

Standard Summary Project Fiche – IPA centralised programmes

(1) Regional Programme for refugee return and provision of durable solutions for refugees and Internally Displaced Persons¹ in the Western Balkans

1. Basic information

- 1.1 CRIS Number:** 2009/021-178
- 1.2 Title:** Regional Programme for refugee return and provision of durable solutions for refugees and IDPs in the Western Balkans
- 1.3 ELARG Statistical code:** 01.63 - Aid to refugees and IDPs or disadvantaged groups
- 1.4 Location / Beneficiaries:** Western Balkans: Bosnia and Herzegovina, Croatia, Montenegro and Serbia as well as Kosovo²

Implementing arrangements

- 1.5 Contracting Authority (EC):** European Community represented by the Commission of the European Communities on behalf of the Beneficiaries.
- 1.6 Implementing Agency:** United Nations High Commissioner for Refugees (UNHCR)
- 1.7 Beneficiary:** Refugees and IDPs from the Western Balkans

Financing

- 1.8 Overall cost (VAT excluded)³:** EUR 1 250 000
- 1.9 EC contribution:** EUR 1 000 000
- 1.10 Final date for contracting:** 30 November 2010
- 1.11 Final date for execution of contracts:** 30 November 2012
- 1.12 Final date for disbursements:** 30 November 2013

¹ Hereafter referred to as "IDPs"

² under UNSCR 1244/99

³ The total cost of the project should be net of VAT and/or other taxes. Should this not be the case, the amount of VAT and the reasons why it should be considered eligible should be clearly indicated

2. Overall Objective and Project Purpose

2.1 Overall Objective

Foster and enhance durable and sustainable solutions, namely voluntary repatriation and reintegration including local integration for the remaining persons in displacement in Bosnia and Herzegovina, Croatia, Montenegro, Serbia as well as Kosovo.

2.2 Project purpose

- To enhance voluntary return movements from Croatia, Serbia, Montenegro and Bosnia and Herzegovina and the subsequent re-integration in the regions and countries of origin;
- To ensure access to property/housing rights/assistance in Croatia;
- To achieve non-discriminatory access to rights, including acquired rights such as pensions;
- To produce impartial quality information for internally displaced persons from Kosovo on return related issues and about their places of origin;
- To facilitate local integration of refugees in Serbia through inputs to economic self-reliance.

2.3 Link with AP / NPAA / EP / SAA

The refugee return issue has been set as a short term priority in the Accession Partnership with Croatia, as well as in the European Partnerships with Bosnia and Herzegovina, Serbia, Montenegro and Kosovo.

The European Partnerships specifically mention the Sarajevo Declaration, with a request to contribute to ensuring its implementation. The European Partnership with Serbia makes a specific reference to ensure right to a real choice between sustainable return and integration.

The Accession Partnership with Croatia requires the completion of the repossession of houses without any further delay as well as the improvement of the climate for returnees' reintegration through regional development programmes in affected areas.

2.4 Link with MIPD

This project has been designed on the basis of the Multi-beneficiary MIPD 2009-2011⁴ in which regional refugee return is a priority under Section 2.3.1.2.1 "Minority rights, protection of minorities and refugee return".

The project also aims to bring added value to other interventions planned as part of the MIPDs for Candidates and Potential Candidates, where refugee issues are essentially dealt with in specific local contexts.

2.5 Link with National Development Plan

Bosnia and Herzegovina

⁴ To be adopted

The entity and the State Government of Bosnia and Herzegovina and respective Ministries have on a number of occasions provided their support, sought for comments and advice and showed determination to cooperate and coordinate their activities. In that context, the refugee re-registration activities and related provision of certificates on registration have been managed by the Republika Srpska Ministry for Refugees and Displaced Persons and their municipal offices.

The implementation of the Property Law has been successfully completed throughout Bosnia and Herzegovina. At the end of 2006, the OSCE along with UNHCR and OHR officially certified that all municipal authorities had completed their legal obligations under the Property Laws of Bosnia and Herzegovina, including the resolution of claims for socially owned and private properties.

