



Vuka Karadžića 14; Olge Jovicic 24,  
Kraljevo 36 000; Serbia and Montenegro  
Tel/Fax: +381 (0) 36 358 670  
+381 (0) 36 320 300  
E-mail: [forumnvo@ptt.yu](mailto:forumnvo@ptt.yu)  
[info@forumnvo.org.yu](mailto:info@forumnvo.org.yu)  
[www.forumnvo.org.yu](http://www.forumnvo.org.yu)

NGOs Forum - Kraljevo is an association of three non-government organisations - Regional Centre of Civil Action LINGUA, Kraljevo Centre for Human Rights and Center for the Development of the Non-Profit Sector of Central Serbia (CDNPSCS). These NGOs are non-political, non-profitable organisations intended for promotion of human rights, spreading the idea of civic society, struggling for democratization of the system, health promotion, humanitarian activities, education of the young in domain of culture, informing, ecology...



## ***Annual Report for 2004***

### **PROJECTS TITLE**

- 1) **LINGUA Community Development Centre Programme**  
Project supported by: Norwegian People's Aid – South- East Europe- Belgrade office

#### **Projects description:**

##### **I Project: Social Cooperative “Bookkeeping Agency”**

**Schedule of Activities:** Monday -Friday, 8 hrs a day

**Target group:** 2 IDPs /refugees families

#### **Activities:**

Cooperatives are the aspect of self-supporting association of the members, which are connecting themselves voluntarily to satisfy their economic, social, cultural and other needs. Basic values on that cooperatives lie upon are: Self-help; Self-responsibility; Democracy; Equality; Solidarity. Basic aims of Social Cooperatives are: Economical strengthening; Facilitated socialization; Accelerated integration; providing employment possibility; Encouragement of sustainable development; Solidarity affirmation in enterprise as assumption for development of “mature” democracy.

At the beginning of September 2004, as a pilot-project at Serbia, Lingua was initiate realization of the project Social Cooperatives “Bookkeeping Agency”. In agreement with the Lingua and refugee from Croatia, otherwise accountant, Bookkeeping Agency that does business within Lingua Centre was a registered. With the financial support of the Lingua, Agency was registered in the name of the Project Coordinator (Accountant, refugee from Croatia). The contract was signed between Lingua and the Agency, and according to the contract all the profit that Social Cooperative accomplish during their business, will use for employment of new, socially deprived persons. In accordance with the contract, Project Coordinator was employed one more person (female, IDP from Kosovo). During the first four months bookkeeping was start for companies, entrepreneurs and other legal persons.

The plan of Social Cooperative-Bookkeeping Agency was to spread business beyond by bringing the new clients in order to achieve basic aims defined by the project.

### **II Project: Informative Desk**

**Schedule of Activities:** Monday -Friday, 8 hrs a day

**Target group:** About 3.000 vulnerable persons

#### **Activities**

The number of daily comings to the Informative desk was about 100 vulnerable persons.

This is going to be information service about all humanitarian organizations active in the region, as well as about relevant state institutions (Social Care Centre, Commissariat for Refugees, local NGOs...).

Distribution of branch magazines treating issues of significance for IDPs and refugees (published by UNHCR, NRC, Kosovo Government...), taking off and printing adequate useful information from web sights (OSCE, B92, EU Info Pool ...). The training and usage of Internet would be free of charge for beneficiary.

### **III Project: Volunteers Centre ("A Friend in Need")**

**Schedule of Activities:** Monday -Friday, 8 hrs a day

**Target group:** about 50 volunteers

Programme **Promotion of voluntarism** includes 50 local volunteers coming from the local population and 50 children IDPs/ refugees/ local.

#### **Activities:**

This project was support the promotion, the planning, and the organization of volunteer's work, with the aim to direct an existing potential within the local civil society towards a more efficient targeting of needs, through awareness, solidarity and mutual co-operation. Volunteers were directed to social work in support of IDPs/ refugees/local children in co-operation and co-ordination with local authorities and institutions.

