamet.

Public procurement "Supply of construction materials for IDPs and returnees in Novi Pazar" JN: 404-292/19 was announced on 23th of December 2019. The deadline for submission of tenders was 22nd of January 2020. Three companies were invited to participate in tender: BAMBI COLORS DOO, IKAN 2013 DOO and DACIC COMPANY.

Tender opening session took place on 22th of January 2020, at 12:15h, at the City Administration premises - Public procurement office. Offers from two companies were received: BAMBI COLORS DOO and DACIC COMPANY.

Tender committee conducted all necessary administrative, financial and technical components of tenders. Contract was awarded to DACIC Company, as the administrative and technically compliant tenderer with the lowest price. Contract with DACIC Company was signed on 13th of February 2020, contract no 404-292/20.

Meanwhile, as one family was removed from the list due to the problem with legalisation, Addendum to Contract 404-292/20 from 5th of March, related to changes in quantities, was signed. Contracted quantity was changed in accordance with procedures, and less than 10% of contracted amount.

Activity 1.2.5. Delivery of 9 building material packages to final beneficiaries

Delivery of building material to 9 beneficiary families was finished during March 2020. Despite to lockdowns and pandemic challenges project faced, project activity was implemented successfully. Building material packages were selected according to the needs of beneficiaries in order to complete or adapt existing houses. Beneficiaries specifically took care on energy efficiency, which was achieved by installation of new doors and window, as well as facades, roofs, and thermal isolation.

Activity 1.2.6. Monitoring on proper use of 9 packages of building material by final beneficiaries

The beneficiaries were given three months' period to install delivered building material. During the period, a field officer- engineer occasionally visited beneficiaries in order to get the information on done work. At the very end of this period, the commission including project team members went to a field visit and monitored whether the material was installed.



The house of family Mumdzic (11 family members)

Façade for family Lukac

Activity 1.3.1. Establishment of the beneficiaries' selection committee for economic empowerment component

Economic empowerment committee includes representatives of the project team, National Employment Service and Centre for Social Welfare, Department of social affairs of the City and CMM. SC members are nominated by the Mayor of City of Novi Pazar on 29th of September 2018. Rulebooks and Public Calls for IDPs and returnees were adopted and 2 Public Calls were launched on 21st of January 2019.

Public Calls were published on the noticeboard of the City of Novi Pazar and Council for migration, as well as on the websites and Facebook accounts of the City and MHO "Merhamet – Sandzak".

Also, supporting documentation was available on the websites of the City and partner organization Merhamet.

Activity 1.3.2. Documentation verification and technical check-up visits

Selection committee has undertaken all verification steps in order to check the correctness of submitted documentation. The narrowed list of 10 beneficiaries was sent to SCRM to be checked in their data base and confirm the status of IDPs. During the Second Public Call for income generating grants, 6 potential REA candidates applied and the list of them was also sent for the cross-check to SCRM. The verification of these potential beneficiaries was also done in consultancy with MIP of Republic of Serbia, Police Department Novi Pazar, in order to confirm the residential addresses. Also, the Revenue Administration was consulted due to the Rulebook standards and criteria. The selection committee conducted documentation verification for all applicants (16 potential beneficiaries).

Received applications		Documentation verification		Final beneficiaries' list	
IDPs	REA	IDPs	REA	IDPs	REA
10	6	10	6	8	6

Activity 1.3.3. Beneficiaries under the economic empowerment component selected

Public calls for the income generating grants were announced twice since the first call was not followed up by REA. Ten applicants submitted documentation to the First Public Call and all of them were IDPs. 8 of 10 applicants fulfilled the requirements of the Call and according to given criteria standards. The project team members put additional effort to informing returnees on the possibilities and benefits of the project. Six potential beneficiaries- returnees submitted the documentation for the Second Public Call. Data on both groups, IDPs and returnees was sent to SCRM for the cross check. Summarizing, 14 beneficiaries were granted for the economic empowerment component. Beneficiaries' structure for income generating grants is presented below.

