
<table>
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<tr>
<th>Operational conclusion</th>
<th>Time frame</th>
<th>Responsible Institution</th>
<th>Link with AP for Ch. 23</th>
<th>Link with the Poznan Declaration</th>
<th>Report for the period October 2020 – April 2021</th>
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<td><strong>Inter-sectoral issues</strong></td>
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<td>1. The Ministry for Human and Minority Rights and Social Dialogue, in line with its competences and in cooperation with all relevant ministries/institutions, will prepare the two-year Action Plan (covering the period 2019–2020) for the implementation of the Strategy for the Social Inclusion of Roma 2016–2025. The Action Plan will be adopted by the</td>
<td>1 March 2020</td>
<td>1.MLEVSA MHRSD</td>
<td>3.8.2.1. 3.8.2.2. 3.8.2.3.</td>
<td>Point 2 Point 4</td>
<td>OC No 1: The Ministry for Human and Minority Rights and Social Dialogue was established by the Law on Ministries (“Official Gazette of the RS”, No. 128/2020). Article 12 of this law prescribes the competences of the Ministry. Pursuant to Article 41 of the Law, the newly formed Ministry took over the tasks from the competences of the Office for Human and Minority Rights, the</td>
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Office for Cooperation with Civil Society, as well as tasks in the field of human and minority rights from the competences of the Ministry of Public Administration and Local Self-Government, and areas of antidiscrimination policy and gender equality within the competences of the Ministry of Labour, Employment, Veterans and Social Affairs.

In accordance with its competences, in the coming period, the MHMRSD plans to revise the Strategy for Social Inclusion of the Roma in Serbia, i.e. draft a new Strategy for Social Inclusion of Roma in the Republic of Serbia for the period 2021-2030, which will be harmonized with the EU Framework for National Roma Integration Strategies until 2030, as well as with other Serbian laws. Furthermore, the preparation of the Action Plan for the period 2021-2024 is planned. (time frame: December 2021)


OC No 1.1.

The Coordination Body for Monitoring the Implementation of the Strategy submits annual reports on the progress of the implementation of the Strategy. The Report on the Implementation of the Action Plan for the implementation of the Strategy for Social Inclusion of the Roma 2016-2025, for 2019, has been created and will be presented at the “National Platform on Roma Integration in the Republic of Serbia” meeting in October.
2. By the end of Q2 2021 at the latest, the Government of the Republic of Serbia will ensure the institutional sustainability of the Coordination Body for Monitoring the Implementation of the Strategy for Social Inclusion of the Roma 2016-2025, with a view to coordinating the work of the government bodies (including the local government units), monitoring the implementation of the Strategy and Action Plan, identifying and resolving problems and providing the necessary support to the responsible entities in a timely manner.

2.1. The Coordination Body will convene regularly, on a needs basis but at least 6 times in a calendar year, and (in compliance with its Rules of Procedure) it will notify the Government of Serbia about the progress in the implementation of the Strategy and Action Plan for Social Inclusion of the Roma.

The Expert Group, whose responsibility is to provide operational support to the Coordination Body and to monitor the work of Roma coordinators and mobile teams in LGUs, will hold meetings on a monthly basis.

2.2. The Social Inclusion and Poverty Reduction Unit and the Office for Human and Minority Rights will support the Coordination Body in the annual monitoring of and reporting on the implementation of the Operational Conclusions for the Period 2019-2021.

OC No 2.2:

The formation of a new Coordination Body for monitoring the implementation of the Strategy for Social Inclusion of the Roma in the Republic of Serbia for the period 2016-2025 is in progress. The Ministry for Human and Minority Rights and Social Dialogue sent the Draft Decision on the Establishment of the Coordination Body to the relevant ministries/institutions for their official opinion. It is envisaged that the president of the coordination body will be the Prime Minister of the Republic of Serbia, Ana Brnabić, and her deputy, the Minister for Human and Minority Rights and Social Dialogue, Gordana Čomić. Professional and administrative-technical support to the work of the Coordination Body will be provided by the Ministry for Human and Minority Rights and Social Dialogue.

OC No 2.
modified third Draft Operational Conclusions to the European Commission on 31 March 2020. The European Commission approved the Draft Operational Conclusions for the Period 2019–2021 on 6 April 2020. Then, the link with the budget of the Action Plan 2019–2020 for the Implementation of the Strategy for Social Inclusion of the Roma was introduced. In line with the European Commission's request, the Serbian and English versions of the document were sent to the Office of the Deputy Prime Minister Ms. Zorana Mihajlović, to be delivered through official channels to the European Commission.

On 6 October 2020, the Coordination Body for Monitoring the Implementation of the Strategy for Social Inclusion of the Roma in the Republic of Serbia submitted the final version of the Draft Operational Conclusions for the period 2019–2021 to the Ministry of European Integration, which forwarded it to the European Commission.
### 3. The Social Inclusion and Poverty Reduction Unit

The Social Inclusion and Poverty Reduction Unit will provide support in the technical maintenance and development of the Database for Monitoring Roma Inclusion Measures at the local level, as a one-stop-shop body for data collection and analysis in priority areas.

#### 3.1. The Ministry of Construction, Transport and Infrastructure

The Ministry of Construction, Transport and Infrastructure will assume ownership of the Database at the latest by Q3 2021. All relevant institutions will ensure the availability of gender-sensitive data disaggregated by national affiliation, and will take action to include the questions regarding national affiliation in the administrative data, in conformity with the law governing personal data protection and with full respect for the right to self-identification.

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<th>3.1. Septemb er 2021</th>
<th>SIPRU</th>
<th>MCTI</th>
<th>SORS</th>
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<td><strong>3.</strong> LGU annual reports for 2020 and 2021</td>
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### 3.8.2.5. Point 2

#### OC No 3:

During April 2021, the Social Inclusion and Poverty Reduction Unit in cooperation with the Ministry for Human and Minority Rights and Social Dialogue realised the process of reporting by towns and municipalities for 2020 through the online Database for Monitoring Roma Inclusion Measures. The Report in the Database for Monitoring Roma Inclusion Measures for 2020 was submitted by a total of 116 local self-government units, and based on the obtained data SIPRU compiled a Review of the Data on Roma Social Inclusion Measures in Cities and Municipalities in 2020, which was published on 24 May 2021 and is available on the Database website: [http://www.inkluzijaroma.stat.gov.rs/](http://www.inkluzijaroma.stat.gov.rs/)


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<th>3.8.2.4</th>
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<td><strong>3.</strong> Annual report for 2020 and 2021 (through the annual EC Progress Report for Serbia)</td>
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### 4. The European Commission

The European Commission will continue to closely monitor Serbia’s efforts to improve the status of the Roma throughout Serbia’s EU accession process, including Roma seminars, the work of relevant subcommittees and activities to monitor the implementation of the Action Plan for Chapter 23 – Judiciary and Fundamental Rights.

#### 4.1. The European Commission

The European Commission will continue to support the implementation of the Strategy Annual report for 2020 and 2021 (through the annual EC Progress Report for Serbia)

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### 4.1. The European Commission

#### OC No 4.

When it comes to monitoring activities in Chapter 23, “Judiciary and Fundamental Rights”, in the first quarter of 2021, a Coordination Body for the implementation of the Action Plan for Chapter 23 (AP23) was established, which is in charge of monitoring the implementation of AP23 and coordinating the work of state bodies in this area. The first meeting was held on 20 April 2021.

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<th>4.1.</th>
<th>The European Commission will continue to support the implementation of the Strategy Annual report for 2020 and 2021 (through the annual EC Progress Report for Serbia)</th>
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for the Social Inclusion of the Roma and its Action Plan, as well as to provide strategic, expert and financial support for initiatives, measures and programmes geared towards further improvement of the position of the Roma in the Republic of Serbia.

4.2. The Government of the Republic of Serbia, the line ministries and the Ministry of European Integration in the capacity of the NIPAC Technical Secretariat and the institution responsible for coordinating the international assistance will endeavour to ensure the continuity of support to the social inclusion of the Roma through the presentation of quality projects focusing on the priority areas of Roma integration.

OC No 4.1. and No 4.2. :

In the period between November 2020 and April 2021, the Ministry of European Integration completed the process of signing the Financing Agreement for the second part of the IPA 2020 Action Programme. The adoption of the programme enabled the financing of the programme aimed at supporting the recovery of the Republic of Serbia from the consequences of the COVID-19 infectious disease through the expansion of previously adopted interventions to prevent the potential effects of the economic recession. In that way, support for employment and employability of Roma men and women was enabled, as well as further development of social and economic infrastructure. The Ministry of European Integration continued consultations within the new IPA multi-annual financial perspective for the period from 2021 to 2027 on the possibilities for supporting employment, social protection and finding housing solutions for the Roma community in the Republic of Serbia. Future key stages in the consultation process are expected in the second half of 2021.

The Standing Conference of Towns and Municipalities (SCTM) provides support to cities and municipalities in the development and implementation of a systemic, innovative and sustainable local framework for the implementation of Roma inclusion policy, within the “EU Support to Roma Inclusion – Strengthening Local Communities towards Roma Inclusion” programme (IPA 2016), financed by the European Union, while the beneficiary is the Ministry of Labour, Employment, Veteran and Social Affairs.

Within the Grant Scheme of the IPA 2016 Programme, the implementation of 36 projects was completed from September 2019 to March 2021. The original plan was to finalize them by December 2020, but in accordance with the situation caused by the COVID-19 pandemic and RS Government measures, the project implementation period was extended until 3 March 2021. The projects aimed to strengthen the position of the Roma population in local communities through the implementation of priority national and local strategic measures in the field of employment, antidiscrimination and promotion of equality of the Roma population.

As part of Lot 1, approx. EUR 1.32 million has been awarded to three groups of activities, as follows: 1) Development of Roma capacities and
competences for entering the labour market; 2) Strengthening the capacities of local governments and local partners from the public, civil and private sectors to design and introduce employment programmes and measures at the local level in line with the needs of local labour markets; and 3) Support to Roma inclusion through inter-sectoral partnership at the local level, including the cooperation with entities from the public, civil and private sectors. The following cities and municipalities received the funds under this Lot: Zemun, Stari Grad, Odžaci, Bač, Vranje, Novi Sad, Smederevo, Vladičin Han, Požarevac, Niš, Novi Pazar, Veliko Gradište, Vršac, Opovo, Novi Beograd, Valjevo, Vrnjačka Banja, Apatin, Bela Palanka, Požega, Crveni Krst Niš, Kraljevo, Zvezdara and Žabalj.

As part of Lot 2, approx. EUR 660,000 has been awarded for project proposals aimed at stimulating local communities’ positive actions towards the Roma population with a view to preventing discrimination, with a particular focus on children and youth at risk of social exclusion, women, and persons with disabilities and elderly persons. The following cities and municipalities received the funds under this Lot: Pirot, Kragujevac, Koceljeva, Prokuplje, Šabac, Bor, Doljevac, Bačka Palanka, Novi Sad, Lebane, Smederevska Palanka and Subotica.

During the reporting period, from November 2020 to April 2021, SCTM continuously monitored the implementation of 36 projects by communicating with the grantees on the daily bases and providing support in project implementation (programme part and financial-administrative part). Since March 2021, support has been provided in the preparation of final reports, narrative and financial, and the final donation instalments are expected to be paid by September 2021, after the verification of final reports, when the analysis of indicators and grant scheme objectives will be completed also.
5. In line with their respective mandates, the **independent bodies** will continue the fight against Roma discrimination, in particular:

a) **The Commissioner for the Protection of Equality** will take actions with respect to individual discrimination complaints;

b) **The Ombudsman** (within the Sector for National Minorities) will maintain records on the number of complaints filed by Roma persons, organise the reception of complaints in substandard settlements and provide counselling services within its Secretariat.

Furthermore, the independent bodies will monitor the number of complaints filed by Roma persons to the Ombudsman and the Commissioner for the Protection of Equality in areas foreseen in the Strategy (education, employment, housing, health care, social protection), as well as the number of implemented recommendations through the regular annual reports for 2020 and 2021.

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<th>OC No 5:</th>
<th>Point 1</th>
<th>3.2.1.6. 3.8.1.2. (point 6)</th>
<th>Ombudsman Commissioner for the Protection of Equality</th>
<th>Annual reports for 2020 and 2021</th>
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| a) In the period November 2020 – April 2020, the Commissioner for the Protection of Equality received a total of 33 complaints of discrimination on the grounds of national and ethnic background, of which 24 referred to members of the Roma minority. We also note that during October 2020, the Commissioner for the Protection of Equality received a total of four complaints regarding discrimination on the grounds of ethnicity, of which three complaints were related to members of the Roma national minority. One of these three complaints was signed by 25 members of the Roma national minority, pointing to discriminatory graffiti directed against the Roma in Kraljevo. In compliance with the Law on the Prohibition of Discrimination, the Commissioner reports annually to the National Assembly on the state of affairs in the field of the protection of equality, which includes the evaluation of the work of public authorities, service providers and other entities, the identified weaknesses and recommendations for addressing them, information about the implementation of laws and other regulations and/or about the need to adopt or amend the regulations in order to implement and enhance the protection against discrimination. All reports of the Commissioner are accessible on the website ravnopravnost.gov.rs.