### **IV Project: Women workshops**

**Schedule of Activities:** Monday -Friday, 8 hrs a day

**Target group:** 100 IDPs/ Refugees/ local women

#### **Activities:**

To make the project one whole ore one production cycle, the following activities are included: sewing, weaving, crocheting, knitting and embroidery. Number of daily beneficiaries is about 80 women IDPs/Refugees from collective centres and private accommodation. Work would be organized each working day (Monday to Friday) in two groups (shifts) of 40. Working hours would be brought in accordance with that of the Kindergarten.

#### **Aims:**

- Beneficiaries would be in a position to re-invest the money they get from selling the products made and use it for some of their needs
- They may provide financial means for programme continuation upon the project realization
- The program would help in more active socialization and integration of beneficiaries with surroundings

### **V Project: Kindergarten**

**Schedule of Activities:** Monday -Friday, 8 hrs a day

**Target group:** About 90 children IDPs/ refugees,

#### **Activities:**

Kindergarten is a project designated for IDPs and refugees children. Those children are daily facing consequences of isolation, social deprivation of their families, poverty, and are prone to various potential social and physical problems in their development. Their parents and relatives are daily utilising Community centre facilities and programmes, leaving them to the professional care and educative workshops, conducted within this project. 4 teachers working in two shifts, 22 days monthly, cover the foreseen activities. First shift is active from 9 a.m. till 1 p.m., and the second from 1 p.m. till 5 p.m. Activities are directed to socialization and preparing for school, getting used to collective life, speaking and vocabulary abilities development.

### **VI Project: Medical Advisory**

**Project carrier:** *Forum NGOs*

**Schedule of Activities:** Monday -Friday, 8 hrs a day

**Target group:**

About 2.000 IDPs, refugees and local most vulnerable persons

**Activities:**

This project for work with IDPs was related primarily to persons needing medical care to their getting well, to prevention and health improvement among persons settled in collective centres – reduction of morbidity and mortality rates. Primary medical doctor and clinic psychologist roll is to early discover, treat and prevention of diseases. Work of a doctor (general medicine specialist) and of a clinical psychologist, as well as of medical technician (nurse, IDP) would be continuous in a medical office in the Community Centre during 3 days a week and at terrain (collective centres where there are old and laying patients) two days a week from 9 a.m. to 5 o'clock p.m. Doctor and psychologist would achieve group and individual interviews with healthy and sick persons about diseases, health problems in a collective and individual, addiction (drugs, spirits, prostitution, AIDS, etc.), professional orientation and so on.

### **VII Project: Micro-financing Program**

**Carrier:** *Forum NGOs*

**Schedule of Activities:** Monday -Friday, 8 hrs a day

**Target group:** About 90 beneficiaries' families (over 400 persons) IDPs and refugees

**Activities:**

Opportunity to access small funds for income generating activities implemented by IDPs/ Refugees. The schemes will have a typical micro credit profile. The project was also targeting some local population. During the implementation of the 2003 activities, the project has already created a revolving fund reinvested to support new beneficiaries. The number of beneficiary families, 60 (in June 2003), was increase to 90 beneficiary families (at the end of Decembre 2004, about 400 persons). Micro-crediting project is to comprise beneficiaries IDPs and refugees from collective centres and private accommodations. Portfolio amount was (depending on particular subjects) be 500-2,500 EUR. Credits was granted depending of intended production with repayment terms of 6-12 months, with monthly interest rate of 1 %, which has the aim to increase the portfolio in order to increase the number of beneficiaries. Delinquent behaviour not to exceed 3%.