Municipality	IDPs selected for income generating grants	Returnees selected for income generating grants	Number of IDPs and Returnees selected by gender				Total number of IDPs and Returnees selected (family members)	
			IDPs		Returnees		IDPs	Returnees
			Male	Females	Male	Females		
Novi Pazar	8	6	16	20	14	13	36	27
Total number of selected beneficiaries								14 families (63 family members)

Activity 1.3.4. Delivery of 14 income generating grants to final beneficiaries under this component

Tender for equipment for the component Income generating grants was launched on 10th of April with the deadline for submission of offers on 11th of May. Tender dossier is divided into 6 lots in accordance with type of goods: Lot 1 – Sewing machines and semi-finished materials; Lot 2 – Electric equipment and tools; Lot 3 – Catering and restaurant equipment; Lot 4 – IT equipment; Lot 5 – Upholstery materials; Lot 6 – Scaffolding. In this procedure, contractors for Lot 1 and Lot 3 were selected and contracted. Contract for Lot 1 with company MNP 05 was signed on 15th of June 2020, contract no. 404-56/20. Contract for Lot 3 with FRIGO ŽIKA was signed on 30th of June 2020.

Goods contracted with MNP 05 were delivered to beneficiaries on 15th of July 2020.

Goods contracted with FRIGO ŽIKA were delivered to beneficiaries on 14th of July 2020.

Since the offers for 4 remained lots were not received in previous tender procedure, the procedure was repeated on 9th of June 2020, in accordance with Competitive negotiation procedure. There were no offers received.

Project team members in consultations with beneficiaries, checked and revised the specifications and repeated the procedure on 17th of July. Two offers were received from: MABO KOMP DOO and ALATI – MNS DOO. Tender committee conducted all necessary administrative, financial and technical components of tenders. Contract was awarded to MABO KOMP for all lots, as the administrative and technically compliant tenderer with the lowest price. Contract with MABO KOMP was signed on 21st of August 2020, contract no 404-125/20.

Goods contracted by this tender procedures were distributed to beneficiaries on 4th of September 2020.



Activity 1.3.5. Monitoring on proper use of 14 income generating grants by final beneficiaries

After delivery of equipment, the economic advisor – case worker visited the beneficiaries who received support throughout delivery of equipment, machines, tools and semi-finished materials. All beneficiaries were monitored and supported in terms of advising on marketing and better presenting of products. Furthermore, beneficiaries were referred to the institutions which provide subsidies for improvement of businesses: Regional Agency for Development and National Employment Service, as well as, the NGOs working on economic empowerment of targeted groups.



Activity 1.4.1. Involve representatives of relevant institutions in coordination meetings, events planning, joint report writing

Representatives of all targeted institutions were fully included at all implementation levels. As project team consisted from representatives of institutions who are directly connected with targeted groups, regular meeting and consultations were held. Department for local economic development and Council for Migration management actively participated in field visit to beneficiaries, preparing the Rulebooks and Public Calls, beneficiaries' selection and monitoring of the Action. Additionally, SCW delegated its representative to be involved in selection of beneficiaries, as well as National employment service. Department for Urbanism of City of Novi Pazar was involved in selection of beneficiaries for housing components, giving their insight in documentation related to urbanistic issues. They gave a great contribution to project team in terms of advising and in procedure for gaining the building permits for houses. The insight and experience of CMM contributed to better approach to targeted groups and understanding the challenges they meet.

All structures involved in project implementation fully cooperated and transferred knowledge in various issues dealing during the project period. Every member involved in project implementation was included in segments where their knowledge was necessary. At the same time, close cooperation

among persons participating the Action, created synergy in terms of development of common future plans and actions.

Activity 1.4.2. Involving all structures in tender procedure for learn-by-doing

Public procurement department, Department for local economic development and project team members participated in preparing tender documentation and conducting the tender procedures planned by Activity. In consultations with PMU, tender dossiers were prepared. The public servants engaged for public procurements raised their capacities in terms of following the EU procedures and rules for tendering. They took active role in tender committees and evaluation of received tenders. On the other side, project partner Merhamet was introduced with procedures related to decision making levels during the announcement of the procurements; keeping documentation procedure in local self-governments, channels of communication and similar.

- 2.3.** Describe if the Action will continue after the support from the European Union has ended. Are there any follow up activities envisaged? What will ensure the sustainability of the Action?

The Action was created as a unified support provision for the beneficiaries targeted with a collaborative approach of beneficiary institutions. The final results of the Action including the housing component and income generating grants make a social cohesion for empowering these groups and enabling the community growth as whole. The results have a positive impact on the economic self-reliance of IDPs and returnees, their social status and quality of life.