Croatia

Progress has been made with regard to implementation of the Sarajevo Declaration, which aimed to finalise the regional refugee return process by the end of 2006. Positive steps have been taken, including the adoption of an Action Plan for the accelerated implementation of the Housing Care programmes or for addressing the issue of "convalidation", i.e. enabling access to pension rights for those residing in the parts of Croatia not under Croatian government control during the 1990s. However, further efforts are needed to complete the programmes of housing for former tenancy rights' holders in and outside the areas of special state concern (ASSC).

Kosovo

The current legal framework in place for voluntary returns is the Revised Manual for Sustainable Return and the Protocol on Voluntary and Sustainable Return. These two documents represent the national strategy in Kosovo for the refugee return issue.

Montenegro

UNHCR and OSCE in Montenegro initiated discussions with the government on revision of the National Strategy but without any concrete results so far. Revision of the priorities within the National Strategy is a prerequisite to substantial international donations and is directly related to the Montenegrin Road Map.

The Bureau for Care for Refugees indicated that this programme is in accordance with the determination of the National Strategy of the Government of Montenegro to treat both integration and repatriation of refugees and internally displaced persons in Montenegro equally, with the aim of creating durable solutions for them.

Serbia

The National Strategy for Resolving the Problems of Refugees and the Internally Displaced Persons represents an integral part of the long-term state policy and asserts the commitment of the country to reforms. Successful implementation of the National Strategy in ensuring conditions for local integration and repatriation calls for the establishment of concrete mechanisms, instruments and measures at the federal and local levels.

In the past few years, significant efforts have been undertaken by the Government of Serbia, local authorities, NGOs and the international community in order to facilitate integration of refugees in Serbia. The National Strategy for Resolving the Problems of Refugees and the Poverty Reduction Strategy Paper set clear guidelines and solid foundations for further progress in that direction. A number of programmes and projects have been launched and implemented in the field of housing and closure of collective centres, employment through development of small and medium enterprises, micro credits, grants, etc.

Linked to the National Strategy is the new proposal for amending the 1992 Law on refugees, which will set up a legal framework for the implementation of the National Strategy and other activities, related to sustainable solutions for refugees.

2.6 Link with national/ sectoral investment plans (where applicable)

Not applicable

2.7 Link with other donors' contribution

Within the voluntary repatriation process in the region, and especially within the activities of the 3x4 initiative, the European Commission has been working for years in close partnership with the OSCE and UNHCR, as well as a number of national and international NGOs providing assistance to this target group.

OSCE missions in Bosnia and Herzegovina and Croatia have been continuously providing advice and advocacy on the repatriation process and regulation of rights of returnees to Croatia.

The national NGOs that have been closely cooperating with UNHCR on the issues of the repatriation and 3x4 process are Vasa Prava, the Serb Democratic Forum offices in Croatia and Bosnia and Herzegovina, the Bosnian Humanitarian Logistics Service and Association of Refugees from Croatia in Bosnia and Herzegovina, as well as NGOs operating in Croatia – Croatian Red Cross, Information and Legal Assistance Centre and Centre for Peace Osijek.

The Danish Refugee Council has been working on providing more durable solutions while USAID has been working on IDPs related issues to Kosovo. In the second half of 2004 UN HABITAT launched a major new housing and social integration programme for tens of thousands of war refugees and other vulnerable people in Serbia with financial support from the Italian Government. All actions related to refugees and IDPs in collective centres in Serbia are coordinated by the Commissariat for Refugees and IDPs. With regard to 'de-institutionalisation' of social care, there are ongoing initiatives such as "Raising Standards and Self-Reliance" and "Social Innovations Fund" project, funded by DFID and Norway.

During 2009, UNHCR with INTERSOS (Italian NGO) and the Commissariat for Refugees of the Republic of Serbia will continue working closely together in order to provide the necessary assistance to the refugees from the closed community centres and finding solutions for the residents of the remaining community centres.