We note that the Commissioner’s Regular Annual Report for 2020 lists activities such as the research “Roma Community’s Perception of Discrimination” to understand better the situation in the field of discrimination against Roma and other vulnerable groups, as well as the publication in Serbian and Romani “Recognize and Report Discrimination”, which aims to provide basic knowledge about discrimination and protection mechanisms,

b) Between November 2020 and April 2021, the Ombudsman received 14 complaints from Roma persons. In addition to dealing with complaints, the Ombudsman participated as a mediator in the resettlement of 65 families who lived in the informal settlement “Viaduct” in Resnik, situated at the location where the construction of the road route is planned. The majority of the inhabitants of this informal settlement were members of the Roma national minority, and the Ombudsman accepted the role of mediator at the beginning of July 2020, based on a request made by one of the residents. The procedure...
was completed at the beginning of January of this year. In the role of mediator, the Ombudsman, is also monitoring the eviction of the inhabitants of the suburban settlement of Rakovica selo situated at the location where the construction of the route of the international highway E-75 is planned. The Ombudsman accepted the mediating role based on the request made by the residents of this settlement who addressed this independent state body at the beginning of February 2021. The eviction process is in its final stages, but it is not yet completed.
6. The Coordination Body for Monitoring the Implementation of the Strategy for Social Inclusion of the Roma 2016-2025, in cooperation with the line ministries and local government units, will undertake special measures towards ensuring the sustainability of local-level mechanisms, especially the Roma coordinators and the Roma inclusion mobile teams in LGUs.

6.1. The Coordination Body for Monitoring the Implementation of the Strategy for Social Inclusion of the Roma 2016-2025, in cooperation with the Roma National Minority Council and civil society organizations, will launch a campaign to inform the members of the Roma national minority about the Population Census that will be conducted in 2021 and to encourage the Roma to declare their ethnicity in the Census.

As part of the “EU Support to Roma Inclusion – Strengthening Local Communities towards Roma Inclusion” programme (IPA 2016), financed by the European Union and implemented by the SCTM, 10 cities and municipalities (Arandelovac, Bečej, Vršac, Doljevac, Lebane, Loznica, Mladenovac, Pirot, Smederevska Palanka and Surdulica) receive support packages in order to promote the Roma social inclusion. Furthermore, in these cities there are Mobile Roma Inclusion Teams and Local Multi-Sector Coordination Bodies for Monitoring the Roma Inclusion Policy. With the SCTM support these LGUs prepared and adopted Operational Plans for the Mobile Roma Inclusion Teams, where more than RSD 20 million was invested in concrete local actions and inclusion measures (for phases 1 and 2). SCTM provided support to the mentioned LGUs in the preparation of narrative and financial reports for Operational Plans, and assisted the process of amending the Operational Plans so they are in line with the emerging needs of local communities due to the COVID-19 pandemic. The implementation of the Operational Plans for Phase 2 is underway; this phase is being implemented during 2020 and 2021 for 8 local governments, where over RSD 9.5 million have been invested in specific local actions and inclusion measures.

The SCTM provided support in the development of LAPs for the Roma social inclusion for the period 2021-2023 for additional ten local self-government units selected through a public call (Vlasotince, Požarevac, Koceljeva, Niš, Aleksinac, Bor, Kruševac, Sombor, Bela Palanka and Odžaci). In all LGUs, the process of preparation of LAPs has been finalized. The last two-day workshops for drafting LAPs were held in November 2020, in compliance with current epidemiological measures. The work methodology was adequately adjusted, and working groups for the development of LAPs were divided into sectoral units so that the workshops were held according to the principle of working in smaller groups. Focus groups with the Roma community for drafting of LAPs were held in all local self-governments except two (Požarevac and Koceljeva), in which their organisation was impossible due to the highly unfavourable epidemiological situation. By the end of April 2021, eight LAPs were officially adopted by the assemblies of cities/municipalities (Vlasotince, Požarevac, Niš, Aleksinac, Bor, Kruševac, Sombor, and Odžaci) while in the remaining two LGUs (Koceljeva and Bela Palanka) adoption is expected in the coming period.

The Social Inclusion and Poverty Reduction Unit of the Government of the Republic of Serbia supported six LGUs (Novi Sad, Ruma, Surčin, Negotin, Raška and Žitište), selected through a public call, in the development of Local Action Plans. The LGUs were supported by experts in the field of strategic and budget
planning within five organized thematic workshops. In the period November-March, the draft LAPs in all six LGUs were completed, and the process of public discussion and adoption by city/municipal councils is expected in the coming period.

From March to September 2020, the Social Inclusion and Poverty Reduction Unit in cooperation with the UN Human Rights Team implemented the activity “Mapping of Substandard Roma Settlements According to Risks and Access to Rights during the COVID-19 Pandemic”. Mapping included 702 substandard Roma settlements located on the territory of 94 local self-government units with the population of 167,975. The collected data include access to clean water and sewage, health risks in a given epidemiological context, performing activities with increased health risks, as well as access to electricity and sustainable sources of income. Data were obtained from established institutional mechanisms for Roma inclusion at the level of local self-government units and from representatives of civil society organizations. According to the mapping results:

- on the territory of 51 LGUs, 159 substandard settlements do not have access to clean water, or the access is irregular;
- on the territory of 35 LGUs, 64 substandard settlements do not have access to electricity, or the access is irregular;
- on the territory of 82 LGUs, 457 substandard settlements do not have access to sewage, or the access is irregular;
- on the territory of 13 LGUs, 44 substandard settlements do not have access to clean drinking water, electricity and sewage, or the access is irregular;

Mapping of Substandard Roma Settlements According to Risks and Access to Rights during the COVID-19 Pandemic is available at:


The United Nations Human Rights Team and the Social Inclusion and Poverty Reduction Unit of the Government of the Republic of Serbia conducted a study called Impact of the COVID-19 on Vulnerable Groups and Groups at Risk – Causes, Outcomes and Recommendations. The study focuses on the negative consequences of the current epidemic on vulnerable groups and groups at risk and identifies immediate, underlying and structural causes, whose intensification (during the state of emergency) resulted in amplified or new forms of inequalities. The analysis considers outcomes and causes of the social inclusion of the Roma, persons with disabilities, LGBTI people, homeless people, and people living with HIV/AIDS, persons deprived of liberty, youth, human rights defenders and journalists. The results of the research are available at:
The Social Inclusion and Poverty Reduction Unit of the Government of the Republic of Serbia conducted a survey, in cooperation with civil society organizations and the research agency Ipsos, on the consequences of the COVID-19 pandemic on the income and consumption of vulnerable groups. The survey involved 2006 representatives of vulnerable groups (youth, people with disabilities, LGBTI people, the elderly, single parents, the homeless, women victims of violence, internally displaced persons, migrants, as well as 200 Roma households in Vranje and Bujanovac) from eight LGUs in the Republic of Serbia, the survey was realized in the period from July to August 2020. Citizens from vulnerable groups were consulted regarding the observed changes during the COVID-19 pandemic and the expected changes in the future quarterly period on the structure of income and consumption in their household. Apart from that, respondents were asked about the adequacy of the measures taken by the state during the COVID-19 pandemic and the assessment of the necessary measures if the epidemiological crisis continues. An overview of the survey results is available at:


The Ministry for Human and Minority Rights and Social Dialogue team visited fifteen administrative districts of the Republic of Serbia. LGUs belonging to these districts were required to complete a questionnaire on the status of the Roma and employment opportunities in local institutions. Representatives of Roma and non-Roma CSOs also attended these meetings.
7. The Ministry of Public Administration and Local Self-Government will continue to monitor the situation in the field of exercising the right to registration of birth in compliance with the Law on Registries and the Law on Non-Contentious Proceedings, including the number of persons registered in the birth registry. With a view to achieving full coverage, the Ministry of Public Administration and Local Self-Government will monitor the needs and reasons of the citizens who have not been registered in that registry, in cooperation with all relevant ministries/institutions.

7.1. The Ministry of Public Administration and Local Self-Government will form a Task Force to implement the Memorandum of Understanding signed by the Ministry of Public Administration and Local Self-Government, the Ombudsman and the UNHCR. The Memorandum envisages the implementation of activities that will help identify the problems that the Roma are facing in exercising the right to birth registration, in conformity with the law, with a special focus on new-born children.

7.2 The Ministry of the Interior will continue to monitor the situation in the field of exercising the right to apply for citizenship in accordance with the provisions of the Law on Citizenship of the Republic of Serbia, including the registration of citizenship in the birth registry. The Ministry of the Interior will continue to oversee the exercise of the right to permanent residence registration at the address of a centre for social work.

7 Annual reports for 2020 and 2021

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Point 1

Point 1e

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OC No 7.

The Ministry of Public Administration and Local Self-Government monitors, on an annual basis, the state of affairs in the exercise of the right to birth registration. According to the data received from the Administrative Inspectorate, a total of 430 applications for late birth registration were resolved in 2020. Other birth registration cases in that year were completed within the legally stipulated time limit. Moreover, a number of people who could not provide evidence of their birth in administrative proceedings exercised their right to birth registration in conformity with the provision of the Law Amending the Law on Non-Contentious Proceedings (ascertainment of the time and place of birth). After receiving the requested data from the Ministry of Justice, MPSALG will also have data on the procedures for determining the time and place of birth in 2020. Among the mentioned number of resolved cases it is not possible to identify those relating to Roma persons, since the Constitution of the Republic of Serbia guarantees the freedom to express one’s national or ethnic affiliation and no one is obliged to declare their ethnicity against their will, which is why information on ethnicity is not entered in birth records.

OC No 7.1.

For the purpose of the implementation of the new Memorandum of Understanding concluded by the Ministry of Public Administration and Local Self-Government, the Ombudsman and the United Nations High Commissioner for Refugees – Office in Serbia, a Task Force was formed, consisting of the representatives of the signatories, as well as of the relevant institutions competent for the public administration tasks related to civil registries (Ministry of Labour, Employment, Veteran and Social Affairs, Ministry of Justice, Ministry of Health, Ministry for Human and Minority Rights and Social Dialogue, UNICEF in Serbia and representatives of the City Administration of the City of Belgrade). The objective of the Task Force is to devise the best possible solutions and take actions towards ensuring the exercise of the right to birth registration by persons who could not do that so far, with a special focus on new-born children, in order to prevent the risk of statelessness. At the first meeting, held in early 2020, the Task Force considered the optimal modalities for identifying the persons whose birth is not registered, who now appear as sporadic individual cases. After the lifting of the state of emergency, and respecting all Government recommendations related to the prevention of the spread of the COVID-19 virus, the Task Force has resumed its activities. In order to implement the Memorandum, several meetings were held to prepare a document/instruction that will contribute to more efficient actions of all participants in the process of registering the birth of a child in cases when a child is born to parents who do not have personal documents, aiming to
7.3. The Ministry of Justice, in cooperation with other relevant ministries/institutions, local government units and civil society organizations, will ensure unhindered implementation of the Law on Free Legal Aid, passed by the National Assembly of the Republic of Serbia in 2018, as well as its close monitoring based on annual reports.

enable the entry of the fact of the child’s birth in the birth register. In this regard, on 16 December 2020, the Minister of Public Administration and Local Self-Government, the Minister of Interior, the Minister of Health and the Minister of Labour, Employment, Veteran and Social Affairs issued an Instruction for dealing with the cases of birth of a child whose parents do not have personal documents, enabling registration in the birth register. This Instruction guides the actions of all relevant participants in the process (authorized persons from health care institutions, registrars, police officers, as well as employees in the centres for social work) who act on the principle of the best interests of the child, urgency and cooperation, in order to ensure the legality of the procedure and enable the exercise of the child’s right to registration in the birth register. Also, one of the basic principles is determining mother’s identity before she has been discharged from the health institution where the child was born, and informing her about the manner of exercising the right to registration in the birth register and obtaining personal documents.

Furthermore, within the implementation of the Memorandum of Understanding, six online round tables are planned to be organised from the end of April to the end of September 2021, with the aim of harmonizing the practice and coordination of all participants in the process of exercising the right to birth registration. The first round table, held on 23 April 2021, was attended by over 100 participants - authorized persons in maternity hospitals who work on the registration of the birth of a child, registrars, police officers, employees in social work centres, free legal aid providers and commissioners for refugees.