The Action enhances possibility to gather all relevant stakeholders and finalize it through various partnerships based on local, institutional and logistic support for different kind of beneficiaries who still belong to vulnerable social categories.

- 2.4. Submit an updated Logframe matrix, highlighting the changes. When the planning has included milestones (intermediary target values), the updated logframe matrix should allow to compare the achievements at the date of the reporting with the corresponding values in earlier reports (when relevant) and with the corresponding milestones and final target.

	Results chain	Indicators	Baseline (incl. reference year)	Current value November 2020	Targets (incl. reference year)	Sources and means of verification	Assumptions
Overall objective: Impact	Support to the implementation of national strategies aimed at improving the living condition of IDPs and returnees in the Republic of Serbia.	<p>-Number of IDPs and returnees benefited from the provision to the improvement of living conditions</p> <p>-Number of beneficiary institutions benefited from the Action</p>	<p>203.140 IDPs and 4974 in Serbia</p> <p><u>Source:</u> SCRM, National Strategy for Resolving the Issues of Refugees and IDPs 2015-2020, Support for IDPs in Serbia Strategy for Reintegration of Returnees Under the Readmission Agreement,</p>	<p>17 families and 14 individuals, approximately 150 individuals directly benefited from the Action</p> <p>1 Central institution and 2 local (Council for migration management, centre for social work) benefited from the action</p> <p><u>November 2020</u></p>	<p>17 families and 14 individuals, approximately 114 individuals directly benefited from the Action</p> <p>At least 1 central institution (SCRM) and 2 local (Council for migration management, centre for social work)</p> <p><u>Reference year:</u> 2019</p>	<p>-Official reports and statistics of the SCRM</p> <p>-Official data of the Council for migration management</p> <p>- Official data from local Trustees for Refugees and Migration</p> <p>-Project reports</p> <p>-Project evaluation</p>	<p>-The political and socio-economic situation remains stable at national and local level</p>

			July 2017				
Specific objective(s): Outcome(s)	Oc1: Support to the implementation of Local Action Plan for improvement of the position of refugees, IDPs and returnees and providing the response during the migration crisis.	-Number of specific objectives of LAP supported through the Action	0	<i>5 specific objectives supported through the Action</i>	5	- Official reports and statistics of SCRM	-All relevant stakeholders remain actively involved and provide needed support during the implementation of all planned activities
	Oc2: Provision of durable solutions to IDPs and returnees in Novi Pazar.	-Number of beneficiaries targeted within the LAP supported through the Action	0	<i>150 individuals supported through the Action</i>	114	-Reports of the local Council for Migration	
		-Number of local stakeholder institutions whose technical and management capacities for implementation of local strategic documents and project implementation have been increased through the Action	0	<i>5 local stakeholder institutions raised their capacities for implementation of local strategic documents and project implementation</i>	5	-Project reports	- Potential beneficiaries, capable and motivated to apply under each component of the Action
		-Number of housing solutions provided	0	<i>17 housing solutions provided</i>	17	- Reports on the implementation of the LAP submitted to the City Assembly	- Selected beneficiaries willing to make good use of the support provided within the Action
						-List of final beneficiaries under each component	- Stable weather conditions during the implementation period
						- Yearly reports from relevant stakeholder institutions	

		through the Action	0	<i>14 economic empowerment solutions provided through the Action</i>	14	
		-Number of economic empowerment solutions provided through the Action	<u>Source:</u> same as above		<u>Reference year:</u> 2019	
Outputs	Op 1.1. 8 beneficiary families provided with durable housing solutions through construction of prefabricated houses and providing home appliances and furniture	- Number of prefabricated houses delivered to selected final beneficiary families within the Action	0	8 beneficiaries provided by furnished prefab houses	8	-Official reports and statistics of the SCRM
	Op 1.2. 9 beneficiary families provided with durable housing solution through distribution of building material packages	-Number of building material packages procured and delivered to selected final beneficiary families within the Action	0	9 beneficiary families provided with building material packages	9	-Reports from the trustees for refugees and migration
	Op 1.3. 20 beneficiaries received income generating grant for support in start-up business	-Number of income generating grants delivered	0	14 income generating grants delivered to beneficiaries	14	-Reports on the implementation of the LAP
	Op 1.4. capacities of the Council for Migration					-Project evaluation report -Project reports -Field reports from project staff