### **VIII Workshop with Local Governments**

**Schedule of Activities:** Monday -Friday, 8 hrs a day

**Target group:**

About 5.000 IDPs/ refugees

**Activities:**

Series of seminars, public meetings, and campaigns aiming at the establishment of structured co-operation and co-ordination between local authorities and NGOs on the specific issues related to IDPs/refugees/local. Polling of IDPs in Kraljevo Municipality (settled in collective centers and in private accommodation) aiming to find the number of those who are interested in return as well as the percentage of those who are interested in integration. For those who are interested in return, within the project an analysis of necessary security and economic conditions for the return will be performed. After poll analysis, the programme will be realized in co-operation with UMNİK (organization of common camps for IDP children), representatives of the Government of Kosovo...For those who are undecided, and IDPs who decided to integrate, activities will be realized aiming to facilitate the integration and socialization process (solving of the problems faced by IDPs /refugees in the past: solving the water supplying problems in collective centres, realization of the alimentation right for divorced women, education of IDPs/refugees/local with the aim to support the reform forces in The Republic of Serbia...).

## **2. POVERTY REDUCTION THROUGH MICRO-CREDITING PROGRAMME**

**Project supported by:** *Comité catholique contre la faim et pour le développement (France)*

**Target group:** *90 beneficiaries IDPs /refugees/ local (400 family members)*

Upon ten months of realisation of the project *Micro-crediting Programme in Kraljevo Municipality* (the project was initiated in 2003 and donated by CCFD) the number of beneficiary families has grown from initial 25 (113 supported family members) up to 66 (343 supported family members) in December 2003. It

is expected that the number of beneficiary families will grow up to 50 (approximately 220 supported family members) at the end of project realisation (in February 2004).

The interest of socially deprived persons in involving into the programme is much higher than expected. At the beginning of the project **Poverty Reduction through Micro-crediting Programme** in February 2004, 102 candidates applied during five days of application – out of this number, 61 persons from the local population, 39 IDPs from Kosovo, and 12 refugees from Croatia. In the following months, although the application advertisement stopped running, on the average about 40 beneficiaries applied during one month. The reason for this high interest of socially deprived persons is a high unemployment rate (registered at the Labour Market Bureau). One year ago (August 2002) the number of unemployed persons was 12,000, while in August 2003 the number is 18,000 unemployed – that is 40% of the working capable population. It is expected that the number of unemployed will grow up to 20,000 by the end of 2003. The reason for this drastic growth of the unemployment rate is restructuring of public enterprises in Kraljevo that have been for years collapsed due to appalling politics of the former regime.

Another explanation of this high interest of citizens to be involved in the Micro-crediting Programme is the withdrawal of international humanitarian organisations to other crisis areas and the lack of humanitarian aid for IDPs from Kosovo and refugees from Croatia/ Bosnia, so the majority of these persons realize the Micro-crediting Programme as the only way to become economically independent.

One more reason is that indigenous banks approve credits with an interest rate that is twice as high as the interest rate of 1% (interest rate in the Micro-crediting Programme realised by Forum).

#### **Realized activities:**

In previous period it was longed for realizing the defined goals by direct contact and the permanent monitoring. The beneficiaries were connected mutually with related and compatible activities. Among the other things, Forum NGOs, as generally recognizable and influential NGO in this surrounding, helped the credit beneficiaries, especially the IDPs and refugees, upon submitting the applications for grants in the form of fundamental means within the other international humanitarian organizations. Those grants in combination with micro-credits were completely solid basis for successful economic independence. Likewise, the help was rendered on many ways to credit beneficiaries from local community, such is the example of credit beneficiary dealing with the tinsmiths' service activities owning the tinsmith workshop, who was given 36 furnaces to make, intended to the collective centers and the whole job was financed by the Norwegian embassy. Mutual business cooperation between the IDPs and refugees on one side and the local population on the other leads to more intensive socialization within the first and decreasing the present animosity within the local population. The improved life quality was registered within the majority of credit beneficiaries. A part of them is getting along excellently; the credit helped them as a financial support to evolve their activity and to include the members of their families into their business as well as the unemployed from the category of IDPs and refugees. In this way the basic goals of the project were realized. The economic strengthening and independence of socially most deprived part of population comes through opening the new work positions and developing the private initiative. The example of solving the vital problems, such as unemployment and low citizen's standard of living, was given to local authorities.