3. Description of project

3.1 Background and justification

Twelve years after the Balkan war and eight years after the armed conflict in Kosovo, about half a million persons are still displaced within the region, 120 000 refugees and 362 000 displaced persons. The majority of them originate from regions where their ethnic group is now in a distinct minority. Their return and re-integration, as well as their local integration, is impeded by lack of habitable housing, inability to access their property, issues related to citizenship, legal status as well as lack of documentation, psychological trauma, and prevailing insecurity for minorities.

In the case of Kosovo, uncertainty about the future status prevents people from deciding whether or not to return.

Many of the persons in displacement today have special needs that worsen their displacement situation: vulnerable families or individuals, including elderly people without family support, traumatized survivors of atrocities, sick and disabled persons, single mothers, national minorities such as Roma and persons in need of witness-protection who remain in collective centres. The special needs of these persons have often been neglected in recent years as humanitarian aid has been dwindling and local resources have remained limited.

Within the 3x4 Initiative, the Sarajevo Declaration on Refugee Returns signed by the governments of Croatia, Bosnia and Herzegovina, Serbia and Montenegro in January 2005 is still seen as an opportunity to address and resolve concrete problems and obstacles to intended returns such as the (con)validation of working years (pension rights) spent in former territories under UN control and finding a comprehensive and just solution (i.e. fair settlement remedy) for the holders of terminated occupancy/tenancy rights.

In several occasions during 2006, the European Commission (EC) and UNHCR reiterated their common understanding of this broadened approach to durable solutions in the post-Dayton context that encompasses sustainable returns, access to rights and local integration.

Due to the fragile security situation in Kosovo and to the serious limitations that Internally Displaced Persons face to enjoy fundamental human rights, return to Kosovo of the Serbs, Roma and Albanian minorities should take place on a strictly voluntary basis, based on fully informed individual decisions. Individuals who express a wish to return voluntarily should be able to do so freely and with the full knowledge of the current situation in Kosovo.

3.2 Assessment of project impact, catalytic effect, sustainability and cross border impact

A monitoring mission has been undertaken during the first phase of the programme with UNHCR.

According to the monitoring report, UNHCR has been recognized as the "only appropriate implementing agency" for implementing the Sarajevo Declaration at a regional level. The programme addressed important needs of beneficiaries so far, is

well implemented and feeds back field information to the European Commission as well as to the three lead EC Delegations (Bosnia and Herzegovina, Croatia, and Serbia).

However, its capacity for effectiveness and impact is hampered by political considerations between the beneficiaries, linking refugees to other issues (EU accession, extradition of war crime suspects, Bosnia and Herzegovina final status).

The main recommendation is to update the objectively verifiable indicators on a monthly basis, to disseminate them to the European Commission, OSCE and governments. This exercise should enable to show progress and remaining needs, and to prepare a mid-term expenditure framework.

The issue of refugees does not only revolve around unemployment, access to education, health or housing conditions, it also relies on political considerations like restitution of property rights and convalidation of years worked for pension rights. It would not be judicious to persevere in supporting the programme in a longer term perspective if no progress is observed by the governments in that respect.

One of the positive impacts emerging from this will be the improved legal status of the beneficiaries and therefore their quality of life. Well-managed refugee return and local integration of displaced persons on the basis of mutually agreed frameworks will also gradually interact with, and influence, other national strategies in such fields as education, housing and employment.

A Conference on 'Resolution of refugees issue and road to the European Union' took place on 27/10/2008 where the governments of the Sarajevo Initiative, as well as international organisations and NGOs having supported the process, discussed the state of play of the implementation of the Declaration and the future perspectives of the assistance. The representatives of Bosnia and Herzegovina, Serbia and Montenegro fully supported the initiative of restarting the Sarajevo Process, while Croatia was rather reserved, considering the Sarajevo Process as already finished and insisting on strengthening bilateral cooperation among respective countries. Considering the new developments of the political context, the EC will decide on the relevance of its continuing action after 2009.

3.3 Results and measurable indicators

Expected Results:

- Decreased number of refugees and internally displaced persons through repatriation and integration;
- Increased capacities of local NGOs

Measurable Indicators:

- Numbers of refugees/ IDPs in Serbia fully informed about the situation in Kosovo and able to take a decision on their return or non-return;
- Number of refugees/ IDPs aware about their rights before going back to their country of origin;
- Number of refugees/ IDPs who found durable solutions to be fully integrated in their hosting country;
- Number of implementing local NGOs of UNHCR with increased capacity to deal with refugee assistance and management of EC projects.