	significantly increased until the end of the action	to selected final beneficiaries within the Action - Number of representatives of Council for Migration involved in the process of implementation of the Action	5 representatives of CMM and SCSW involved in process of implementation of the Action		5	-Reports on procurement and delivery -Evaluation and reports on the use of the delivered grants	
Activities	<p>A1.1.1. Establishment of the beneficiaries selection committee for housing component</p> <p>A1.1.2. Documentation verification and technical check-up visits</p> <p>A1.1.3. Beneficiaries under the housing component 1 – prefabricated houses selected</p> <p>A1.1.4. Procurement of 10 prefabricated houses</p> <p>A1.1.5. Delivery and furnishing of 8 prefabricated houses to final beneficiaries</p> <p>A1.1.6. Handing over of 8 prefabricated houses to final beneficiaries within a special event</p> <p>A1.2.1. Establishment of the beneficiaries selection committee for housing component</p> <p>A1.2.2. Documentation verification and technical check-up visits</p> <p>A1.2.3. Beneficiaries under the housing component 2 – building material packages selected</p> <p>A1.1.4. Procurement of 9 packages of building material</p> <p>A1.2.5. Delivery of 9 building material packages to final beneficiaries</p> <p>A1.2.6. Monitoring on proper use of 9 packages</p>		<p>Means:</p> <p>Equipment and materials (office equipment, IT equipment, vehicles for field work and telephones and mobile phones) needed for the implementation of the Action will be obtained through existing resources of the City and CSO Merhamet.</p> <p>Costs</p> <p>The Action is consisted of following costs:</p> <p>Human Resources 74.527,60 EUR</p> <p>Travel 1.441,20 EUR</p> <p>Local office 0.00 EUR</p> <p>Other costs, services 5.172,50 EUR</p> <p>Other 246.739,28 EUR</p> <p>Direct eligible costs of the Action 327.880,57 EUR</p> <p>Eligible costs of the Action, excluding reserve 350.832,21 EUR</p> <p>Eligible costs 350.832,21 EUR</p>				<p><i>There is sufficient number of IDP and returnee families and individuals willing and acceptable to apply for support within the Action</i></p> <p><i>There is sufficient number of service and supplies providers to respond to the calls for tenders.</i></p>

	<i>of building material by final beneficiaries</i> <i>A1.3.1. Establishment of the beneficiaries selection committee for economic empowerment component</i> <i>A1.3.2. Documentation verification and technical check-up visits</i> <i>A1.3.3. Beneficiaries under the economic empowerment component selected</i> <i>A1.3.4. Delivery of 14 income generating grants to final beneficiaries under this component</i> <i>A1.3.5. Monitoring on proper use of 14 income generating grants by final beneficiaries</i> <i>A1.4.1. Involve representatives of relevant institutions in coordination meetings, events planning, joint report writing</i> <i>A1.4.2. Involving all structures in tender procedure for learn by doing</i>		
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- 2.5.** Explain how the Action has mainstreamed cross-cutting issues such as promotion of human rights,⁶ gender equality,⁷ democracy, good governance, children's rights and indigenous peoples, environmental sustainability⁸ and combating HIV/AIDS (if there is a strong prevalence in the target country/region).⁹

The project is in direct line with promotion of human rights considering the improvement of life quality standard of vulnerable groups such as IDPs and returnees. Considering beneficiaries, 76 male and 74 female persons directly benefited the action which contributed to gender equality issues. Along with all objectives achieved, democracy basis was established since all social categories from the community gained equal rights for living and enhancing their employment status. Since family beneficiaries were targeted by the action, children's rights were also protected within the project implementation. The cooperation between local stakeholder institutions is a sample of good governance, with an added value of transparent and democratic approach to beneficiaries' selection which emphasized the equality of selection criteria during the implementation phases. Furthermore, specific focus was set to environmental sustainability. Having into consideration energy efficiency was achieved by setting up new doors and window, as well as facades, roofs, and thermal isolation.

- 2.6.** How and by whom have the activities been monitored/evaluated? Please summarise the results of the feedback received from the beneficiaries and others.

As given in the contract requirements, City of Novi Pazar regularly reported to DEU through bi-monthly progress and interim reports submitted to PMU. Additionally, SCRM was periodically provided with statistical data and information on beneficiaries. Before the beneficiaries' selection, data were sent to SCRM in order to check their status in the base of durable housing solution.