### **3. BE BRAVE! SAY NO TO CORRUPTION!**

Project supported by: Olof Palmes Internationella Centrum/ SIDA

**Implementation period: from March 2004 until December 2004**

The Government in Serbia has underlined the problem of corruption as one of the major social problems. Based on the experience of East European countries and realizing corruption as a long tail of the former (Milosevic) regime, a vast struggle against this social "weed" has started – first of all in the police, judiciary, health care and education. Unfortunately, due to living for 10 years in a state, which did not respected even minimum democratic standards, waged wars, a state that was bombed and under sanctions, common citizens have lost the criteria of "normality" and guidelines for normal social events and directions. Corruption has not spread its roots only at the top of the state, but also everywhere – from the bottom to the top. A common citizen does not realize corruption as a negative feature that should uproot; on the contrary, corruption is an easier, and sometimes the only way to reach the desired ambition. The majority of people realize corruption as a way to survive, and they are not aware of it at all. That impedes the solving of the problem and seriously hinders the struggle against corruption in our environment.

A solution offered by Lingua - Kraljevo concerning the local community – in this case Kraljevo Municipality, was to address this problem by an powerful media campaign and to initiate diverse

programmes based on anti-corruption issues. First, it is necessary to encourage people and enable them to understand the significance of individual engagement in the struggle against corruption. Lingua in co-operation with the members of the Municipal Anti-Corruption Commission was additionally promoting the operation of the Municipal Anti-Corruption Commission by a media campaign aiming to encourage citizens for active engagement in the struggle against corruption.

Along the realisation of the project *Be Brave! Say No To Corruption!* Lingua was install a hot line telephone at which citizens can report examples of corruption they experienced as well as to be encouraged to come to the office with evidences concerning corruption. Depending on the degree of difficulty of each case, Lingua personnel engaged in realisation of this project will review and forward all cases (public and anonymous) to the police, Prosecutor's Office or to the Municipal Anti-Corruption Commission. The number of the hot line telephone as well as the address of the office has printed on all leaflets, labels and posters, which shall be realised in the media campaign. Target groups of this project are citizens of Kraljevo Municipality and neighbouring municipalities (Trstenik, Vrnjacka Banja, Krusevac and Cacak) covered by programmes of Radio/TV Kraljevo (local Radio/TV station).

The basic activity of the project was a media campaign, which was realised continuously during ten months through the five phases. Each of the phases analysed the problem of corruption in the following fields: judiciary, health-care, police, education, local authorities, and public enterprises in charge of local authorities. The realised activities during the media campaign creating and distributing posters, leaflets, labels and billboards, contact- programmes on local TV stations with eminent experts who participated in these programmes.

The media campaign was intended to the citizens of Kraljevo Municipality, and indirectly also to the citizens of the neighbouring municipalities covered by RTV Kraljevo (Trstenik, Vrnjacka Banja, Krusevac). The total number of citizens who were included in this campaign in these municipalities was about 300,000 citizens.

Upon completion of all planned activities within the project, Lingua considers that the following objectives were achieved:

- We have succeeded to attract the attention of the citizens with a well thought-out and creative media campaign, and in that way point to the intrinsic problem of the society – corruption.
- With witty messages through TV spots, jingles, posters, leaflets we think that to a certain degree we have succeeded to encourage citizens to oppose this deviant feature. The result of this activity was a great number of persons who has visited this office with examples of corruption (total 195 persons during period March- December 2004).
- We are certain that the campaign had a positive impact, and provoked other NGOs and system institutions to initiate similar projects of their own.
- We consider that due to the successful project realisation we have induced the executive bodies of local authorities to actively join the struggle, and independently or in collaboration with other NGOs initiate concrete programmes against corruption on all levels, and in all agencies of local authorities.
- The result of this project, projects of other NGOs and institutions (NGO Argument, Transparency Serbia, the Police...) is initiation of a series of programmes related to the corruption problem.

