

## SERBIA

### INTER-AGENCY OPERATIONAL UPDATE

SEPTEMBER 2016

#### KEY FIGURES

(SEPTEMBER 2016)

951

Registered intentions to seek asylum in Serbia

46%

of registered refugees and migrants were minors

5

Applications for asylum

1

Persons granted refugee status

1

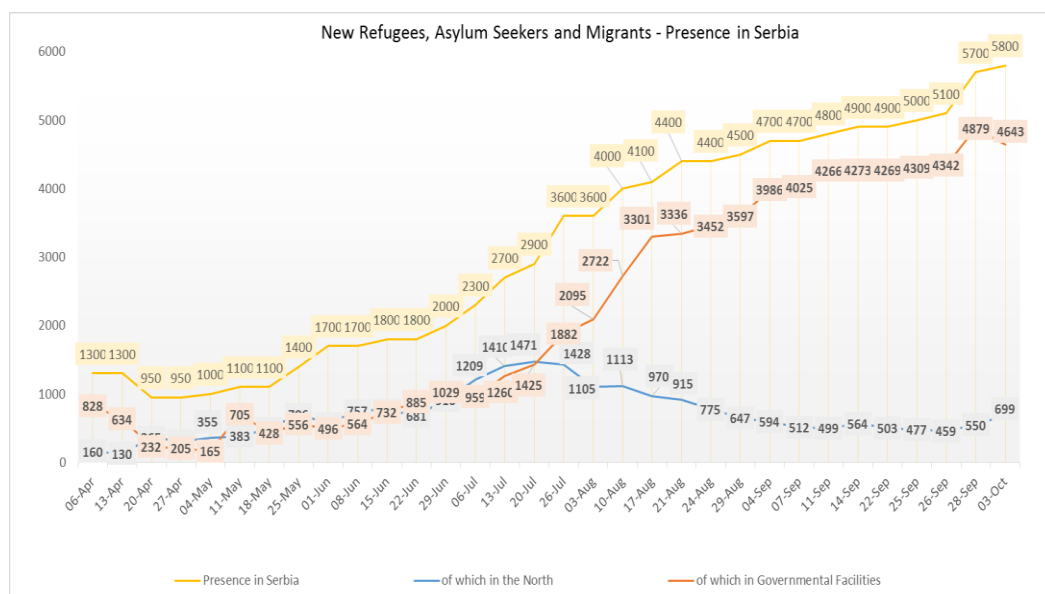
Persons granted subsidiary protection

#### PRIORITIES

- Ensure that urgent humanitarian and protection needs of refugees are being met
- Assist the Government to strengthen the asylum system in line with applicable international standards

#### Highlights

- Almost all of the ten governmental accommodation facilities operating in Serbia - Preševu Reception Centre (RC), Subotica Transit Centre (TC), three TCs in the West (Adaševci, Šid and Principovac), as well as the five asylum centres (ACs) in Banja Koviljača, Krnjača, Bogovađa, Tutin and Sjenica - were overcrowded, with the exception of Preševu RC, accommodating over 4,600 refugees/migrants/asylum-seekers at the end of September. Presence of refugees and migrants overnighting in the open in Belgrade more than doubled in the course of the month, with almost 700 observed on 30 September.
- On 15 September, the Prime Minister of Serbia Mr. Aleksandar Vucic signed an agreement with the Director of Council of Europe Development Bank (CEB) Mr. Rolf Wenzel on a grant agreement that will see the country get 755,000 euros in assistance for refugees and migrants from the CEB.