Representatives of SCRM and PMU have attended meetings on project progress, challenges and consultations on further work. Moreover, PMU conducted 2 on-the-spot check-ups in city administration premises. The PMU representatives made an evaluation with representatives of LSG on the occasion of on-the-spot-checks. Additionally, project manager and beneficiaries were contacted at the end of the Action and interviewed by phone.

Project implementation monitoring was gained throughout field visits by project team and final beneficiaries were interviewed on satisfaction for the given support. The interviews showed high level of their satisfaction.

Public servants who were directly involved in project implementation showed high level of motivation to learn new procedures and meet EU standards for vulnerable groups empowerment. Also, they showed satisfaction concerning the cooperation in targeting objectives.

- 2.7.** What has your organisation or any actor involved in the Action learned from the Action and how has this learning been utilised and disseminated?

City of Novi Pazar has improved knowledge on EU procedures related to procurement, reporting, contracting, and field work throughout the project implementation. Partner organization Merhamet has been introduced with LSG procedures, Law on general administrative procedure, construction management, and similar. Also, policies exposed by EU procedures were thoroughly introduced, concerning visibility and PCM issues. The project will surely be a model for further work of the project implementers concerning conduction and cooperation on EU programs.

⁶ Including those of people with disabilities. For more information, see 'Guidance note on disability and development' at https://ec.europa.eu/europeaid/disability-inclusive-development-cooperation-guidance-note-eu-staff_en

⁷ https://ec.europa.eu/europeaid/toolkit-mainstreaming-gender-equality-ec-development-cooperation_en

⁸ Guidelines for environmental integration are available at: https://ec.europa.eu/europeaid/sectors/economic-growth/environment-and-green-economy/climate-change-and-environment_en

⁹ Please refer to EC Guidelines on gender equality, disabilities, etc.

Please list all materials (and number of copies) produced during the Action on whatever format (please enclose a copy of each item, except if you have already done so in the past).

Visibility materials were designed by project staff in line with the C&V Strategy and EU Visibility Guidelines for external actions. Three companies were invited to deliver the offer: Graphic and Web Design Studio Intro 76 Novi Pazar, Pro graphico print house, and Hari Trade DOO. Graphic and Web Design Studio Intro 76 Novi Pazar submitted the offer only and was accepted for the visibility.

Except the roll up banner which was produced at the very beginning of project implementation; after the budget re-allocation, material was produced in the end of the project implementation and mostly distributed to local stakeholder institutions, project partners and beneficiaries. The reason for producing the visibility material at the end of the project is because initial funds did not plan these costs before Addendum 1. Following materials were produced within the Action:

- 1 roll up banner
- Office diaries – 100 pieces
- USB cards – 30 pieces
- Back packs – 30 pieces
- Caps – 30 pieces
- Cups – 30 pieces

2.8. Please list all contracts (works, supplies, services) above € 60 000 awarded for the implementation of the Action since the last interim report if any or during the reporting period, giving for each contract the amount, the name of the contractor and a brief description on how the contractor was selected.

Budget line	Procedure used	Subject	Contractor	Contract no.	Total contract amounts – EUR (<i>including Annexes</i>) VAT excluded
6.1.1.	Competitive negotiated procedure – supply	Purchase and instalment of prefabricated houses in the City of Novi Pazar	NEGAL COMPANY DOO	404-307/19	159.625,08

3. Beneficiaries/affiliated entities and other Cooperation

3.1. How do you assess the relationship between the beneficiaries/affiliated entities of this grant contract (i.e. those having signed the mandate for the Coordinator or an affiliated entity statement)? Please provide specific information for each beneficiary/affiliated entity.

The project implementers considering the Grantee, the partner organization and relevant local stakeholders mutually contributed to the achievement of project results. Each party has shared its knowledge, skills and information with others and remained open for new information and procedures' acknowledgement. The beneficiaries' selection was based on democratic approach which could not be achieved without collaboration between City of Novi Pazar, Merhamet, and Trustee for refugees and migration, SCRM, Department for urbanism and social affairs, and SWC. Each mentioned party had a member in selection committees in order to achieve transparent and equal procedure.