During the COVID-19 pandemic, MPSALG launched an initiative to promote vaccination and specifically include the Roma population in the Republic of Serbia. In this regard, a dialogue has been established with the Roma community, including Roma leaders, Roma doctors and other health professionals, both online and in the field, to agree on the best way to familiarize as many Roma residents as possible with the application process for vaccination through the e-Government portal and the call centre.

In the coming months, the plan is to install, in cooperation with local self-government units, registration stands with mobile teams that will provide support to the residents in substandard settlements. This activity was started by the ministry on 15 March 2021 and is expected to be implemented in 29 cities and municipalities covering 124 Roma substandard settlements with the estimated population of 70,000 Roma.

Furthermore, online conferences were organized where epidemiologists answered questions from the Roma community, after which the necessary information and good
recommendations were received to better implement the mentioned activity and to give better instructions to cities and municipalities on how to establish cooperation with the Roma community on this issue. The ministry appealed to all cities and municipalities not to turn off the electricity during the pandemic and to provide access to drinking water in substandard settlements.

**OC No 7.2**

From 01 November 2020 until 30 April 2021, according to the Rulebook on the form of registration of residence at the address of an institution, i.e. the centre for social work, the Ministry of Interior determined the residence of 130 persons, most of whom live in informal settlements, at the address of the competent centres for social work, after which they were issued personal documents.
In the reporting period, the total number of submitted requests for free legal aid was 6883, while the number of approved requests was 5367. The municipal free legal aid service provided the necessary free legal aid to most users, while 954 users were referred to lawyers. The data indicate that about 80% of the requests have been approved. Legal areas in which free legal aid was most often requested were civil proceedings and administrative proceedings, especially divorce, alimentation, entrusting custody of children, while in criminal proceedings, the most often mentioned was free legal aid for victims of domestic violence.

Out of the total number of LGUs (164\(^1\)), the report was not submitted by 58 LGUs, of which 41 LGUs have never submitted a report, while 17 LGUs have previously submitted reports. If data by groups are observed, for the city of Belgrade, all city municipalities submitted data, except for the municipality of Stari Grad. Other cities submitted reports, except Smederevo, Loznica, Novi Pazar and Prokuplje. Sremska Mitrovica, Smederevo and Leskovac previously submitted data but did not submit an annual report in this reporting period.

The Bečej municipality submitted a particularly high-quality report, which gave an overview of the age structure and gender of beneficiaries, legal areas in which free legal aid was provided, as well as information on the campaign conducted by the LGU to inform citizens.

The number of requests for free legal aid in the form of support of a notary public or mediator in resolving disputes is still insignificant, therefore the total number of approved requests or users referred to a notary public or mediator in resolving disputes is 192, while the number of approved requests is 76. This fact points out that in the next cycle of training, it is necessary to pay attention to these areas and conduct a campaign aimed at informing citizens about the possibilities of using this form of free legal support. Also, the data on referral to mediation through the Law on Free Legal Aid indicates that it is necessary to inform citizens, and employees of local self-government units, about the possibilities of resolving disputes through mediation, which would reduce the number of court proceedings and speed up the resolution of disputes.

When it comes to forms of free legal aid such as legal advice and free legal support that are not subject to approval, the data indicate that the number of beneficiaries provided with legal advice was 19,836, while the number of beneficiaries provided with general legal information was 9745 and beneficiaries provided assistance with filling out forms was 1913. It is important to note here that these are registered

\(^1\) This number also includes city municipalities in Niš. The City of Niš submitted consolidated data for all municipalities, while one municipality submitted its own data.
users, while a large number of LGUs state that they provide these types of legal assistance and support to all citizens who apply. In the first quarter of 2021, the Ministry of Justice and the Serbian Bar Association discussed the idea of improving bylaws and specifying certain procedures. Also, the Ministry of Justice will develop an improved model of reporting forms that will enable the diversification of certain groups of free legal aid beneficiaries.
### Education

<table>
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<tr>
<th>8. Increased preschool education coverage of Roma children aged 3 to 5.5 will be ensured by monitoring the implementation of the Rulebook on Detailed Conditions for Setting Priorities in the Enrolment of Children in Preschool Institutions (Official Gazette of the Republic of Serbia, No 44/2011), by improving the coordination and cooperation among relevant stakeholders (Ministry of Education, Science and Technological Development, Roma National Minority Council and local government units), and through enhanced awareness raising of the Roma community via:</th>
<th>MESTD</th>
<th>Point 1. Point 5</th>
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<td>a) awareness-raising campaigns at the national and local levels about the significance of early childhood development, the preschool programmes and the parents’ role in the development and education of children;</td>
<td>3.8.2.20</td>
<td>OC No 8:</td>
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<tr>
<td>b) information campaigns at the national and local levels about the services provided by local governments regarding early childhood development (including the services in the areas of health care, nutrition, early screening for developmental disabilities, social protection and early learning);</td>
<td>Q2 2020, Q2 2021</td>
<td>The results of the measures for increased preschool education (PSE) coverage of the children from vulnerable social groups are as follows:</td>
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<tr>
<td>c) stimulation of local governments to finance various programmes to increase the coverage of children by preschool programmes at the age of 3-5.5 years;</td>
<td>Q2 2020</td>
<td>- Affirmative enrolment in preschool education is actively used;</td>
</tr>
<tr>
<td>d) giving recommendations to local governments to provide subsidies to children</td>
<td>Q2 2021</td>
<td>- The statutory Preparatory Preschool Programme (for children aged 5.5–6.5 years) covers 80% of Roma children;</td>
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</table>

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**OC No 8:**

The results of the measures for increased preschool education (PSE) coverage of the children from vulnerable social groups are as follows:

- Affirmative enrolment in preschool education is actively used;
- The statutory Preparatory Preschool Programme (for children aged 5.5–6.5 years) covers 80% of Roma children;
- Within the “Inclusive preschool education” project implemented with the support from the World Bank in the period 2019–2022, a training was created to enable directors of preschool institutions to take the license exam (component 2 of the project). With this project, 128 directors of preschool institutions (PI) completed the license exam training.
- Through the third component of the project, a grant programme is being implemented, which includes providing support to children and families from vulnerable social groups through intersectoral cooperation at the local level. Financial support was provided to 34 LGUs based on local project proposals. In this way, 4,400 children from vulnerable groups, up to 6.5 years old and their parents (including Roma families), will have direct benefits. In a year and a half of programme implementation, over 2,500 children from vulnerable groups have been included in the PSE system through regular or flexible programmes.
- The project “Support to the Preschool Education System Reform in Serbia” (SUPER - IPA 14, project value: EUR 874,000) aims to strengthen professional capacities of local self-government units for planning and management of preschool education; strengthen professional competencies of PI practitioners for quality inclusive preschool education, as well as improve legislative framework related to preschool education, in accordance with the Law on the Fundamentals of the Education System, the Law on Preschool Education and the Fundamentals of Preschool Education Programmes. Activity planning and work modalities are adapted to the situation caused by COVID-19. In the reporting period, the following activities were implemented:
  - 17 training courses were organised for educators from 23 PI, 446 educators participated:
  - The application for electronic pedagogical documentation and the Instruction for the use of the application for electronic pedagogical
from vulnerable groups, especially Roma children, in the maximum amount stipulated by law, i.e. up to 80%.

- The WANDA training programme (3 + 2) was developed and submitted;
- The Instruction for the development of the preschool program was adopted;
- The Rulebook on Standards of Professional Competencies for professional associates working in preschool institutions and their professional development ("Official Gazette of the RS – Education Gazette" No. 3/2021).

9. The Ministry of Education, Science and Technological Development will ensure the increased enrolment of Roma children in primary schools and the preparatory preschool programme (PPP) by 20% (a gradual 10% increase in each school year), by the school year 2020/2021, through:

   a) the work of pedagogical assistants (PA) for Roma children and students who need additional learning support, the support to parents in the process of children’s enrolment in PPP and primary schools and the collection of information through regular annual reports on the work of PA;

   b) continuous information campaign at the national and local levels aimed at raising the awareness of the Roma community about the

The MESTD estimates (it is an estimate because declaring one’s ethnicity is not compulsory) that the primary education coverage of Roma children has increased.

According to the new MICS 6 survey (2019), 74.1% of Roma children aged 5 attend PSE (51 male, 49 female). While the preparatory preschool programme (PPP) is attended by 79.8% of Roma children (52 male, 48 female). As reasons for not attending the compulsory PPP, MICS 6 respondents stated: 31.5% did not know it was compulsory; 6% the institution was at full capacity; 8% live far away and no transportation is provided; 27.7% high attendance costs (transportation, clothing, footwear, books). With regard to primary schools, 85.4% of Roma children are enrolled (49% male, 5% female), of whom 80.8% attended PPP; the gross enrolment rate in the 8th grade of primary school is 62%, while the primary school completion rate is 63.7%.

The rate of transfer to secondary schools for Roma students is 52.6%, while the secondary school completion rate is 61%.

A number of support measures continue to be implemented, such as affirmative enrolment in primary schools even without documents. The drop-out was
significance, rights and obligations in relation to attending the PPP;
c) the creation of a fact sheet/brochure/leaflet with the relevant information regarding the process of children’s enrolment in the preparatory preschool programme, which will be distributed to interested families by relevant local institutions.

reduced by 7%, and an instrument for recognizing students at risk of early school leaving (EWIS) was created. Within the project “EU Support to Roma Students for Continuing Secondary Education”, an Instruction for the Prevention of Early School Leaving with Recommendations and Proposals for Measures to Prevent Drop-outs is being created. This document is being prepared by the Institute for the Evaluation of the Quality of Education and Upbringing, based on empirical data and analysis of existing studies and research in education related to drop-out and early school leaving. Based on the qualitative analysis, a list of specific measures, proposals, activities and actions that can be applied to this topic in primary and secondary schools was established.

The amendments to the Law on the Foundations of the Education System, referring to the improvement of the education of migrant students and the students who do not speak the language of teaching, such as the returnees under the readmission agreement, introduced the option to study Serbian as a foreign language. The amendments to the Law on the Foundations of the Education System also provide for the possibility of more detailed regulation of the adaptation of education curricula in schools for students with disabilities.

In cooperation with UNICEF, the MESTD initiated and implemented a series of measures aimed at supporting the education of children and students from vulnerable social groups:
- Provision of ToyBox packages (3000 pieces) for the poorest families (including Roma families that lived in informal settlements), the children in foster families and social protection institutions; the package consists of 15 items, toys and didactic materials for children aged 1–10 and is designed to support joint activities of children and adults and stimulate learning through playing. The information sheet distributed with the ToyBox was also translated into Romani.
- A play corner has been created on the UNICEF website: https://www.unicef.org/serbia/kutak-za-igrku where children can find game ideas and an invitation to join the campaign #LearningAtHome or #Kutakizaigrku, as well as information about programmes available on the national TV channels (RTS).

| 10. The Ministry of Education, Science and Technological Development will monitor the implementation of the Rulebook on the Pedagogical and Andragogy Assistants, which specifies pedagogical assistants’ job descriptions, educational |
|---|---|---|---|
| 10 a). August 2020 | MESTD | 3.8.2.13. 3.8.2.14. 3.8.2.15. 3.8.2.16. | OC No 10. |
| August 2021 |  |  | The Rulebook on the Pedagogical and Andragogy Assistants has been adopted (“Official Gazette of RS”, No 87/2019), which specifies pedagogical assistants’ (PA) job description, required educational level, professional qualifications, additional knowledge / examinations / work experience. The Rulebook specifies |
background / professional qualifications, additional knowledge / examinations / work experience, by means of:

a) enhancing the competences and increasing the number of PA in educational institutions, in accordance with the available resources and needs;

b) establishing mechanisms to monitor the work of PA (introduction of activity logs, reporting), which will enable the collection of data on Roma children and students’ educational achievements;

c) aligning the Rulebook on the Pedagogical and Andragogy Assistants with other bylaws.

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<th>10. b) June 2020</th>
<th>10. c) Q4 2020</th>
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that the PA for Roma children and students in need of additional educational support should provide assistance and additional support to groups of children and students in an institution, as well as assistance and support to teachers, preschool teachers and specialist staff in curricular and extracurricular activities, in order to promote their work with support in the education process. Furthermore, the PA for Roma children and students in need of additional educational support should actively and continuously cooperate with the parents of children and students and/or other legal guardians, with a view to empowering the families and improving the social and emotional status of the children and students in the institution. The Rulebook also stipulates the PA participation in the institution’s professional bodies – the educational, staff and class councils, the professional councils of groups of related subjects, the development planning board, the school curriculum development board, the pedagogical council, the team for additional support to children/students and trainees, the functional adult primary education staff, the team for protection against discrimination, violence, abuse and neglect, the inclusive education team and other teams. Pedagogical
10.1. The Ministry of Education, Science and Technological Development will monitor the implementation of the Rulebook on the Action of Institutions in Case of Suspected or Determined Discriminatory Conduct and Offence to Reputation, Honour or Dignity (Official Gazette of RS, No 65/2018) through:

a) training of educational workers in Rulebook implementation;
b) monitoring of the reports on discriminatory conduct as per the Rulebook.

assistants report on their activities to the school principal on a biannual basis. The school’s annual work plan includes the description and structure of the PA’s activities and duties for the current academic year. The reports on the work of pedagogical assistants are incorporated in the institution’s annual reports.