All activities during project realization were realized in accordance with the planned and granted budget.

#### **4. A FRIEND IN NEED**

**Project supported by: USA Embassy Belgrade**

**Period of implementation: January- June 2004**

**The program "A Friend in Need"** was helping the children to improve their school marks, easier contact with the environment and to strengthen their self-confidence. This program also aims to have a preventatively affect on deviant behavior of these children considering their living conditions in which they grow up. Including volunteers from the local population will contribute to antagonism reduction (by the local population towards IDPs and refugees), and that will have a positive impact on other citizens of Kraljevo (by a media presentation on local TV station) and on psychosocial conditions of the children-beneficiaries. Planned number of volunteers is 50. Apart of facilitated socialization this program enables also integration of the children-beneficiaries and their parents in the environment. An experienced psychologist (engaged in the Medical advisory at Community Development Center Lingua) will be involved voluntarily in program realization in order to select adequate volunteers, and because of a better assessment of needs of the program participants. To have diverse volunteers is significant because of the awareness development of the local population on voluntary work (everyone can be a volunteer). By promoting voluntarism through this project we will enable that the energy of people is directed in a right way – it is a well-known fact that improper directed energy leads into crime, drug addiction, etc. By

including into this program complexes of young people are being broken (young people who are unemployed, did not study and who are desperate because they live convinced that they are not useful society members). The volunteers leave the Volunteering center encouraged and with self-confidence, because they realize that through friendship with a child and through participating in this program they also help themselves. The target group of the project consists of 50 children-beneficiaries (IDPs and refugees settled in collective centers) and of 50 volunteers coming from the local population. A media presentation of the project on local TV station (TV Kraljevo) will indirectly affect all citizens of Kraljevo, and that will affect reduction of antagonism towards IDPs and refugees. The result will be an easier integration of IDPs and refugees in the environment. By realizing of the project "A Friend in Need", the Volunteering Center contributes to engaging of people coming from the local population who want to help the most vulnerable citizens. That WAS reduce their (IDPs) feeling of being isolated, and facilitate socialization and integration of IDPs and refugees into the environment where they are living in at the moment. The aim of the program "A Friend in Need" was to enable easier integration of children aged from 7-15 years old. In other words, to enable them to improve their school marks, to enable them an easier contact with the environment, to strengthen their self-confidence as to prevent deviant behavior such as alcoholism, suicidal, drug addiction, prostitution, etc. The whole program was realized under supervision of an engaged clinic psychologist from Lingua. The engagement of the psychologist is on voluntary basis. Another aim of the program is by media presentation to affect positively on motivation of the environment to involve itself into voluntary work.

## **5. Strengthening of Civil Society Institutions - NGO capacity building and Development of Regional Network in Central Serbia**

**Project co-supported by: CDNPS/ EUROPEAN COMMISSION**

**Period of implementation: January- September 2004**

**Main objective of the project:** capacity building and strengthening of non-governmental and non-profit organizations in Serbia remains valid.

**Other objectives of the project are:**

Creation and formation, of new NGOs in the regions with low NGOs capacity – remains applicable;

Strengthening and capacity building of existing NGOs – remains applicable;

Raising awareness on common interests and needs for networking – remains applicable;

Increase of NGOs' visibility in the society – remain applicable;

Establishing transparency within the NGOs sector – remains applicable;

Decentralization of the support to NGOs and development of regional institutions – remains applicable;

Increase of citizens' participation in the work of NGOs – remain applicable;

Creation of positive legal framework for the activities of non-governmental organizations in Serbia – remains applicable.

### ***Counselling and Information Services***

FORUM NGOs- CDNPS offers daily services in various forms such as: consulting, information, recommendations, mediation in making contacts, etc. The goal of this project is to assist NGOs in obtaining, as easily as possible, information and contacts necessary for the development of NGOs network and for improving their inter-communication through direct meetings taking place in the Center, by phone or in written communication.