Graph no. 1: Presence of refugees/migrants/asylum-seekers in Serbia

# UPDATE ON ACHIEVEMENTS

## Operational Context

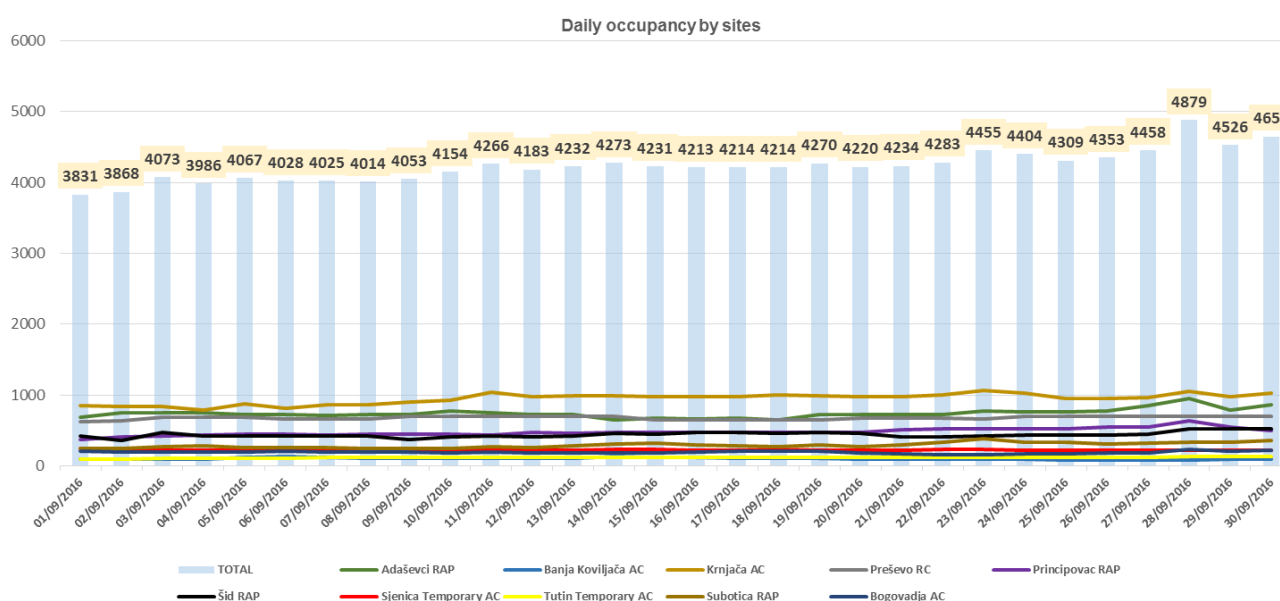
With continued irregular arrivals and limited departures, the estimated number of refugees/migrants/asylum seekers in the country rose to 5,700. UNHCR believes that the number of arrivals may have remained at the level of around 200 refugees/migrants per day. Of those encountered by UNHCR/partners, around 54% came from Bulgaria, 33% from FYR Macedonia, 10% from Albania, 0.4% from Montenegro and 2.6% from unknown direction. Hungarian authorities continued to admit around 30 asylum-seekers through the transit zones in Horgoš and Kelebija in the Northern border.

By the end of September, the number of people present daily in Belgrade parks rose to 1,000, while the number of those sleeping out in the open rose to over 500 persons on average. Even though undocumented persons could be accommodated in Krnjača Asylum Centre (AC) as well, by the end of September, it became difficult to accommodate all those in need of shelter, even families with children, since Krnjača AC was also full.

On the outskirts of the Leaders' Summit on the Global Refugee Crisis hosted by the US President Barack Obama in New York on 20 September, Prime Minister Aleksandar Vučić stated that Serbia was facing the greatest problems since migrants started arriving in Europe and expressed reservations about the possibility of EU finding a solution to the crisis. Minister of Labour and Chairman of the Government Working Group on Mixed Migration Aleksandar Vulin further stated that "if there is no room for economic migrants in Europe, there is no room for them in Serbia either", emphasizing that his country would not allow to become "a parking [lot] for economic migrants".

Serbian Interior Minister Nebojša Stefanović and his Slovak counterpart Robert Kalinak agreed in Bratislava on 20 September the two countries would establish joint police patrols on the Serbian-Bulgarian border. The move is a part of the cooperation between Slovakia and Serbia aimed at curbing illegal migration and other illicit cross-border activities, the Serbian Interior Ministry said in a statement.

Monthly MoI Asylum Statistics for September 2016 indicate that the number of registered intentions to seek asylum in Serbia was 951. 40% of registered intention to seek asylum were made by men and 14% were made by women. 46% were registered for children. Most applications were made by citizens of Afghanistan (53%), Syria (20%), Iraq (15%), Pakistan (6%) and other nationalities (6%). During September, one asylum-seeker was granted refugee status and one was granted subsidiary protection, while 11 applications were rejected.