- Number of returnees directly assisted with repatriation de-registered in Bosnia and Herzegovina and registered in Croatia upon arrival;
- Number of actions taken to provide customs clearance and transport of belongings to final destination;
- Number of beneficiaries assisted through legal NGOs and number of legal actions taken/or cases referred to responsible bodies.
- Number of reconstruction/housing care programme beneficiaries, particularly former OTR outside of ASSC.
- Number of Bosniak refugees returned to Bosnia or locally integrated in Croatia.
- Number of local partners of UNHCR who have increased their capacity to deal with refugee assistance as well as with EC project management.

3.4 Activities

- Legal advice and counselling to return candidates and returnees in Bosnia and Herzegovina, Montenegro, Serbia and Croatia;
- TV activities fostering informed decisions for refugees from Croatia and Internally Displaced Persons from Kosovo in Serbia;
- Go-and-see visits to and go-and-inform visits from Kosovo;
- Provision of partial self-help, agricultural inputs and assistance in self-employment (training) for refugees from Croatia and Bosnia and Herzegovina who opted for local integration in Serbia as their durable solution;
- Repatriation assistance to eligible refugees in the form of transportation of persons and refugee belongings from Montenegro, Serbia and Bosnia and Herzegovina;
- Monitoring and facilitating activities pertaining to the 3x4 Initiative including coordination and visibility-oriented activities.

Prior to the implementation of Phase 3 of the programme (ongoing project), UNHCR has been asked by the European Commission to include an additional activity in the perspective of a future exit strategy. Therefore, the provision of regular guidance and coaching to legal NGOs by field teams to establish “best practices” of interventions and to increase their capacity in all segments of project cycle has been foreseen and will be renewed under the present project proposal.

Furthermore, UNHCR has been asked to start thinking of an exit strategy of the programme. This exit strategy will depend on political developments but also on the results of the previous activity (strengthening of local partners).

3.5 Conditionality and sequencing

- Governments committed to adhere to the Sarajevo Declaration in practice;
- Social and political environment and perspectives supportive of sustainable return;
- No deterioration in stability and security in the region;
- Cohesive international support to the return and reintegration process;
- Beneficiaries committed to returns as well as local integration for refugees on their soil;
- Governments willing and able to implement their own programmes;
- Governments willing and able to implement additional measures in line with the Road Maps that ensures sustainability of return.

3.6 Linked activities

In addition to providing regional support to the application of the Sarajevo Declaration, the EC is also contributing to the refugee return and the local integration through projects at the national level. The main activities are the provision of housing solutions for refugees and vulnerable families as well as the improvement of economic activities.

In Serbia, the CARDS Action Programme 2006 has foreseen the support to refugees and vulnerable groups by implementing the programme for closure of collective centres with a focus on providing durable solutions for refugees and Internally Displaced Persons (EUR 5 000 000).

In addition, a comprehensive programme supporting refugees and Internally Displaced Persons is under preparation under IPA 2008. The two components of the programme are: (i) Support to integration of the most vulnerable refugee families through the provision of durable solutions, and to livelihood enhancement of IDP families in Serbia and (ii) improved provision of legal aid/assistance and increased availability of timely and accurate information necessary for realisation of the rights of IDPs and refugees in Serbia.

This last component is similar to the project purpose of the regional programme and a close coordination will enable to avoid any duplication and allow the projects to be complementary (different targeted areas in Serbia).

In Bosnia and Herzegovina, the EC has funded a comprehensive housing reconstruction programme covering all parts of the country - in which some 40 000 houses were rebuilt - and also supported efforts to ensure that rightful occupiers of property could regain possession of their homes. The EC funded a substantial part of the costs of the Commission for Real Property Claims, which was created to deal with the claims of dispossessed refugees and displaced persons. In the framework of the multi-donor refinancing fund which operates in collaboration with Bosnia and Herzegovina commercial banks, the EU set up a housing loan programme which has provided almost 5 000 housing credits.