In order for the conditions from the Rulebook on Pedagogical and Andragogy Assistants to be applied, the ministry prescribed the criteria for financing the work of both assistants. On the recommendation of the National Council of the Roma National Minority, amendments to the Rulebook were adopted, which refer primarily to the standardization of the work of pedagogical assistants who provide support to Roma students, who need additional support in education. They can be engaged only when there are at least 20 students who need additional support in education, based on the decision of the pedagogical board. The Pedagogical Board makes the decision based on the recommendation of the Team for Inclusive Education at the level of the institution. The pedagogical assistant who provides support to Roma students achieves the full working norm in working with 35 students who need additional support in education.

The working norm of pedagogical assistants decreases and increases in percentage in relation to the number of students for whom they are hired according to the principle of proportionality. The ministry approves hiring of pedagogical assistants for schools that are introducing a pedagogical assistant for the first time in accordance with the above criteria in terms of the number of students, according to the order on the ranking list, and up to the amount of funds provided in the budget of the Republic of Serbia for that purpose.

The Rulebooks were published in the “Official Gazette of the RS”, No 115/20 from 11 September 2020, and they can be found on the following links:
http://www.pravno-informacioni-sistem.rs/SIGlasnikPortal/eli/rep/sgrs/ministarstva/pravilnik/2016/73/6/reg for primary education, and

In the academic year 2020/21, a total of 260 pedagogical assistants were hired - 219 in primary schools and preschool institutions, local self-governments finance 41 assistants. The Rulebook on Pedagogical and Andragogy Assistant has created conditions for the continuation of work on expanding the PA network. A solution is being devised for hiring 15 new PAs to provide assistance
and additional support to a group of Roma children and students for the new 17 primary schools. In its budget for 2021, the ministry provided training funds for 230 pedagogical assistants for children and Roma students who need additional support in education.

OC No 10.1.

In cooperation with the Working Group of the Government of the RS for the suppression of violence in schools, the National Platform “I keep you safe” was created, which contains various educational materials for teachers, parents and students in the field of prevention of violent and risky behaviour, https://cuvamte.gov.rs/. The platform started working in March 2021, and the update of educational material will be done continuously. A video training was prepared to connect the amendments made to the Rulebook on the Protocol of Actions in Institutions in Response to Violence, Abuse and Neglect, which came into force in August 2020, with existing resources (Guide for schools “Towards a safe and stimulating school environment”, Guide for preschool institutions “Kindergarten as a safe and stimulating environment for teaching and development of children”). In its budget for 2021, the ministry provided training funds for 300 teachers, professional associates, educational advisors and educational inspectors for the prevention of discrimination in education.
11. The Ministry of Education, Science and Technological Development will provide effective and efficient mechanisms to prevent early school leaving by Roma children, through:

a) identification of risks and development of the early school leaving prevention plan;

b) creation of support measures for students at risk of dropping out;

c) ensuring regular school attendance and the monitoring of educational achievements of Roma children, in particular girls, especially when transitioning from fourth to fifth grade, by stipulating the responsibility of parents and schools to monitor and react in cases of early school dropout, in cooperation with centres for social work.

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<th>Point</th>
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<td>11. b)</td>
<td>Q4 2020</td>
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<td>11. c)</td>
<td>Q2 2021</td>
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A tool for recognising the pupils at risk of early school leaving has been created (EWIS) and training in the application of this tool has been provided. Since there is 7.8% of students from vulnerable social groups in the education system (students belonging to the Roma national minority, students with disabilities and students from socio-economically low-income families), in response to the COVID-19 crisis, support was provided during distance learning through individualization measures and procurement of equipment in cooperation with various donors. Through the project “Bridging the Digital Divide for the most Vulnerable Children”, which MESTD is implementing in cooperation with UNICEF, and with the financial support of the European Union, over 2000 devices have been provided for 30 most vulnerable schools in which Roma students are educated, of which 1890 tablets 63 per school for student use, as well as at least 1 to 3 laptops for each of the selected 30 schools. Apart from that, laptops were delivered to schools where PAs are engaged (at this time 182 PAs), while 250 computers were obtained (for PAs that will be engaged in the meantime), to provide better access to distance learning for Roma students. The project will also provide 96 hours of training for each of the 900 teachers, schools will receive funds (EUR 5,000) for the formation of Learning Clubs where children will be able to access online learning in a way they are not able to do at home. Psycho-social support in select schools is also planned. With the support of the Roma Education Fund and the Open Society Foundation, 550 IT devices were provided and allocated to schools where Roma students are educated.
12. As of the school year 2019/2020, the Ministry of Education, Science and Technological Development will provide (through the IPA 14 project) secondary-school student scholarships for all Roma students with an average grade of 2.0 to 5.0. The support system will include the active involvement of Roma parents and the Roma National Minority Council.

The Rulebook on Pupils' and Students' Scholarships and Loans has been amended by the removal of the school performance criterion for Roma students.

12.1. The Ministry of Education, Science and Technological Development will develop a mentoring system for Roma secondary-school students with the aim of reducing the drop-out rate in secondary education, with a particular focus on the education of Roma girls.

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<th>12.) 12.1.)</th>
<th>MESTD</th>
<th>Point 1</th>
<th>OC No 12.</th>
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<tr>
<td>November of the academic year 2019/20</td>
<td>3.8.2.17.</td>
<td>3.8.2.22.</td>
<td>The Rulebook on Pupil and Student Scholarships and Loans (Official Gazette of RS, Nos 46/10, 47/11, 56/12, 75/13 and 111/17) has been amended with the introduction of less stringent criteria for vulnerable social groups; in particular, the school performance criterion has been removed for Roma students, students without parents and students with disabilities.</td>
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<td>November of the academic year 2020/21</td>
<td>3.8.2.24.</td>
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<td>Since the academic year 2019/20, MESTD has been implementing a competition for the award of scholarships to Roma secondary education students - project titled “EU Support to Roma Students for Completing Secondary Education”. During the academic year 2020/21, 508 scholarships were awarded from the national budget, and 705 from an IPA 2014 project.</td>
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</table>

**OC No 12.1.**

The MESTD is continually implementing a series of support measures to increase the coverage of Roma students in secondary education:
- Through affirmative actions, 12,427 students (of which 56% girls) enrolled in secondary schools.
- For the academic year 2019/20, 503 scholarships were awarded from the national budget, and 704 from an IPA 2014 project. In the last five academic years, 4,212 scholarships have been awarded to Roma students, of which 65% are girls.
- According to data from the new MICS 6, 27% of Roma girls and 50% of Roma boys attend secondary schools.
<p>|   | The Coordination Body for Monitoring the Implementation of the Strategy for Social Inclusion of the Roma 2016-2025 will propose the enrolment without quotas for all Roma students who have completed four-year secondary schools and passed entrance examinations to higher education institutions founded by the Republic of Serbia by the beginning of the academic year 2020/2021. | May 2020 | Coordination Body RNMC | 3.8.2.21. OC No 13. | During the second session of the Coordination Body for Monitoring the Implementation of the Strategy for Social Inclusion of the Roma 2016-2025, held on 24 April 2018, the members of the Body and expert groups discussed affirmative actions for enrolment of Roma students in colleges and universities in Serbia. In particular, one of the items in the agenda was the initiative to abolish the quota for affirmative actions in colleges and universities for Roma students. At the 6th session of the Coordination Body for Monitoring the Implementation of the Strategy for Social Inclusion of the Roma 2016-2025, held on 7 October 2020, an increase in the quota for enrolment of Roma students in colleges and universities was initiated (to a minimum of 3%). |
|---|---|---|---|---|
| 14. The Ministry of Education, Science and Technological Development will provide scholarships, accommodation and food in student dormitories for Roma students under less stringent criteria, on grounds of their social vulnerability. | The beginning of academic year 2019/20 | MESTD | 3.8.2.21. OC No 14. | Competitions have been conducted for accommodation of pupils and university students in the student dormitories. Roma school and university students have applied for accommodation in the dormitories partially under the regular procedure, and partially under a special procedure that envisaged lower criteria namely: 35 girls and 26 boys in pupil standard institutions and 24 girls and 30 boys in student standard institutions. The competition for the allocation of loans and scholarships from the RS budget awarded 508 scholarships for Roma pupils, and 108 Roma higher education students exercised the right to a student scholarship. With the project “EU Support to Roma Students for Completing Secondary Education” 503 scholarships were awarded to Roma pupils for the academic year 2019/20. Following the competition for the award of scholarships to Roma students, 705 scholarships were approved from the IPA 2014 project “EU Support to Roma Students for Completing Secondary Education” for the academic year 2020/21. |</p>
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<td>15.</td>
<td>The Ministry of Education, Science and Technological Development will revise existing and adopt new procedures for adult education that will contribute to a further increase in the coverage of Roma adults, through the implementation and monitoring of the new Rulebook on the Pedagogical and Andragogy Assistants.</td>
<td>15.</td>
<td>Q4 2020</td>
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<td>15.</td>
<td>Labour market training will be delivered in cooperation with the National Employment Service and the Institute for the Improvement of Education (publicly recognized provider of accredited vocational training programmes), under more favourable conditions for Roma candidates, focusing on the greater coverage of Roma women (about 40%).</td>
<td>15.1</td>
<td>Q2 2021</td>
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<td>3.8.2.25. / OC No 15.</td>
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The Rulebook on Upper Secondary School Enrolment provides for facilitated enrolment of school students above 17 years of age, adults who completed the functional primary adult education and Roma students in the desired secondary schools.

In the academic year 2020/21, a total of 6,156 students enrolled in the primary adult education programme, and of that number, 5,107 are from the Roma population (the share of the Roma population in the total number of students is almost 83%). In terms of cycles, the share of the Roma population is 94% in the first cycle, 80% in the second cycle and 78% in the third cycle. It is noticeable that the share of the Roma population in the total number of participants increases from year to year, which is a result of measures applied in attracting, motivating and including the Roma in all levels of education within the education system in the Republic of Serbia.

Penitentiary Institutions and Educational Correctional Homes are planned to include 404 participants in the Functional Primary Adult Education programme, of which 308 are members of the Roma population. Here, the share of the Roma population in the total number of participants is slightly lower than in the general population (76%). In the academic year 2020/21, 1818 Roma persons (78% of the total number of students) were included in the third cycle, and it is expected that 92% of students from the third cycle will take the final exam. The Ministry of Education, Science and Technological Development has taken steps to improve the organization of the final exam in schools that implement the Functional Primary Adult Education programme so that students will take the final exam in satellite classrooms, where they attend classes, and not only in central schools, which is why a higher turnout percentage is expected than in previous years.

In accordance with the Rulebook on Amendments to the Rulebook on the Final Exam Programme in Primary Education (“Official Gazette of RS - Education Gazette” No. 1/11, 1/12, 1/14, 12 / 14, 2/18, 3/21) the final exam for adults in this academic year will be realized in one day, and adults will take a single test, developed in accordance with the general standards of achievement for primary adult education (“Official Gazette of RS - Education Gazette” No. 13/13), it is expected that this measure will also contribute to a more successful realization of the final exam for adults, and especially for adult students belonging to the Roma national minority.
Regarding the informal adult education, out of 225 applications for the accreditation of publicly recognized training providers (PRTP), the procedure was completed for 55 providers in this reporting period and they received accreditation decisions from the ministry, valid for 5 years.

Support was provided to Career Guidance and Counselling (CGC) teams in vocational schools offering dual education curricula, in order to upgrade their skills for supporting Roma students, prevent drop-out and facilitate their school to work transition. Support was also provided to the enhancement of existing and the development of new CGC programmes for unemployed youth outside the education system, as well as for youth from vulnerable groups.

In the academic year 2020/21, 32 andragogy assistants were hired in 31 schools.
16. The Department for Romani Language at the Faculty of Philology of the University of Belgrade will develop and deliver syllabuses in order to provide continuous education of prospective teachers, allowing them to engage in educational and scientific research activities that contribute to the development of the Romani language and culture. This activity will be conducted in cooperation with the Roma National Minority Council.

16.1. The Ministry of Education, Science and Technological Development will initiate the launch of the Romani language departments at the University of Niš and the University of Novi Sad.