Graph no. 2: Daily occupancy by site

## Achievements



### Achievements and Impact

- UNHCR's partner Asylum Info Centre (AIC)/Crisis Response and Policy Centre (CRPC) provided the following services: information dissemination (English, French, Spanish, Pashto, Arabic, Farsi and Urdu), interpretation and cultural mediation, first psychological aid, legal aid, medical aid, free Wi-Fi and phone charging access, transport to different facilities, identification and referrals on EVIs, NFI distribution etc. Services were provided independently and in cooperation with other actors. A total of 9,301 beneficiaries received assistance.
- IOM mobile teams continued with information provision and counselling on assisted voluntary return (AVR) and raising awareness on risks of human trafficking and migrant smuggling in Preševo Registration Centre (RC), Dimitrovgrad, Šid and Kelebija/Horgoš border crossing points. All necessary technical and logistic support was provided to migrants who expressed their willingness to return to the country of origin - contacts with relevant embassies of the countries of origin, transfer of migrants to the embassies, assistance provided for the issuance of travel documents, travel arrangements, assistance for the movement, including the transit airport assistance and assistance upon arrival to the country of origin. In September, two migrants returned to Iran with AVR while 6 migrants are still in the process of obtaining travel documents to travel in October.
- IOM provided assistance with transportation of vulnerable individuals and families to local institutions/local service providers like local health centres, centres for social work etc. Over 1,350 migrants/refugees were provided with transportation assistance, with 250 lifts. Over 940 migrants/refugees were assisted in Šid and some 220 migrants/refugees were assisted with transportation from border locations (Horgoš and Kelebija) to Subotica TC, as well as from the TC in Subotica to health facilities. IOM staff is present throughout the week with 2/3 staff members at each location, covering two shifts during the day.
- In Preševo, IOM team continued to provide transportation assistance to vulnerable groups to local institutions/local service providers like local health centre, centre for social work etc. Over 200 migrants/refugees were assisted.
- Belgrade Center for Human Rights (BCHR) was present in Krnjača Asylum Center (AC) three times per week providing free legal assistance to all persons of concern (PoCs) in need, in the form of legal representation in the asylum procedure for individuals who seek refuge in Serbia, as well as by providing information regarding the asylum system in Serbia to all who are considering to seek refuge in Serbia. Besides regular visits to Krnjača AC, BCHR also conducted field visits to ACs in Bogovađa, Banja Koviljača, Sjenica and Tutin and visited the TC in Subotica, providing the same services there as in Krnjača AC. BCHR provided 201 persons with free legal counselling, among which 105 persons from Afghanistan, 35 from Pakistan, 27 from Iraq, 19 from Iran, 8 from Cuba, followed by PoCs from Syria and Russia (two from each country), Somalia, Burundi and Croatia (one from each country). Asylum Office granted asylum in the Republic of Serbia to BCHR's client from Iran who belongs to vulnerable group of elderly.
- As part of a project implemented with the IRC, BCHR focused on UASCs, providing legal counselling to all interested. As none of the UASCs counselled expressed the desire to seek asylum in Serbia, no further support could be provided, save in the form of referrals to other organizations in case they needed psychosocial support – in which cases BCHR would refer them to PIN.
- BCHR and NGO Atina continued to cooperate in order to ensure identification of survivors of SGBV. Several women were provided with free legal aid and representation in the asylum procedure. One female was urgently transported from one of the reception centers to a safe location as she survived domestic violence there.



Children playing outside Kelebija transit zone (Serbia), @HCIT, 22 September 2016