Prior Regional or Multi-beneficiary Programmes

- **CARDS/2006/121-357&121-362: "Regional Refugee Return in the Western Balkans", UNHCR, EUR 800 000 – Phase 1 of the proposed project**
- **CARDS/2006/132-144: "Supporting the National Strategy for Resolving the Issues of Refugees and IDPs in Montenegro", HELP, EUR 248 000**
- **CARDS/2006/132-158: "Support to the return process of refugees in Bosnia and Herzegovina and Serbia", ASB, EUR 250 000**
- **CARDS/2006/132-245: "Facilitation of durable solutions for refugees and returnees", International Aid Network, EUR 202 000**
- **CARDS/2007/141-640: "Regional Refugee Return in the Western Balkans", UNHCR, EUR 1 000 000 – Phase 2 of the proposed project**
- **IPA/2008/163-981: "Regional Refugee Return and provision of durable solutions to refugees and Internally Displaced Persons in the Western Balkans", UNHCR, EUR 1 000 000 – Phase 3 of the proposed project**

3.7 Lessons learned

The "3X3 Initiative" was launched in January 2005, by high officials from Bosnia - Herzegovina, Croatia and Serbia and Montenegro, who declared their countries resolved to ensure a just and durable solution to refugees and IDP's (Internally Displaced Persons). The UNHCR has been party to the "3X3/3X4 Initiative" since its launch and has since then been a key stakeholder for its implementation. Through a contribution agreement with the UNHCR, under successive CARDS Regional Programmes and IPA 2008, the European Union has committed itself financially to the 3X3 Initiative. This EU contribution has provided a part of the means necessary for a larger UNHCR Programme, spanning across the region, which include the provision of legal advice, assistance to returning IDPs, cash grants and accommodation for returning refugees

An external evaluation of the CARDS 2002/2003-funded Refugee Return project was carried out in 2008, which highlights the efficiency of UNHCR's interventions on the ground: "The local Non Governmental Organisations selected by the UNHCR were experienced and carried out their tasks in an effective way. [...] Outputs and results were properly delivered: activities were well coordinated. From the operational point of view the project was a success but the refugee issue was not completely solved. This is due to the fact that the funds available and the timeframe provided under this project were not sufficient to tackle the issue in a decisive way. According to interviewees, letters, co-signed by the OSCE, EC Delegations and UNHCR Representations were addressed twice in 2006 to the highest political authorities of Bosnia - Herzegovina, Croatia and Serbia and Montenegro, to express concern regarding the implementation status of the Sarajevo Process."⁵

Support to refugee return is a long-standing type of intervention. Results based on past activities indicate that continued effort is required on the national, but also international level, in order to create better living and employment conditions for the returnees. Among the many lessons learnt, the need to move away from a mere refugee return process to the provision of durable and sustainable solutions to the refugees and Internally Displaced Persons has been raised. The EC shares this view and the programme has been rearranged in order to take into account this new direction.

As an example, besides the assistance to the voluntary repatriation of refugees from Bosnia and Herzegovina and Serbia to Croatia, other activities have been proposed to enable local integration, such as the provision of partial self help and agricultural inputs for refugees who opted for local integration in Serbia as their durable solution. Another element to take into consideration is the increased IDP representation in Kosovo amongst the associations. Any project will have to make the best of these new developments on the ground.

⁵ Deloitte Consulting. Ad-hoc Evaluation of the CARDS Regional Programmes in the Western Balkans. December 2008.