16.2 The Institute for the Improvement of Education will continue promoting diversity and interculturalism, among other ways by including topics related to Roma history and culture in didactic units.

16. Q2 2021
16.1. Q3 2021
16.2 Annual reports for 2020 and 2021

MESTD Coordination Body
RNMC

3.8.2.27. / 3.8.2.28.

OC No 16.

The Social Inclusion and Poverty Reduction Unit has published the book Romology, by Rajko Đurić. The book represents the efforts of the author to promote this important interdisciplinary field and it is intended equally for the Roma and non-Roma community. In addition to the term, definition and development of romology as a scientific discipline, the book elaborates on the culture, identity, history (where an important place is reserved for the Roma holocaust), grammar and standardisation of the Romani language. Romology will be used as higher education textbook, the first of its kind, at the “Mihajlo Palov” Preschool Teacher Training College in Vršac, where classes are held in Serbian, Romani and Romanian language. With its comprehensive approach and analysis of various aspects of Roma life, this book represents a valuable starting point for research that could be of particular use as part of the academic programmes of higher education institutions in Serbia. The book was printed in Serbian language in 500 copies, and the online edition is available at: http://socijalnoukljucivanje.gov.rs/wp-content/uploads/2021/02/SIPRU-Romologija.pdf

The English online edition of Romology is also being prepared.

In the academic year 2020/21, 2,467 students (1163 girls, 1304 boys) in 68 schools voted to attend the elective course Roma Language with Elements of National Culture.

As a way of enhancing Roma education and promoting the elective course Roma Language with Elements of National Culture, under the agreement between the MESTD and the “Mihajlo Palov” Preschool Teacher Training College, the graduate students who studied in the Romani language can still get certificates of Romani language knowledge according to the curriculum under which they studied and graduated. In practice, this means that graduates can also teach the elective course Roma Language with Elements of National Culture. The certificate is issued by the college registrar's office, while the MESTD regularly notifies schools, via school administrations, about the teachers that can be hired to teach the Roma Language with Elements of National Culture. Currently, 55 teachers of the Romani language are hired.
17. By the end of Q2 2021, the Ministry of Education, Science and Technological Development will have defined the models for monitoring the impacts of affirmative actions on the pre-university and university education of the Roma national minority, through the collection of data on enrolled students and the continuous impact analysis.

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**Q2 2021**

| MESTD | 3.8.2.17. 3.8.2.24. |

**OC No 17.:**

Articles 175 and 176 of the Law on Foundations of the Education System ("Official Gazette of RS", No 88/2017, 27/2018 - amended by another law, 10/2019, 27/2018 - amended by another law, and 6/2020) stipulate the establishment of the Education Management Information System (EMIS) and the introduction of education identification numbers (EIN) assigned to individuals for the entire duration and all levels of their formal education, serving as reference for linking all information about a child, student or adult inside the EMIS.

The EIN is a unique 16-character personal reference assigned to children, students and adults through an automated EMIS procedure, at the request of an education institution, at the moment of their first enrolment in the institution. This mechanism will enable the tracking of the child’s progress in the system, and monitoring of the impacts of affirmative and other support measures. The Rulebook on EIN has been adopted, and the Working Group continues to develop the Rulebook implementation system. This will enable the tracking of the beneficiaries of affirmative actions in the system.

During the 2020/21 academic year, 1894 Roma students were enrolled in secondary schools through affirmative action. So far, 1,743 students have been enrolled in higher education institutions through affirmative measures (51% are girls); during the 2019/20 academic year 120 Roma students were enrolled (58 male, 62 female). Also, 10% of places have been set aside for users of affirmative measures for accommodation and meals in student dormitories. The share of higher education in the Roma community ranges from 1.5% to 2%.
18. The Ministry of Labour, Employment, Veteran and Social Affairs, in collaboration with the National Employment Service and other relevant institutions, will actively monitor, implement, improve and promote policies and measures aimed at increasing Roma employability and employment, in particular: subsidies for hiring hard-to-employ persons, public works, traineeship, internship, self-employment, functional adult primary education and training at employer’s request.

18.1. Concrete actions will include special open calls for the award of self-employment subsidies to the Roma, in conjunction with the provision of long-term monitoring and mentoring, as well as the modification of subsidy award criteria to suit the capabilities of the Roma community, in accordance with the available budget for active labour market measures and targeted programmes linking education (vocational and academic) to concrete employment opportunities.

18.2. Organise on-the-job training, internships and other types of work experience programmes for the young Roma in national and local institutions.

| 18. February 2020 February 2021 | MLEVSA NES Coordination Body | 3.8.2.30. 3.8.2.31. 3.8.2.35. | OC No 18.

During 2020, active employment policy measures covered 3,264 unemployed Roma persons (1,534 women), which represents a share of 5.02% of the total number of unemployed persons included in the measures. Active job search measures included 1,583 unemployed Roma (739 women), additional education and training programmes 759 unemployed Roma (465 women), employment subsidy programmes 597 unemployed Roma (230 women), while the public works programme covers 325 unemployed Roma, of whom 100 are women.

If the support of the IPA 2013 programme is taken into account, active employment policy measures cover a total of 3,265 unemployed Roma persons (1,534 women).

In the period January-March 2021, 814 Roma persons (381 Roma women) were included in the active job search measures, of which two persons were included in the Wage Subsidy Programme for Persons with Disabilities without Work Experience, one person in the Youth Employment Support Programme “My first salary ”, one person in training for the labour market from IPA 2013, while two persons were supported through measures that are implemented based on agreements on technical cooperation with local self-government units.

Also, according to the Action Plan, local self-government units had the opportunity to submit a request to the NES to participate in the financing of employment action plan (EAP) measures envisaged by local planning documents in the field of employment by 5 May 2021. An analysis of the submitted requests is in progress.

The programme that promotes youth employment called “My First Salary” is a programme which represents an additional intervention support aimed at activating young people in the labour market and providing opportunities for acquiring additional knowledge, skills and competencies for independent work. This programme was established by the RS Government Decree from 13 August 2020. The programme aims to provide training for 10,000 people, up to 30 years of age, with secondary and higher education, which will prepare them for independent work. These persons are registered as unemployed in the NES register and they do not have previous work experience, i.e. their work experience is shorter than this programme (9 months). The programme is implemented with employers from the private or public sector. The right to participate in the programme is also exercised by associations with the status of legal entity, i.e., registered in the register of the
Business Registers Agency. For the realization of the programme, the NES has published a public call on 17 August 2020. From November 2020 until April 2021, 36 Roma persons (22 Roma women) were included in the “My First Salary” programme.

To improve employability and further support the improvement of the position of unemployed persons on the labour market, in February 2021, the Government of the RS, based on the proposal of MLEVSA, adopted the Employment Strategy in the Republic of Serbia for the period 2021-2026. This strategy sets as a general goal the establishment of stable and sustainable employment growth based on knowledge and dignified work. The Action Plan for the period 2021-2023 for the implementation of the Employment Strategy in the Republic of Serbia for the period 2021-2026 was adopted in March 2021. It identifies specific activities that need to be implemented within the reference measures or specific objectives.

Regarding Measure 2.7, which refers to Improving the position of unemployed Roma men and women in the labour market, five activities have been defined that should contribute to the improved status of unemployed Roma men and women in the labour market and their participation in active employment policy measures.

1. Inclusion of unemployed Roma in the measure Functional Primary Adult Education;
2. Inclusion of unemployed Roma in motivational-activation training courses;
3. Reaching and informing the Roma about NES measures and services;
4. Inclusion of Roma persons, who are vulnerable in multiple ways, in the package of measures;
5. Encouraging entrepreneurship with additional support and mentoring.

The Action Plan defines the categories of hard-to-employ persons who will, in the projected three-year period, have priority when joining active employment policy measures (including unemployed Roma men and women). Furthermore, the measures of the active employment policy that will be implemented have been determined, including the priority target groups.

In accordance with the Action Plan, the National Employment Service announced public calls and competitions for the implementation of measures on 2 April and 11 May 2021. Having in mind the above, during the first quarter of 2021, unemployed persons (including Roma men and women)
were primarily users of services from the set of measures for active job search, while the effects of inclusion in “financial” measures can be analysed starting from the third quarter of 2021.

**OC No 18.1.**

On 2 April 2021, the NES published a special Public Call for unemployed Roma persons for the award of subsidies for self-employment in 2021. The deadline for submitting applications along with a business plan was 17 May 2021. During 2020, 202 persons (75 women) from the category of unemployed members of the Roma national minority were supported through the Subsidy for Self-Employment programme.

**OC No 18.2.**

When it comes to the inclusion of unemployed Roma men and women in additional education and training programmes aimed at gaining work experience and training for independent professional work, during 2020:

- 10 Roma persons (9 women) were included in internship programmes;
- 43 Roma persons (22 Roma women) were included in internship programmes for young people with higher education;
- 58 Roma persons (34 Roma women) were included in internship programmes for the unemployed with secondary education.

From November 2020 until April 2021:

- 15 Roma persons (9 Roma women) were included in trainee programmes;
- 4 Roma persons (3 Roma women) were included in training programmes at the request of the employer;
- 2 Roma persons (0 Roma women) were included in programmes for acquiring practical knowledge;
- 1 Roma male was included in the labour market training programme;
- 120 Roma persons (78 Roma women) were included in Functional Primary Adult Education;
- 36 Roma persons (22 Roma women) were included in the training for independent work – “My first salary”.
| 19. The Coordination Body for Monitoring the Implementation of the Strategy for Social Inclusion of the Roma 2016-2025, in cooperation with local government bodies and the competent ministries/institutions, will initiate the measures and activities aimed at the employment of the Roma, at all professional levels, in institutions at the local and national levels, through affirmative actions foreseen in the Law on Employees in Autonomous Provinces and LGUs and the Draft Law on Employees of Public Services. |
|---|---|---|---|
| 19. Q4 2020 19.1. Q2 2021 | Coordination Body RNMC MLEVSA | 3.8.2.30. 3.8.2.33. 3.8.2.36. | Point 1 |
| 19.1 In communication with donors, the Ministry of Labour, Employment, Veteran and Social Affairs will explore the possibilities for developing a programme for 10 Roma employment mediators, to be implemented as part of employment activities of the National Employment Service branch offices. The employment mediators will reach out to potential clients, collect relevant data, provide information, motivate the Roma and follow up their employment. | OC No 19. |

The project implemented by the German Agency for International Cooperation (GIZ) “Inclusion of Roma and Other Marginalized Groups in Serbia” (project value is EUR 10 million) aims to improve the framework for the implementation of the “Strategy for the Social Inclusion of Roma for the period 2016–2025”.

The project “Employment Opportunities for Roma Men and Women” is implemented in partnership with GFA and the KNOW HOW Centre: During September, the activities related to information, mobilization, selection, mentoring and employment (training with a well-known employer) or self-employment (start-up for the procurement of equipment, tools and materials) continued.

The project “Support to the Employment of Returnees, Roma and other Hard-to-employ Groups” is implemented in partnership with GFA and “Initiative for Development and Cooperation” association: During September, the activities related to information, mobilization, selection, mentoring support and self-employment (start-up for the procurement of equipment, tools and materials) continued.

Roma Education Fund – works to reduce the gap between the Roma and non-Roma related to the participation and completion of quality education, improve the transition of Roma students from one level of education to the next, improve employment, and promote permanent systemic changes and desegregation in education systems in the Western Balkans and Turkey.
20. The Ministry of Labour, Employment, Veteran and Social Affairs, in cooperation with the National Employment Service, will implement activities (by disseminating information about entitlements and ensuring support for accessing all available services) aimed at increasing the motivation of unemployed Roma persons, especially financial social assistance beneficiaries, for labour market inclusion. Financial social assistance beneficiaries will be able to retain this status while engaged in work.

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<th>Quarter</th>
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In accordance with the Law on Employment and Unemployment Insurance, NES and the unemployed person determine an individual employment plan no later than 90 days after the entry into the unemployment register, and it is adjusted to the needs of the labour market and the characteristics of the unemployed individual at least once every six months. The individual employment plan is the fundamental instrument in working with unemployed persons and the basis for including persons in active employment policy measures. The individual employment plan defines occupations for which the mediation will be performed, person’s activities, and the measures in which he / she will be involved to find employment or increase employability. At the same time, during the conversation with the employment counsellor, unemployed persons are informed about their rights and obligations according to the Law. In the period January-March 2021, 344 persons from this category of the unemployed used information and counselling services.
21. Civil society organizations will contribute to raising Roma awareness about employment opportunities in order to ensure, in cooperation with the National Employment Service, that as many Roma as possible receive information about employment opportunities.