City of Novi Pazar as the applicant assumes full responsibility towards the contracting authority in reference to project implementation. The main obligations of City are adapted to exercise appropriate control over the project cycle from project identification, preparation and implementation to supervision, monitoring, reporting and evaluation. Appointed representatives of City of Novi Pazar

manage the action and all of its components to the fullest; the City coordinates all activities with the relevant stakeholders.

Project partner, NGO MHD “Merhamet – Sandzak” has been very motivated, positive and cooperative. Merhamet provided full support in all the activities set out in the partnership agreement and actively participated in the implementation of the above-mentioned activities. Merhamet provided support in preparing the rulebooks and public calls, and provided technical assistance in the implementation of all project activities related to field work and beneficiaries, assistance in reporting, both financial and narrative report, as well as, in visibility actions. Representatives of Merhamet are active members in all selection committees.

Additionally, since the NGOs play important role in raising the level of transparency and accountability of local self-governments, the project contributes to the partnership between local authorities and NGO sector and creates backing for strengthening future partnerships and confidence among other organizations in community.

Through the realization of the project, the management and technical capacities of the City for the realization of projects, cooperation with civil society and realization of strategic documents are significantly improved.

As for beneficiaries, especially the returnees population, they have been supported and informed on organizations and institutions working on resolving issues they are facing with.

3.2. Is the above agreement between the signatories to the grant contract to continue? If so, how? If not, why?

The project is a concrete action of supporting targeted groups in terms of providing housing and employment solutions, so it had to be time- limited and completely done. Nevertheless, achieved cooperation between stakeholders gained its continuation throughout three other projects that are ongoing. The achievement of the project made the establishment of good and valuable cooperation and promised long-term partnerships within the social inclusive programs in further work.

3.3. How would you assess the relationship between your organisation and State authorities in the Action countries? How has this relationship affected the Action?

The Action was coordinated with SCRM, as the main beneficiary institution, and its local trustee with the implementing capacity of City of Novi Pazar.

SCRM supported the implementation through:

- a) Preparing unified templates of Rulebooks and Public Calls for beneficiaries’ selection process
- b) Monitoring and consultations related to Beneficiary selection Committees
- c) Cross check of potential beneficiaries according to the data on durable housing solutions beneficiaries
- d) Providing consultations in resolving problems that occurred during the implementation period
- e) Provided funds for additional 4 families to be provided with housing solution.

The cooperation with SCRM was conducted in a positive and transparent manner, with mutual collaboration efforts and in order to fully accomplish project targets. SCRM has influenced trust among the beneficiaries during the implementation phases as well as for the other project stakeholders.

3.4. Where applicable, describe your relationship with any other organisations involved in implementing the Action:

- Associate(s) (if any) N/A
- Contractor(s) (if any)

❖ **NEGAL Company D.O.O. in consortium with Jadran DOO** – contracted within public procurement procedure “*Purchase and instalment of prefabricated houses in the City of Novi*”

Pazar”. The contractor showed professionalism in all the contracted aspects and fulfilled its obligation within given deadline.

- ❖ **DACIĆ COMPANY** – contracted within public procurement procedure “*Supply of construction materials for IDPs and returnees in Novi Pazar*”. The contractor presented high level of reliability and professional attitude, and delivered contracted goods within given deadline.
- ❖ **MNP 05** – contracted within public procurement procedure “*Provision of business start –up grants (equipment packages) for the project “Novi Pazar for better living conditions of IDPs and returnees”*”. The contractor presented high level of reliability and professional attitude, and delivered contracted goods within given deadline.
- ❖ **FRIGO ZIKA** - contracted within public procurement procedure “*Provision of business start –up grants (equipment packages) for the project “Novi Pazar for better living conditions of IDPs and returnees”*”. The contractor presented high level of reliability and professional attitude, and respected the obligations and tasks presented by contract. All contracted goods were delivered within given deadline.
- ❖ **MABO KOMP** - contracted within public procurement procedure “*Provision of business start –up grants (equipment packages) for the project “Novi Pazar for better living conditions of IDPs and returnees”*”. The contractor presented high level of reliability and professional attitude, and delivered contracted goods within given deadline.
- ❖ **NIS** - Contracted for provision of fuel. The contractor showed professionalism and the supply of fuel was available throughout the implementation in accordance with the Contract.
- ❖ Graficki i web dizajn studio "INTRO 76" DOO – selected for designing and production of visibility materials. Contractor fulfilled all its obligations and delivered the materials within given deadline.