4. Indicative Budget (amounts in EUR)

			SOURCES OF FUNDING									
			TOTAL EXP.RE	IPA COMMUNITY CONTRIBUTION		NATIONAL CONTRIBUTION					PRIVATE CONTRIBUTION	
ACTIVITIES	IB (1)	INV (1)	EUR (a)=(b)+(c)+(d)	EUR (b)	%(2)	Total EUR (c)=(x)+(y)+(z)	% (2)	Central EUR (x)	Regional/ Local EUR (y)	IFIs EUR (z)	EUR (d)	% (2)
Contribution agreement UNHCR	X		1 250 000	1 000 000	80						250 000	20
TOTAL IB			1 250 000	1 000 000	80						250 000	20
TOTAL INV												
TOTAL PROJECT			1 250 000	1 000 000	80						250 000	20

Amounts net of VAT

(1) In the Activity row use "X" to identify whether IB or INV

(2) Expressed in % of the **Total** Expenditure (column (a))

Co-Financing: UNHCR will contribute at least 20% of the total costs of the project

5. Indicative Implementation Schedule (periods broken down per quarter)

Contracts	Start of Tendering	Signature of contract	Project Completion
Contribution Agreement	N/A	Q2 2009	Q2 2010

6. Cross cutting issues (where applicable)

6.1 Equal Opportunity

The principle of equal opportunities should be taken into account when evaluating the quality of all projects proposed under the two components. Specific attention will be paid to this dimension when determining the benefit of training activities. While implementing the project activities and, to the extent applicable, the Beneficiary will try to assure that gender disaggregated data will be made available to carry out an analysis of the social and economic impact of the actions undertaken.

6.2 Environment

The project beneficiaries shall ensure that, during implementation of their actions, due consideration is given to the Government's development policy relating to environmental management and that such policy is embodied, within all strategic policy documents they may draft and all training activities they may carry out.

6.3 Minorities

Rights of minorities should be taken into account when evaluating the quality of all projects proposed under the two components. While implementing the project activities and, to the extent applicable, the Beneficiary will try to assure that national minority disaggregated data will be made available to carry out an analysis of the social and economic impact of the actions undertaken

ANNEXES

1. Log frame in Standard Format
2. Amounts contracted and Disbursed per Quarter over the full duration of Programme
3. Description of Institutional Framework
4. Reference to laws, regulations and strategic documents:
5. Details per EU funded contract

ANNEX 1: Logical framework matrix in standard format

LOGFRAME PLANNING MATRIX FOR PROJECT FICHE	REGIONAL PROGRAMME ON REFUGEE RETURN (Bosnia and Herzegovina, Croatia, Montenegro, Serbia as well as Kosovo)	CRIS Number: 2009 /xxx
	Contracting Period expires: 30 November 2010	Disbursement period expires: 30 November 2013
	Total Budget: EUR 1 250 000	IPA Budget: EUR 1 000 000

OVERALL OBJECTIVE	OBJECTIVELY VERIFIABLE INDICATORS	SOURCES OF VERIFICATION	
<ul style="list-style-type: none"> Foster and enhance durable and sustainable solutions, namely voluntary repatriation and reintegration including local integration for the remaining persons in displacement in Bosnia and Herzegovina, Croatia, Montenegro, Serbia as well as Kosovo 	<ul style="list-style-type: none"> Overall number of refugees who found durable solutions. The political process initiated with the Sarajevo Declaration meets its objectives of finding solutions for the so-called "Post-Dayton refugees". Proactive cooperation with and among governments in the region results in a better perspective for the Stabilization and Association Process (SAP). 	<ul style="list-style-type: none"> Monitoring and reporting by various national and international actors (UNHCR, EC, OSCE, governmental reports, NGOs). Other international human rights institutions' reports on conditions for return and actual progress in that area. 	<ul style="list-style-type: none">
PROJECT PURPOSE	OBJECTIVELY VERIFIABLE	SOURCES OF	ASSUMPTIONS