21.1 With support from the Ministry of Labour, Employment, Veteran and Social Affairs, the Coordination Body will ensure information sharing and develop anti-discrimination measures through: the promotion of active labour market policies; capacity building and awareness raising of all relevant stakeholders to recognise discrimination in the context of Roma employment in the private and public sectors.

| 21. Q1 2020 Q1 2021 | NES Coordination Body MLEVSA | 3.8.2.36. Point 1 Point 2 | OC No 21. and 21.1. | On 2 April and 11 May 2021, NES published public calls and competitions for the implementation of EAP measures in 2021. Promotional activities are underway to inform as many unemployed persons and employers as possible about the available measures from the employment policy system.

Under the Component 2 of the “Inclusion of Roma and Other Marginalized Groups in Serbia” project, implemented by the German Agency for International Cooperation (GIZ) with the support from the Coordination Body, a study titled “Discrimination in the Labour Market” was undertaken, and its findings were presented on 16 January 2020. As a follow-up to the study, the Equality Commissioner plans to hold targeted meetings with employers and trade union representatives in order to encourage the employers to sign the Equality Charter and adopt the Code of Conduct - guidelines for non-discrimination at work.

Standing Conference of Towns and Municipalities - the Association of Cities and Municipalities of Serbia and GIZ are implementing the “Initiative for Inclusion Phases 2 and 3” within the project “Inclusion of Roma and other Marginalized Groups in Serbia” of German international cooperation implemented by GIZ. In 9 selected LGUs (Valjevo, Požarevac, Sombor, Vršac, Bač, Kraljevo, Raška, Apatin and Novi Pazar), support is provided to Roma and other vulnerable groups, by increasing employability according to the competition for grants. Support to Roma and other vulnerable groups is realized through support for acquiring (in)formal education, self-employment, psychosocial support (especially for returnees), reintegration into the school system (for returnees), inclusion through active employment measures, inclusion through training/internships in private companies, as well as through support to employment of persons and material support to small and medium enterprises participating in training courses.

Due to good results that were achieved, the third phase of the implementation of the Inclusion Initiative continues within the project “Inclusion of Roma and other Marginalized Groups in Serbia”, funded by the German development cooperation. At least ten selected cities, municipalities and city municipalities will be supported in this phase, intended to create new employment opportunities for the mentioned vulnerable groups. The total indicative amount available under the Call for Proposals is EUR 1,000,000, and the maximum grant amount for individual projects is EUR 100,000. The
Call for Proposals was published in April and it lasted until May. The selection of local self-governments for the implementation of activities for the employment of hard-to-employ groups of the population is underway.

In cooperation with the Ministry of Labour, Employment, Veteran and Social Affairs, the campaign “Learn and Stop Judging” has been launched by the “Ternipe” civil society organization from Pirot. The activities planned under the campaign include: 1) Four panel discussions on the topic of discrimination – in Niš, Novi Sad, Leskovac and Belgrade (to date, only the panel discussion in Niš has been organized); An online panel discussion on the topic of discrimination was organized in Novi Sad on 8 September 2020 within the campaign “Learn and Stop Judging” participants were representatives of MLEVSA, Commissioner for the Protection of Equality, CSOs A11 and Ternipe, and representative of the City of Novi Sad.

2) Summer School for secondary school students (now transformed into an on-line school) for 20 participants, includes: the preparation of the guide for secondary school students for organizing antidiscrimination actions in their schools, the organization of antidiscrimination actions in secondary schools, and the development of anti-discrimination short video contents for distribution on social media.
The Ministry of the Interior and the Ministry of Labour, Employment, Veteran and Social Affairs will ensure the exercise of the right to permanent residence registration at the address of a centre for social work by persons who are unable to register their permanent residence on any other grounds. The Ministry of the Interior will keep records of the persons who have registered their permanent residence in this way.

22.1 The Ministry of the Interior and the Ministry of Labour, Employment, Veteran and Social Affairs will provide regular compulsory accredited training programmes to enhance the knowledge and skills of their professional staff at the national and local levels who will be working with the Roma community.

22.2 The Ministry of Labour, Employment, Veteran and Social Affairs and the Ministry of Health will (continually until 2021) raise the awareness (of service providers) and proactively promote the entitlements and services within their mandates in order to improve their accessibility to the Roma community.

In the registration of residence, the competence of centres for social work is to issue a consent after the competent organizational unit of the Ministry of Interior determines the fulfilment of the legally prescribed conditions for registration of residence. All procedures related to resolving the status issues of the Roma national minority members have priority in their actions. Active and passive records of persons registered at the address of a particular social protection institution (CSW or accommodation institution) are kept by the Ministry of Interior. From 01 November 2020 until 30 April 2021, according to the Rulebook on the Form of Registration of Residence at the Address of an Institution, i.e. the Centre for Social Work, the Ministry of Interior determined the residence of 130 persons, most of whom live in informal settlements, at the address of the competent centre for social work, after which they were issued personal documents.

Improving the professional competencies of employees in social protection institutions is a continuous process that is carried out through attending accredited training programmes, and the list of all accredited programmes is publicly available on the website of the Republic Institute for Social Protection. The programme “Support to the Improvement of the Position of Roma Women” was accredited by the Association of Roma Women “Osvit” from Niš. This programme was realized seven times and was attended by a 126 participants. Training participants were representatives of CSWs, health centres, NGOs and the prosecutor’s office.

Within their regular activities, centres for social work promote social protection services and rights in the local community. The promotion of access to social services is also realized through the training of experts from the centres for social work in a way that raises the level of awareness of experts and improves their competencies for the implementation of measures and activities in the protection of the Roma population.

As part of the project “Improvement of the Social Protection System to Strengthen Vulnerable Families with Children”, during November and December 2020, three training courses were held for experts from CSWs.
Due to the COVID-19 virus epidemic, the already created training programme was transformed into an online panel. A total of 47 professionals participated in the training.
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| **23. The Ministry of Labour, Employment, Veteran and Social Affairs** will additionally improve the protection of children against the abuse of child labour by ensuring regular sources of funding for the development of community-based services through earmarked transfers, as well as by improving the normative framework (by amending the Decree on Earmarked Transfers) and providing training for the professional staff of the centres for social work. 

Regular sources of funding are provided through earmarked transfers to help local governments develop community-based services. The total amount of **earmarked transfers for 2021**, from which community services are financed in less developed areas, has been significantly reduced compared to previous years and amounts to **RSD 556 million** (in previous years – about RSD 700 million).

The Register of **Accredited Training Programmes** of the Republic Institute for Social Protection accredited the following training programmes aimed at developing competencies for working with victims of child abuse: 1) Support to victims of human trafficking in the social protection system - detection, needs assessment and support planning; 2) Identification, assistance and protection of male victims of trafficking; 3) Foster family as a place of recovery and reintegration of victims of human trafficking; 4) Centres for Social Work in the protection of victims of human trafficking; 5) Application of indicators for preliminary identification of victims of human trafficking; 6) Instruction on working at the SOS hotline for victims of human trafficking; 7) Street children - foster care development for children living and/or working on the streets. The programme is intended for professionals working in centres for social work as caseworkers for children, foster care counsellors, supervisors, experts employed in children’s drop-in centres, and NGOs that provide support to street children, foster parents and future foster parents. 8) Interventions of the centres for social work in the protection of children from abuse and neglect.

The Republic Institute for Social Protection has prepared a questionnaire on children victims of child labour abuse, which has been forwarded to all centres for social work (based on the Instruction on CSW actions in protecting children from child labour abuse). Data are collected twice a year and submitted to the competent ministry. Based on the SBS data, which received data from social protection institutions, in the second half of 2020, a total of nine children victims of child labour abuse were recorded: seven boys and two girls. All children are Roma, ages two to fourteen. The cases are most commonly reported by the police (6), ex-officio CSWs (2), and family members (1). All children were exposed to a number of harmful/dangerous circumstances and/or were involved in dangerous activities during work. In all nine cases, the perpetrators of abuse were parents, and CSW applied seven measures of family law protection to protect these children: corrective... |
supervision (3), initiating criminal proceedings against parents (2), removal from the family (2) and for two children no family law protection measures were applied.

The number of licensed shelters and drop-in centres for children remains the same (four shelters and three drop-in centres).

The International Labour Organization (ILO) in Serbia is implementing the project “Measurement, Awareness-Raising and Policy Engagement to Accelerate Action against Child Labour and Forced Labour” (MAP 16) as part of the implementation of the Decent Work Programme for the Republic of Serbia. Within the mentioned project, the Statistical Office of the Republic of Serbia prepared the Questionnaire “Child Labour”, which will collect data on the child labour abuse on the territory of the Republic of Serbia within the Labour Force Survey. Cognitive testing of the Questionnaire was realized in December 2020 (the first component of the project). The implementation of the Labour Force Survey has started in March 2021, and it included a module on child labour. A preliminary report is expected at the end of summer, and the final report and presentation of the results at the beginning of 2022.

The second component of this project aims to improve the normative framework, i.e. to amend the Labour Law, the Law on Public Order and Peace, the Decree on Determining Dangerous Work for Children, draft the List of Light Work for Children, revise the checklist for Labour Inspection and amend the Instruction on CSW actions in protecting children from child labour abuse.

From 2019-2021, a broad consultation process was conducted with the technical working group and other stakeholders (over 45 different decision-makers) to improve the Regulation - the most important changes in the current proposal relate to hazardous work in the vocational education process, the introduction of hazardous machines in the Regulation lists, explicit criminal provisions and refining supervision. In the next period, the plan is to finalize and verify the proposal of the new Regulation with stakeholders and to open communication with the Secretariat for Legislation and the Republic Secretariat for Public Policies.

Work on developing the List of Light Work for Children and revising the proposed amendments to the Law on Public Order and Peace in the area related to child begging is planned for September 2021.

The third component refers to the role of the social protection system in the prevention and protection of children from child labour abuse, which defines indicators for identifying child labour abuse (with the accompanying
Guide for the Application of Indicators), including its worst forms for both the social protection system and labour inspection.

Furthermore, the Professional Methodological Instruction describing actions of centres for social work in preventing child labour abuse was developed. The Professional Methodological Instruction for professionals in the social protection system explains and guides professionals through the process of child support - from identification and assessment to support. The proposal was developed in cooperation with the Republic Institute for Social Protection and presented to the representatives of the social protection system via the “ZOOM” platform.

Based on the proposed Indicators and Professional Methodological Instruction, a proposal was prepared of the new Instruction on the Actions of Social Protection Institutions and Social Protection Organisations related to the provision of social protection services to children in the protection of children from child labour abuse, which would replace the currently valid instruction adopted in 2017. The proposal is for the new Instruction to be adopted by two ministries, MLEVSA and the Ministry of Family Welfare and Demography.

After the adoption of the amendments to the normative acts, a training programme for professionals in the social protection system will be developed.

Training courses for the application of the Instruction for 100 professionals in the social protection system are planned for June 2021 and September 2021. The training courses will probably be held online.

The revised Child Labour Checklist for Inspection Oversight intended for the Labour Inspection was adopted by the Coordination Committee in August 2020.

The preparation of the improved Special Protocol of Labour Inspectors in Protecting Children from Child Labour and the revision of the Official Instruction on Action of Labour Inspectors in Protection of Children from Child Labour are currently under way.

A verification workshop with labour inspectors is planned for the end of May, after which the Special Protocol and the revised Instruction will be sent to the competent ministry for adoption.

The fourth component of the project is defined as “Improved implementation of laws and policies related to child labour, including its worst forms”, which provides training for representatives of the Serbian Association of Employers and representative unions (Confederation of
Autonomous Trade Unions of Serbia and United Branch Trade Union “Independence”), Labour Inspection, police, centres for social work and the Republic Public Prosecutor’s Office for recognizing and preventing the abuse of child labour, including its worst forms.

The training programme for representatives of the Association of Employers and Trade Unions has been finalized. The realization of the training is planned for the end of May (30 participants). From October to November 2021, six more training courses on child labour abuse will be organised for 26 representatives of the police, 26 representatives of centres for social work and 26 representatives of the labour inspection, and more than 50 representatives of the Republic Public Prosecutor’s Office.

The fifth component of the project is called “Communicating project results and achievements to the general public”. Within this component, in April 2021, the ILO organized an online consultative workshop on the application of the Worst Forms of Child Labour Convention No. 182 and the Minimum Age Convention No. 138 for representatives of social partners, relevant ministries and civil society organizations.
24. The Ministry of Labour, Employment, Veteran and Social Affairs will establish centres for children, youth and family and introduce the family outreach worker service as support to families in crisis situations. These, in conjunction with Roma coordinators and Roma inclusion mobile teams (in LGUs where they have been established), will intensify the work with Roma families.

The new Law on Social Protection will provide the legal basis for the establishment of centres for children, youth and families, which will work on the development of intensive support services for families in crisis facing numerous and complex difficulties, such as the “family outreach service”, which was previously piloted and has proven to be successful when working with families with multiple issues (poverty, dropping out of school, low education status, domestic violence, child marriages, and others). These centres would be financed from the national level and established through the transformation of existing institutions for children and youth.