Compared to previous years, it is noticeable that the number of people requiring information by phone is decreasing, while on the other hand, the number of those requiring information by e-mail, is rapidly increasing. Fax and standard letters as a form of communication is decreasing and is used seldom.

As before, NGOs were most often interested in information on international organizations and foundations that could financially support their projects, then on affinity or similar local organizations, making contacts and possible cooperation, suggestions on choice of speakers for seminars and events these organizations intend to organize, information on trainings and seminars they could attend, as well as interest for the publications and regional offices of the Centre. Most of all, their interest was related to establishing new organizations, developing projects, inquiries on where to acquire necessary funds and financial support. Besides this, information on NGOs in particular cities, their phone numbers, addresses and other were also frequently asked.

### ***Daily Update of Data on NGOs***

The database on NGOs is updated daily. Regional office maintains a regional database. Once a month regional offices send their regional database to the headquarters where it is further integrated into the main database, which is then translated in English, and the updated version is placed on the website. This way there are regional and central databases on NGOs. The data, which is necessary for the database, is obtained through a uniformed questionnaire and the database is accessible for all the

organizations. Any NGOs interested in being included in the database may do so by filling out a questionnaire.

***The Directory of Funds, Foundations and Endowments in Serbia***

Through this activity FORUM NGOs- CDNPSCS aims to research the quantity, significance, function and contemporary activities of local funds, foundations and endowments, which are unavoidable element in the development of the non-profit sector. There was no information on the old and new funds and foundations available to the public, as well as there was no information on the issues they support and work on in order to get in contact with them.

***Education and training program***

The Education and Training Program was realized through open public discussions, seminars and by publishing brochures designated for particular educating in NGOs. This Program included every-day work of the Counselling Service for Project Proposal Development, Fundraising and Management in NGOs. Counselling for Fundraising, Management and Project Proposal writing for NGOs Throughout the year, FORUM NGOs/ CDNPSCS carried out the Counselling Service for writing projects and fundraising for benefit of the inexperienced NGOs. The most frequent requests to Regional Centre made by NGOs were related to re-typing, photocopying of projects or reports, finding funds or informing donators that they are submitting projects. Occasionally they required funds for the realization of projects. In the FORUM NGOs/ Regional Centre for the Development of Non-Profit Sector for Central Serbia (CDNPSCS) there have been 400 personal contacts in the office and approximately 30 on-field (contacts with NGOs and interested citizens from the town of Kragujevac and Municipalities of Krusevac, Ivanjica, Trstenik, Vrnjacka banja, Brus), around 900 phone calls, 100 e-mail information forwarded on 123 addresses of NGOs, there were 80 individual responses to the inquiries of NGOs, 30 information sent and received by fax. Two sets of the John Hopkins University booklets, 15 copies on CD-ROM and 15 copies of printed Directories of NGOs distributed.

**FINANCIAL REPORT FOR 2004**

<b>Project title</b>	<b>Donors</b>	<b>Amount (EUR)</b>
<b><i>LINGUA Community Development Centre Programme – NPA Project no. 182 413</i></b>	Norwegian People's Aid – South-east Europe	104, 844.00
<b><i>POVERTY REDUCTION THROUGH MICRO-CREDITING PROGRAMME – Project No. 429.000.055/03</i></b>	Comite catholique contre la faim et pour le developpement – France	24, 000.00
<b><i>BE BRAVE! SAY NO TO CORRUPTION!– Project No. 700 81-04</i></b>	Olof Palme International Centre/SIDA	23, 000.00
<b><i>A Friend in Need No: S-SR100-02-GR-015</i></b>	USA Embase, Belgrade	4, 100.00
<b><i>Strengthening of civil society institutions - Capacity Building of NGOs and Development of the Regional NGOs Networks in Serbia- Project No. B2-702/2001/0891</i></b>	CDNPS/European Commission	2, 900.00
<b>TOTAL</b>		<b>158 844.00</b>

Kraljevo,  
January 2004

Forum NGOs Management Board  
Radovan Milicevic, President