	INDICATORS	VERIFICATION	
<ul style="list-style-type: none"> Enhance voluntary return movements from Serbia, Montenegro and Bosnia and Herzegovina and the subsequent re-integration in the regions and countries of origin; Ensure access to property/housing rights/assistance in Croatia; Achieve non-discriminatory access to rights, including acquired rights such as pensions; Produce impartial quality information for internally displaced persons from Kosovo on return related issues and about their places of origin; Facilitate local integration of refugees in Serbia through inputs to economic self-reliance. 	<ul style="list-style-type: none"> Number of refugees who repatriated in safety and dignity. Number of people to whom free legal advice was provided and have access to their rights. Percentage of reintegration “retention”. Lesser number of security incidents reported 	<p>Official statistics on returns; UNHCR project reports; returns and repossession databases records, reconstruction and housing care programme implementation reports,</p> <p>World Bank project implementation reports, field mission reports, monthly and annual reports by NGOs providing free legal aid.</p>	<ul style="list-style-type: none"> Governments committed to adhere to their Sarajevo Declaration in practice. Social and political environment and perspectives supportive of sustainable return; No deterioration in stability and security in the region; Cohesive international support to the return and reintegration process.
RESULTS	OBJECTIVELY VERIFIABLE INDICATORS	SOURCES OF VERIFICATION	ASSUMPTIONS
<p><u>Overall result:</u></p> <p>Decreased number of refugees and Internally Displaced Persons through repatriation and integration;</p> <p>Increased local NGOs capacity</p> <p><u>Specific results:</u></p> <p><i>Bosnia and Herzegovina</i> Refugees repatriating to Croatia will be supported with transportation organized by UNHCR and its partner. Refugees will be</p>	<ul style="list-style-type: none"> Number of returnees directly assisted with repatriation de-registered in Bosnia and Herzegovina and registered in Croatia upon arrival; Number of actions taken to provide customs clearance and transport of belongings to final destination; Number of beneficiaries assisted through legal NGOs and number of legal actions taken/or cases referred before responsible bodies. 	<p>Official statistics on returns, UNHCR project reports, returns and repossession, reconstruction, housing care programmes’ implementation reports, monthly and annual reports by NGOs providing free legal aid.</p>	<ul style="list-style-type: none"> Beneficiaries committed to returns as well as local integration for refugees on their soil. Governments willing and able to implement their own programmes. Governments willing and able to implement additional measures in line with the Road Maps that ensures sustainability of return.

<p>assisted with legal advice concerning property repossession and or reconstruction of their houses.</p> <p><i>Croatia</i> Returnees in need have access to property/housing programmes such as repossession, housing reconstruction and housing care programmes for ex-OTR holders by ensuring that appropriate policies are formulated and implemented. Returnees have non-discriminatory access to rights, including acquired rights.</p> <p><i>Serbia</i> Refugee families will benefit from organized voluntary repatriation procedure and/or transport of their household belongings and/or tractors to Croatia.</p> <p><i>Kosovo</i> IDPs will benefit from the cross-boundary activities Overall refugee and IDP population in Serbia and beyond its borders will benefit from the information dissemination provided through the two TV programmes. Provision of regular guidance and coaching to legal NGOs by field teams to establish “best practices” of interventions and to increase their capacity in all segments of project cycle has been foreseen and will be renewed under the present project proposal.</p>	<ul style="list-style-type: none"> • Number of reconstruction/housing care programme beneficiaries, particularly former OTR outside of ASSC. • Number of Bosniak refugees returned to Bosnia or locally integrated in Croatia. • Number of local partners of UNHCR who have increased their capacity to deal with refugee assistance as well as with European Commission project management procedures. 	<p>UNHCR Internal Matrix used for the follow-up of the implementation of the Croatian Road Map and other solutions for return, reintegration and return related issues (the document quantifies progress made within a given time frame – every six months – on the specific objectives and benchmarks to be met by the Croatian Government).</p> <p>Implementing partners reports, Regarding the results of the TV programme, the indicator will be feedback from refugee associations and NGOs on the issues raised in the programme, as well as regular TV ratings.</p>	
ACTIVITIES	MEANS	COSTS	ASSUMPTIONS
<p><i>Bosnia and Herzegovina:</i> <i>Transport:</i> transportation of returnees and</p>	<p>Contribution Agreement with United</p>		