With the Decision No. 119-01-19/2021-09 from 11 February 2021, the Minister formed a new Working Group whose task is to prepare the draft Law on Amendments to the Law on Social Protection. The public debate on the Draft Law is planned for June 2021.
25. By enhancing the normative framework (through amendments to the Family Law), the Ministry of Labour, Employment, Veteran and Social Affairs and the Coordination Body for Monitoring the Implementation of the Strategy for Social Inclusion of the Roma 2016-2025 will develop programmes aimed at reducing the number of child, underage and forced marriages, with focus on improving cross-sectoral cooperation at the national and local levels and prevention-oriented work with Roma families and community.

OC No 25.

Instruction on the Manner of Work of Centres for Social Work – Guardianship Authorities in the Protection of Children against Child Marriages obliges the centre for social work to timely and comprehensively inform and counsel the child, parents, guardians or any other person that has an important role in the child’s life, about the harmful impact of child marriages on the health and development of children.

The Instruction prescribes the obligation of all centres for social work to keep records of all users who were at risk of entering into a child marriage or were in a child marriage, concerning which the centre had to implement measures and services within his competence.

Furthermore, centres for social work keep records of minors over the age of 16, for whom the centre was requested to submit opinions in the procedure of the court giving consent for marriage. In addition, the director of the centre for social work submits to the Republic Institute for Social Protection annual reports on the number of children who were abused for child marriage, as well as on minors older than 16 for whom the centre for social work was asked to submit an opinion in the procedure of the court giving consent for marriage.

Based on reports received from the centres for social work, the Republic Institute for Social Protection:

1. keeps records of reports on child marriages and submits annual synthesized reports (with summary data) to the ministry responsible for social protection;
2. by the end of February of the current year, submits to the ministry responsible for social protection a synthesized report (with summary data) on the abuse of children for child marriage for the previous year, as well as on minors for whom the centre was requested to submit opinions in the procedure of the court giving consent for marriage.

In 2020, the centres identified 191 children, of which 141 were victims of child marriage, and the remaining 50 cases related to children for whom the court ex-officio asked the CSW to provide an expert opinion in the procedure of giving consent to enter minors in a marital union. Out of 191 children, 11 are boys, and 180 are girls, some of them were counselled for the purpose of
prevention, while for others interventions in the field of family law and social protection had to be undertaken. Of that, 17.3% of children are without parental care. Most of the identified children, 70% of them, are 16 and 17 years old (134 children); however, the number of 57 children under the age of 16 (30%) is not negligible. Data on ethnicity indicate that child marriage is the most common among Roma children, and out of the total number of children, 102 are Roma children (53.4%). For 16 children, there are no data on their nationalities (8.4%), and for 58, Serbian nationality is registered. Furthermore, there were six Bosnian, five Hungarian, and two Slovak children, as well as one Muslim child and one belonging to the Albanian national minority. The total number of measures, services and procedures that CSW undertook/implemented/provided in 2020 to protect children and families was 470: 1) in the majority of cases (161), the centre provided counselling and information to children and families on the harmful effects of child marriage; 2) in 52 cases, the centre referred the child and the family to other social services, such as counselling; 3) in 59 cases, some material support was provided, but mainly so the child can return to his/her family, which indicates situations where the child had already entered into a child marriage; 4) only in 7 cases the centre had to initiate proceedings to protect the rights of the child; 5) in 13 cases, criminal charges were filed against the persons responsible for the criminal offence of neglect and abuse of a minor; 6) in 22 cases, criminal charges were filed against those responsible for the criminal offence of extramarital union with a minor; 7) in one case criminal charges were filed against those responsible for the crime of human trafficking; 8) in 17 cases (3.6%), the centres applied supervision over the exercise of parental rights.

With regard to children (141) victims of child marriage, in 60.3% of cases they are children aged 16-17, and in less than 40% of cases, they are children aged 10 to 15. Out of that, 28 children (19.9%) are children without parental care, mostly Roma (57.4%), for whom CSW implemented a total of 366 measures, services and procedures to protect children and families:

- in the majority of cases (126), the centre provided counselling and information to children and families on the harmful effects of child marriage;
- in 52 cases, the family was provided with material support aimed at strengthening the family so the child can remain or return home;
- in 51 cases, the centre referred the child and the family to other community services;
- in 21 cases, criminal charges were filed against those responsible for...
the criminal offence of extramarital union with a minor;
- in 12 cases, criminal charges were filed against the persons responsible for the criminal offence of neglect and abuse of a minor;
- in 17 cases, the centres applied supervision over the exercise of parental rights;
- and, in 6 cases, the centre had to initiate proceedings to protect the rights of the child.

As for the children (50) for whom the court ex-officio asked the CSW to give an expert opinion in the procedure of giving consent for the minor to enter into a marital union, they are all children aged 16-17, 49 girls and one boy. Five children are without parental care, 42% are Roma and 36% are Serbian.

CSW undertook 104 activities to ensure the protection of the child and family: predominantly sought expert opinion in the procedure of giving consent for a minor to enter into a marital union (44) and provided counselling and information to children and families on the harmful effects of child marriage (31), provided material support aimed at strengthening the family so the child can remain or return home (7).

Amendments to the Family Law are the responsibility of the Ministry of Family Welfare and Demography.
26. The Ministry of Health will propose a financially sustainable solution for the inclusion of health mediators in the job classification, which relies on:

a) the selection of the optimal health mediator institutionalization model and job description;

b) the development and accreditation of training programmes for the health mediator occupation (which has been included in the National Qualifications Framework) in secondary schools in the area of health/medicine;

c) the increase of the number of health mediators, so that the local government units in the Republic of Serbia where the Roma account for more than 2% of the total population have a health mediator (which translates to an increase from 85 to 100 health mediators overall) - in accordance with the financial capacities;

d) the provision of a suitable employment modality for health mediators, a wage that will not be smaller than the minimum statutory wage in the Republic of Serbia, the coverage of travel and other operational costs for their work - in accordance with the financial capacities.

UNICEF, in cooperation with the Center for Social Policy, made a Proposal for Models for Sustainable Institutionalization of Health Mediators with four offered models of systematization:

1. The improved existing model with the employment of health mediators in the health care system;

2. Health mediators as an innovative social protection service of special importance for the Republic of Serbia (financed through earmarked transfers);

3. Health mediators as entrusted work of the local self-government unit, with funding from the national level;

4. Employment of health mediators in the social protection system.
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<th>27. <strong>The Ministry of Health</strong> will upgrade the Database on Roma Health and Health Care based on the reports on health mediators’ work. Furthermore, in compliance with the Law on Personal Data Protection and the Law on Free Access to Information of Public Importance, at the formal request of stakeholders, the Ministry of Health will share the generic data from its Database that has been collected by health mediators through field work, while insisting on the application of the reciprocity principle in the cooperation among government bodies.</th>
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<th>3.8.2.53, Point 1 Point 2</th>
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<th>28. <strong>The Ministry of Health</strong> will implement programmes aimed at preserving and improving the health of Roma population, especially children, the elderly, as well as the reproductive health of women. The Ministry of Health will commit to promoting healthy lifestyles and preventive health examinations, in order to reduce the incidence of risk factors for cardiovascular and infectious diseases and addictions.</th>
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The Ministry of Health through the Programme 1802 - Preventive Health Care, Programme Activity 0010 - Improving the availability of health care for the Roma population in the amount of RSD 48,800,000.00 financed the following:

1) the access to health care for the Roma population programme – Health Mediators (RDS 38,800,000.00);
2) civil society organizations were supported to improve the availability of health care to the Roma population in the amount of RSD 10,000,000.00. Funds for 22 programmes were allocated.

In response to the emerging epidemiological situation related to COVID-19, the Ministry of Health, in cooperation with UNICEF and the Citizen Association of Health Mediators launched a joint project “Health for all - Improving and Supporting the Work of Health Mediators with Vulnerable Groups in Roma Settlements during the State of Emergency – COVID-19 Pandemic”. The project aims to provide assistance to families during the pandemic, work with mothers and new-born babies suspected of contracting COVID-19, work with pregnant women and young children through teleworking.

The first stage of the project implementation refers to 70 municipalities in

In the activities so far, the mediators have received support for the payment of mobile phone bills and have made more than 16,000 calls to families. In cooperation with the Red Cross, they distributed games for children and printed material on how to prevent the spread and act during the COVID-19 pandemic. Also, contact was made with 1108 pregnant women, 1577 children were vaccinated, over 800 people were referred to COVID clinics. The team, which was established to answer questions asked by the citizens, was highly involved in transmitting the answers to the health mediators. With the support of the Red Cross, protective masks provided by UNICEF for health mediators were distributed.

Activities within this project continued and four online educational courses for health mediators were held.

UNHCR provided technical support to health mediators in cooperation with the Ministry of Health and the Citizen Association of Health Mediators with two training courses held to strengthen their capacities and highlight the importance of the vaccine in relation to the COVID-19 pandemic. Health mediators participated in the programme implemented by the Ministry of Health, the Secretariat for Social Protection of the City of Belgrade and the Association of Health Mediators in the registration and organization of vaccination for 1,650 Roma persons in 17 municipalities in Belgrade.

Health mediators in 70 LGUs actively participated in the teams which were tasked with the registration and vaccination of the population, with a special emphasis on the Roma population.
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<td>29. The Ministry of Construction, Transport and Infrastructure will monitor the implementation of the IPA programmes (IPA 13, IPA 14, IPA 16) supporting the development of technical and planning documentation for substandard settlements, and will provide expert support for local government units in the process of building legalization.</td>
<td>IPA 2013</td>
<td>The value of the project is EUR 7.5 million. A total of 200 housing units were built and reconstructed, for approximately 1,000 people. The construction of various infrastructural solutions (social housing, roads and communal infrastructure) has improved the living conditions for over 5,000 members of the Roma national minority. IPA 2013 was implemented in Novi Pazar, Lebane, Boljevac, Smederevo, Ub, Svilajnac, Loznica, Opovo, Odžaci, Stara Pazova and Prokuplje.</td>
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<td>29.1 As part of the implementation of these projects, the Ministry of Construction, Transport and Infrastructure will support the LGUs in the preparation of the planning documentation, the design &amp; technical documentation for utility infrastructure development, as well as in the provision of access to the basic services (water, electricity, sewage etc.) to the residents of substandard Roma settlements.</td>
<td>IPA 14</td>
<td>The value of the project is EUR 2.7 million and it includes the preparation of technical documentation and urban plans for around 100 post-standard Roma settlements. Currently, works are performed on 115 settlements in 35 local self-government units. The planned date for the completion of the project was 3 March 2021; however, it has been extended until December 2021 because of a slight delay due to the state of emergency caused by the COVID-19 pandemic, and due to the expansion of project activities in terms of new local governments expressing needs for additional support. Through this project, the GIS database is being updated. More than EUR 50 million will be needed for the construction of facilities in settlements for which technical documentation and urban plans are being prepared through this project, and MCTI will check the possibilities of financing future works (IPA programmes, other EU funds, etc.) in a timely manner.</td>
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<td>IPA 2016</td>
<td>Within the “European Union Support to Roma Inclusion - Empowerment of Local Communities for Roma Inclusion” Programme (IPA 2016) funded by the European Union and implemented by the SCTM (component 3), the Report on the Status of Legalization of Facilities in Roma Substandard Settlements was finalized. The Report analysed the situation in 10 LGUs (Sombor, Vrčac, Paraćin, Pozarevac, Leskovac, Mladenovac, Surdulica, ...</td>
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Lebane, Pirot and Aleksinac) based on 2153 processed cases for legalization submitted by members of the Roma community and based on direct interviews with employees in the field of legalization, Roma inclusion and social protection. The Report addressed the following topics: legal framework for legalization, review of previous initiatives for legalization of Roma substandard settlements, clarification of the methodological approach to research, presentation of results and recommendations for further action. Based on the research results and the survey conducted with competent authorities in these LGUs, ten five-year Action Plans for improving the legalization process in supported LGUs, are in the final phase of their development. The completion of the mentioned action plans is expected by the end of June 2021. The process of providing legal aid for the legalization of the facilities of the Roma community in 10 LGUs began in November 2020. This process will end in May 2021, and so far (due to significant restrictions related to fieldwork caused by the epidemiological situation), support has been provided to 563 members of the Roma community. To motivate the community to use legal aid, interviews were conducted with citizens in the local self-government units. Around 700 members of the Roma community were informed about the legal support possibilities for the legalization of housing and a “Guide for legalization of family houses in Roma settlements in Serbia”, in Serbian and Romani language, was distributed. The Guide was prepared in accordance with the applicable legislation, and it has been adapted for understanding by both the Roma and non-Roma communities.