- Final beneficiaries and target groups

The Action targeted IDPs and returnees living on the territory of Novi Pazar and until the end of project implementation, 150 family members were supported within three given components: housing, economic empowerment, and building materials. During the project period, project team members gave full support to beneficiaries in order to get all information related to the implementing phases and gather documentation required. Also, all challenges’ beneficiaries were facing with were mitigated with the assistance of project team members.

- Other third parties involved (including other donors, other government agencies or local government units, NGOs, etc.)

3.5. Where applicable, outline any links and synergies you have developed with other actions.

City of Novi Pazar had permanently solved the problem of housing for 32 IDP Roma families with the support of various donors since they were the most marginalized group in the community. Considering the previous projects implemented which have been related to the support to Roma settlement Blazevo and having considered the on-going project, permanent housing solution is provided to non-Roma IDPs and returnees.

This action builds upon previous projects results achieved, contributing to the achievement of objectives set up in the Local Action plan of City of Novi Pazar, what had been also targeted in the previous actions.

Furthermore, partners on project are currently implementing project Reintegrate – support to returnees and other vulnerable groups in various socio-economic aspects. The database made during implementation this project and support given to beneficiaries raised possibilities to reach the target groups and continue support after finalization of project implementation.

- 3.6.** If your organisation has received previous EU grants in view of strengthening the same target group, in how far has this Action been able to build upon/complement the previous one(s)? (List all previous relevant EU grants).

Activities implemented in this project are a logical continuation and a follow-up to the efforts implemented in the mentioned projects and contribution to the implementation of the goals set in the Local Action Plan of Novi Pazar. By upgrading previous initiatives the City of Novi Pazar demonstrates long-term commitment in solving the problems of targeted group and efficient use/management of donors' funding.

Below is the list of actions previously implemented, in view of strengthening the same target group:

1. Provision of Durable solutions for forced migrants and returnees in the City of Novi Pazar

Donor: Delegation of EU in Republic of Serbia

Cost of the Action: 94.775,20 eur

The overall objective of this action is to contribute to stable implementation of Migration Management in Serbia

Specific Objective is to support the integration and improvement of living conditions of refugees and IDPs in the City of Novi Pazar.

2. Providing permanent housing solutions and physical infrastructure improvements for Roma people in Novi Pazar

Donor: European Union

Cost of the Action: 595.920,20 eur

Specific objective: Improvement of the living conditions of Roma people in Novi Pazar through improvement of housing and physical infrastructure in Roma settlement.

3. Project “Novi Pazar – new jobs”

Donor: *Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)*

Cost of the Action: 200.000 eur

Specific objective: Increasing the employability of returnees under the readmission agreements and other hard-to-employ categories as well as by strengthening the capacity of local structures, networking at local and regional level, and raising awareness of the needs and problems facing the hard-to-employ social categories in Novi Pazar.

- 3.7.** How do you evaluate cooperation with the services of the Contracting Authority?

Cooperation with Delegation of European Union in RS was very productive and successful. Additionally, the PMU engaged for program was supportive from very beginning of the implementation in all aspects of project. PMU was available for regular consultations and enhanced easier and successful implementation.

Visibility

How is the visibility of the EU contribution being ensured in the Action?

The visibility of EU contribution was ensured throughout organization of promotional events, the materials produced and disseminated during the Action. During the implementation, project team staff consulted the PMU officer for visibility on all promotional activities. The EU C&V Guidelines rules and procedures were set out in approved project Visibility strategy, which was followed in implementation of all projects tasks.

Visibility report is presented as Annex 3 – Visibility report.

The European Commission may wish to publicise the results of Actions. Do you have any objection to this report being published on the EuropeAid website? If so, please state your objections here.

No objections.

4. Location of records, accounting and supporting documents

Please indicate in a table the location of records, accounting and supporting documents for each Beneficiary and affiliated entity entitled to incur costs.

Name of Beneficiary	Location of records, accounting and supporting documents
City of Novi Pazar	City of Novi Pazar premises Stevana Nemanje 2 36300 Novi Pazar

Name of the contact person for the Action: Fevzija Muric

Signature:Location: City of Novi Pazar, Republic of Serbia

Date report due: 10th of February 2021 Date report sent: 10th of February 2021