<p>their belongings, including logistics assistance, customs clearances services and escorts for the buses.</p> <p><i>Legal Advice:</i> Daily access to free legal aid in Vasa Prava offices, mobile teams visits to individual cases for counselling; advice, information, assistance with filling in forms and drafting relevant written documents on behalf of the beneficiaries; legal representation of specific cases before administrative and judicial bodies; liaison with field staff of the Serb Democratic Forum and referral of cases to UNHCR Croatia.</p> <p><i>Croatia:</i> <i>UNHCR Field Teams</i> coordinate return of refugees to and from Croatia;</p> <ul style="list-style-type: none"> - Monitor the work of implementing partner NGOs providing legal assistance to returnees in realisation of their status and housing rights and other acquired rights; - Lead a process of identification of durable solutions for the remaining refugees from Bosnia and Herzegovina in Croatia; - Monitor the implementation of Croatian Government obligations and return related programmes, particularly Housing Care Programme for former OTR holders and intervene if necessary; - Through participation in Regional Coordination bodies, UNHCR Field Teams facilitate inclusion of returnees in socio-economic recovery programmes to ensure sustainability of return. <p><i>Montenegro:</i> Provision of technical assistance to the Government as it pursues durable solutions</p>	<p>Nations High Commissioner for refugees (UNHCR) under joint management.</p>	<p>EUR 1 000 000</p>	
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<p>including return environment information, advocacy for international burden-sharing and local integration.</p> <p><i>Serbia:</i> <i>Transport:</i> Transport of people by buses and their personal belongings/tractors by trucks from Serbia to Croatia. <i>Durable solution: partial self-help and agricultural inputs:</i> Distribution of building materials and its installation by the recipients, Delivery of agricultural inputs: livestock, seeds, green houses, nursery plants, agricultural machines and accessories: (cultivator, water pump, harvesting machine, tractor parts, power saws, tools, building materials for stable) <i>Public Information:</i> production of approximately 24 regular weekly 30-minute television programmes for refugees.</p> <p><i>Kosovo</i> Support to the Kosovo return related activities: Go-and-See Visits, Go-and Inform Visits, participation in Municipal Working Group meeting <i>Public Information:</i> production of regular weekly 30-minute television programmes for IDPs.</p>			
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ANNEX 2: amounts (in €) Contracted and disbursed by quarter for the project

Contracted	Q2 2009	2010	2011
Regional Programme for refugee return and provision of durable solutions for refugees and IDPs in the Western Balkans	1 000 000		
Cumulated	1 000 000		
Disbursed	Q3 2009	2009	Q1 2011
Regional Programme for refugee return and provision of durable solutions for refugees and IDPs in the Western Balkans	800 000		200 000
Cumulated	800 000		1 000 000

ANNEX 3: Description of Institutional Framework

Relevant institutions in the beneficiaries in charge of the refugee and IDPs issue:

- Bosnia and Herzegovina: Ministry for human rights and refugees
- Croatia: Office of the vice Prime Minister in charge of reconstruction and return
- Kosovo: Ministry of community and return
- Montenegro: Bureau for the care of refugees
- Serbia: Commissariat for refugees

Implementing agencies of UNHCR for the project:

- Bosnia and Herzegovina: Vasa Prava
- Croatia: Croatian Red Cross
- Serbia: Serbian Democratic Forum, Intersos

ANNEX 4: Reference to laws, regulations and strategic documents:

- Council Decision of 18 February 2008 (2008/211/EC) on the principles, priorities and conditions contained in the European Partnership with Bosnia and Herzegovina and repealing Decision 2006/55/EC
- Council Decision of 12 February 2008 (2008/119/EC) on the principles, priorities and conditions contained in the Accession Partnership with Croatia and repealing Decision 2006/145/EC
- Council Decision of 22 January 2007 (2007/49/EC) on the principles, priorities and conditions contained in the European Partnership with Montenegro.
- Council Decision of 18 February 2008 (2008/213/EC) on the principles, priorities and conditions contained in the European Partnership with Serbia including Kosovo as defined by United Nations Security Council Resolution 1244 of 10 June 1999 and repealing Decision 2006/56/EC
- Multi-Beneficiary Multi-annual Indicative Planning Document (2008/2010)

ANNEX 5: Details per EC funded contract

The European Commission and the UNHCR will conclude a Contribution Agreement for the implementation of this project under Joint Management.

Since this project will be the continuation of the project signed under IPA 2008 (CRIS/2008/163-981), the activities will start on the 1 July 2009 (end of the ongoing operation 30 June 2009).