For the construction of communal infrastructure in Roma substandard settlements, within component 3 of the IPA 2016 Programme, agreements were signed on co-financing the development of technical documentation with the following LGUs: Sombor, Pećinci, Mladenovac, Veliko Gradište, Kučevo, Aleksinac, Leskovac, Surdulica, Vranjska Banja, Lebane, Bela Palanka and Bojnik. The realization of contractual obligations started at the beginning of October, and by the end of April 2021, the technical documentation with the obtained valid construction permits (Mladenovac and Kučevo) was completed. The finalization of the other ten packages of technical documentation is expected by the end of June 2021.

IPA 2018

The implementation of the IPA 2018 programme is underway. In December 2019, the United Nations Office for Project Services (UNOPS) started
implementing a project funded by the EU Accession Funds, IPA 2018, which relates to social housing and active inclusion. The construction of 500 housing solutions for about 1500 people is planned. In addition to the Roma national minority members, women victims of violence, persons with disabilities and children without parental care can also apply for this programme. The programme will be implemented in 20 LGUs, and the estimated budget is EUR 14.2 million (the other part of the budget was used for interventions regarding COVID-19). In the fourth quarter of 2020, a public call for participation in the programme was announced and it lasted until 12 February 2021. The evaluation of the received applications is currently being performed. Completion of the evaluation is scheduled for May, and signing contracts with selected municipalities/cities is planned for the end of June. The response to the public procurement was better than expected, and more than 40 municipalities/cities of the I-IV development category applied. The value of the project is EUR 27 million.

Due to the COVID-19 pandemic, DEU and UNOPS secured a donation from the project funds in the form of medical equipment, engagement of health care personnel and humanitarian aid for the most vulnerable citizens. The remaining EUR 14.2 million will be used for the planned components.

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The Ministry of Construction, Transport and Infrastructure is continuously monitoring the eviction and relocation procedures according to Articles 115 and 121 of the Law on Housing and Building Maintenance (“Official Gazette of RS” No. 104/2016).

On 27 August 2020, the Government issued the Conclusion allowing “Corridors of Serbia LTD” from Belgrade, to start expropriation procedures, i.e. administrative transfer of housing and auxiliary facilities in the temporary Roma settlement in KO Rakovica selo, Voždovac City Municipality, which are visible on the satellite image of the territory of the Republic of Serbia from 2015, under the conditions prescribed by the Law on Legalization of Facilities (Official Gazette of RS, No. 96/15, 83/18 and 81/20-cc) for the construction of part of the E-75 and E-70 highways, Belgrade Bypass, section: Dobanovci-Bubanj Potok, Sector B6, tunnel “Straževica” - Node “Bubanj Potok” from km 588 + 916.30 to km 598 + 489.89.

The Government agrees that to resolve property and legal relations, in order to build part of the E-75 and E-70 highways, Belgrade Bypass, section: Dobanovci-Bubanj Potok, Sector B-6, tunnel “Straževica” - Node “Bubanj
for local government units for the implementation of eviction and relocation measures, in compliance with the law and international standards, including the active participation of all stakeholders involved in this process.

Potok” from km 588 + 916.30 to km 598 + 489.89, in a temporary Roma settlement in KO Rakovica sela, Voždovac City Municipality, which was created because of the displacement of persons due to the construction of the “Blue Bridge”, the persons living in that settlement should be recognized the actual condition of the property on standard facilities of 28 m², which were allocated for temporary use by the competent municipality and that they are entitled to compensation for the allocated area in the amount of construction value estimated by construction experts and increased according to the criteria prescribed by Article 51 of the Law on Expropriation (“Official Gazette of RS” No. 53/95, 23/01-cc, 20/09, 55/13-cc and 106/16 authentic interpretation), to which the city of Belgrade gave its prior consent. The Government agrees that persons who built extensions to facilities assigned for temporary use described in item 2 of the Conclusion, are entitled to compensation for these extensions in the amount of the construction value of the extension according to the assessment of construction experts.

**OC No. 30.1.**

The preparation of the Instruction for LGUs on Eviction and Resettlement Procedures is planned in cooperation with the UN Human Rights Office of the High Commissioner (OHCHR) and Social Inclusion and Poverty Reduction Unit. This Instruction will be written in accordance with the law and international standards, including active participation of all actors involved in this process.
31. In cooperation with other relevant institutions and organizations (through the establishment of a Working Group by the end of 2020), the Ministry of Construction, Transport and Infrastructure will coordinate the preparation of the Analysis of Substandard Roma Settlements (in line with the regional methodology used by the Regional Cooperation Council), for the purpose of classifying them based on their economic, social and environmental characteristics, formulating a typology of these settlements and identifying optimal options for their sustainability.

December 2020

MCTI

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OC No 31.

The Ministry of Construction, Transport and Infrastructure will, within the project “Approaches to Integrated Urban Development for Roma Inclusion”, implemented by the GIZ Office in the Republic of Serbia, prepare an Analysis of Applicability and Prospects for Success (German concept “Social City”) of integrated urban development for the improvement of living conditions in substandard Roma settlements.
The Commissariat for Refugees and Migration will continue implementing its programmes aimed at improving the housing situation of the internally displaced Roma from Kosovo and Metohija, and at addressing the housing needs of refugees and returnees under the Readmission Agreement.

When planning and implementing budget and donor funds, the Commissariat for Refugees and Migration ensures that programmes include local self-government units on whose territory a large number of internally displaced persons live. Roma persons who are internally displaced can apply to all programmes for the improvement of the living conditions of internally displaced persons. All programmes address the most vulnerable IDPs, including Roma. We note that IDPs have no obligation to declare their ethnicity, i.e. to declare that they are Roma.

The reduction of budget funds caused by the COVID-19 pandemic during 2020 was reflected on the support and care of vulnerable categories of persons under the jurisdiction of the Commissariat.

In 2020, RSD 270 million was allocated from the budget of the Republic of Serbia for improving the living conditions of internally displaced persons in displacement (for improving housing conditions by renovating housing units, repair or adaptation of a rural household with a garden, and purchasing a rural household with a garden).

In 2020, around RSD 122 million was spent on improving living conditions and housing for internally displaced persons, which provided 150 packages of construction materials and 32 rural houses (of which 12.2 million for housing Roma IDPs).

In the first quarter of 2021, public calls were published for local self-government units for the allocation of funds intended for improving the living conditions of internally displaced persons while in displacement through the purchase of a rural household with a garden and the purchase of construction materials. For these purposes, RSD 200 million has been allocated from the RS budget for internally displaced persons.

Based on assessments and needs, the Commissariat for Refugees and Migration annually allocates funds from the RS budget for the
implementation of incentive programmes and measures for returnees under the Readmission Agreement in the form of providing construction materials, purchasing rural households and prefabricated houses, as well as awarding packages for economic empowerment.

The pandemic has a similar impact on returnees under the Readmission Agreement, who most often belong to the Roma national minority and are often internally displaced persons in secondary migration. Due to the reduction of the budget for 2020, the benefits for returnees after readmission were reduced from the planned RSD 20 million to RSD 2 million. Therefore, this year only four returnee families were supported receiving packages of construction materials.

In the first quarter of 2021, the CRM set aside RSD 14,480,000 for the housing of returnees, and a public call was announced for LGUs for assistance in the form of allocating construction materials for at least 26 returnee families. Of the total number of returnees who use housing assistance, about 75% are Roma.

IPA 2014 “Supporting the improvement of the living conditions of internally displaced persons and returnees under Readmission Agreement in Serbia and the sustainable return of IDPs to Kosovo.” Within this project, 273 families were provided with housing through the purchase of prefabricated houses and rural houses, and the allocation of packages containing construction materials. Also, 182 packages for economic empowerment were awarded.

Approximately 650 IDPs currently reside in informal collective centres, of which there are 27 in the Republic of Serbia. When it comes to closing informal collective centres, during 2020, RSD 14,850,000.00 was allocated from the national budget for housing of IDPs living in informal centres in Belgrade.
The Ministry of Construction, Transport and Infrastructure and the Republic Geodetic Authority (RGA) will improve the Geographic Information System (GIS) for substandard Roma settlements and regularly update the data, with the aim of improving both data entry accessibility and the timeliness of available data.

Work on the improvement of the GIS database for substandard Roma settlements has been initiated within one of the projects financed through the IPA 2014 programme. Information collected by consultants in the field is entered into the database of this Geographic Information System. The consultant is preparing basic and advanced training courses for the use of GIS. These training courses should be held soon, but there have been delays because of some technical difficulties. The training courses will be attended by certain employees of the Ministry of Construction, Transport and Infrastructure (MCTI) who deal with housing daily (advanced training), as well as employees who are engaged in IPA projects (basic training).

The online course on the use of the KGIS application was held by the Regional Cooperation Council from 7 until 11 December 2020.
34. Continuous cooperation with the **European Union** and information sharing will be ensured with the aim of preventing abuses of the visa waiver arrangement and providing notifications about the number of persons entering and exiting the EU. The Committee for Monitoring the Visa Waiver Arrangement with the EU has the task to explore the issues regarding the increasing number of bogus asylum seekers in the EU countries coming from the territory of the Republic of Serbia and to propose measures to be considered and adopted by the Serbian Government aimed at reducing the number of bogus asylum applications. Trends regarding the number of asylum seekers, as well as the number of returnees under the Readmission Agreement with the EU Member States, will be continually monitored by the competent authorities, in addition to the development of migration profiles and statistical data updating.

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<td>OC No 34. Every year, the Commissariat for Refugees and Migration develops a migration profile.</td>
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35. **Roma civil society organizations** will be urged and supported by donors to step up their campaigns aimed at informing the Roma population about the readmission procedure and the risks of abusing the visa waiver arrangement.

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<td>Every year, the Commissariat for Refugees and Migration regularly encourages civil society organizations, and especially programmes implemented by Roma organizations aimed at reintegration of returnees on the basis of readmission agreements and campaigns aimed at informing the Roma community about the readmission procedure and risks of abusing the visa-free status, as well as inclusion of returnees in the labour market by supporting self-employment.</td>
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In 2019, RSD 12,000,000 was set aside to support civil society organizations. In 2019, two public calls were published where three projects related to the reintegration of returnees based on readmission agreements were supported.

In 2020, the CRM also allocated funds to support projects of civil society organizations in the amount of RSD 12 million, which annually supports
The sustainable integration of all returnees under the Readmission Agreement and their families will be ensured through:

a) improved coordination of local stakeholders’ actions through joint operation of local migration councils, mobile teams or members of Roma community (in local government units where the mobile teams have not been established);

b) the use of all available resources to promote the economic empowerment and enhance the housing conditions of the most vulnerable returnees;

c) the provision of information about the possibilities for the regulation of their status and other problems upon returning.

The World Bank has implemented the project “Support to the Effective Reintegration of (Roma) Returnees to the Western Balkans”, funded by the European Union. Through this project, the Commissariat was supported in the development of the Draft Strategy for the Integration of Returnees on the basis of the Readmission Agreement and the accompanying Action Plan. The draft Strategy and Action Plan are expected to be completed by the end of 2020.

Out of 157 municipalities/cities that have adopted the LAP, 120 have revised the LAP and added the category of returnees based on the Readmission Agreement.

The Commissariat for Refugees and Migration conducts the primary reception and provides initial information to returnees under the Readmission Agreement at the Readmission Office at the “Nikola Tesla” Airport. Upon receipt and registration, returnees are given the Information Booklet (available in five languages - Serbian, Romani, Albanian, German and English), which contains information on access to basic rights, as well as contacts of local authorities which returnees can contact. All returnees are referred to appropriate services in local self-governments for further assistance (Commissioner for Refugees and Migration, local Centres for Social Work).

During 2019, 846 individual returnees were registered in the readmission office, i.e. 458 families. In 2019, the Roma were represented with 72% of the total number of returnees under the Readmission Agreement registered by the Commissariat for Refugees and Migration.

Returnees who need urgent support are provided with urgent accommodation in centres for emergency reception managed by the Commissariat for Refugees and Migration, transportation to the place of residence (through the centre for social work), and support in obtaining personal documents. Reception and intervention support for returnees is provided in the centre in Bela Palanka. In 2020, 15 people stayed in the emergency reception centre. The average stay in the emergency reception centre is about six months.
2019, 20 packages of financial aid were awarded to returnees (RSD 360,000). Within the project of the German Organization for International Cooperation (GIZ) “Migration for Development”, the Commissariat for Refugees and Migration was supported in the form of hiring reintegration advisers who provide support to employees of the Commissariat working on readmission, the catalogue of services and offers for returnees by state bodies and local and international NGOs was enhanced, the database (monitoring system) was improved, training courses for its use were conducted, appropriate equipment was procured, and events were organized to inform the target groups.