- As a part of the National Mechanism for Prevention of Torture (NPM), together with Ombudsperson's Office, BCHR conducted monitoring visits to AC Tutin and AC Sjenica. BCHR team conducted interviews with majority of beneficiaries and provided recommendations for improvement of AC management practices.
- UNICEF-supported child-friendly spaces continued to be operational in Preševo, Šid and Krnjača with the Danish Refugee Council (DRC). 2,090 children received support in the UNICEF-supported family support hubs, child-friendly spaces (CFSs) and mother and baby corners (MBCs). UNICEF continued to support the social welfare system in Preševo, Belgrade and Šid to provide additional support to refugee/migrant children by supporting the centres for social work (CSW) in these locations, as well as the Belgrade Centre for Education of Children and Youth - Centre for the Care of Unaccompanied Minors. The agreement to provide support for the CSW in Subotica (covering Horgoš and Kelebija sites) and Bujanovac is underway. Additional support to increase the number of CSW social workers has been agreed with the CSW in Belgrade and Preševo in order to meet the increase in the numbers of unaccompanied children.
- UNICEF was strengthening the role of the Association of Professionals in Social Work in order to advance the capacities of social services to identify and respond to the most vulnerable refugee/migrant children. As part of the capacity building of the social protection system, the Association of Professionals in Social Work delivered 2 trainings - "Improvement of Coordination and Cooperation of all Relevant Actors" in Zaječar and Šid. The training in Zaječar was held for the CSW, the police and the Centre for fostering and adoption on 12 September (21 participants). The training in Šid was held on 20 September for 13 participants from the Šid CSW and field workers in Reception Centres.
- UNICEF supported Save the Children to organise a training on Psychological first aid (PFA) for frontline workers. The training was organised for all frontline workers in direct contact with refugee/migrant children and their families, acting on the territory of Subotica, Šid, Principovac and Adaševci. The training was held in Subotica (Palić) for 18 participants on 23 - 25 September 2016.
- HCIT remained present daily on several locations in the North (regular field activities on both border crossings) and in the West providing protection/legal advice, practical information, border monitoring, referrals and transportation, conducting detailed interviews with PoCs and filling out Protection Incident Reports and Push Back Reports, monitoring the process of admission into Hungary, deportations, cases of denied access to the territory and/or asylum procedure and distributing NFIs provided by UNHCR and UNICEF.
- HCIT provided more than 1,413 PoCs with practical and service information including 266 PoCs who were counselled on right to asylum in Serbia, procedure, rights and obligations, different kinds of inquiries, etc. HCIT team paid special attention to an extremely vulnerable Syrian family- a man who was diagnosed with TBC, his wife and 4 children. HCIT team assisted one family from Afghanistan in receiving birth certificate for their newly born baby in Subotica Town Hall.
- HCIT team provided transportation to 314 PoCs (to the General Hospital in Subotica, Health Care Centre, Private Dentist Clinics, Police Station and accommodation facilities). Interpretation was provided by HCIT staffers during all medical examinations. HCIT enabled access to a Private Dental Clinic to 3 PoCs and covered the cost of treatment, as well as costs of medication for one child who received injuries from boiling water
- HCIT also provided transportation from Kikinda to Subotica TC for 11 refugees from Syria who were returned from Romania in the readmission process (5 men, 4 women and a baby) They were in dire condition, in need of medical assistance.
- Mercy Corps (MC) Preševo team provided transportation assistance to refugees accommodated in Preševo Reception Centre (RC). This activity was implemented in collaboration with Serbian Commissariat for Refugees and Migration (SCRM), and it mainly included transportation to Preševo town centre for refugees to withdraw money from WU/ATM, repair their mobile devices or obtain any other service necessary. In the social space within its office in Presevo RC, MC continued implementation of various initiatives, such as sport events and movie presentations, language classes with Save the Children (SC) and/or recreational activities. In partnership with other organizations working inside the RC, MC also organized a number of sports/recreational activities for refugees in the open field.
- In partnership with SOS Children's Villages (SOS CV), MC continued the provision of internet services in several locations, including in Presevo RC, Miksalište in Belgrade, and SCRM premises in Krnjača, Bujanovac and Šid.



- In collaboration with SCRM, MC re-established its IT corner inside the Šid TC. MC provided equipment needed as well as one officer to assist the IT corner users. 185 refugees used the IT corner to communicate with their families and friends, or to gather the information they needed, of which 45 were children.
- In collaboration with SOS CV, MC ran an IT corner in Krnjača AC. Another IT corner was set up by MC at Miksalište in downtown Belgrade.
- Mobile IT teams operated by iHo/North Star NGOs and *Divac Foundation* and supported by MC continued provision of communication services at Serbia-Hungary border (Wi-Fi internet, IT corner and charging stations).
- MC restarted the distribution of SIM cards in Preševo RC, with the aim of securing uninterrupted communication for beneficiaries during their stay in Preševo and/or transit to EU countries. 301 SIM cards were distributed to eligible refugees/migrants.
- MC team continued its work on information provision, translation and interaction with SCRM and/or relevant organizations in order to address the needs of most vulnerable refugees. TV screens installed by MC in Preševo RC were used by MC and partners – SOS CV, DRC and SC - to show informative/educational presentations, cartoons for children and movies.
- Together with SOS CV, MC completed the installation of an internet network in Bujanovac RC.
- DRC/ECHO teams continued their protection activities in Preševo, Dimitrovgrad, Subotica, Sombor, Belgrade and Šid. At Šid TC, DRC Protection Teams continued to conduct Info Sessions on Asylum procedure and Refugee Rights, as well as awareness-raising workshops for women and girls. More than 3,000 persons were provided with information and more than 3,500 were assisted.
- DRC/UNICEF teams in Preševo continued providing assistance in the Child Friendly Space (CFS) (2,604 children and 462 mothers/caregivers) and Mother and Baby Corner (MBC) (1,480 children and 1,184 mothers/caregivers) at Preševo RC. DRC/UNICEF team referred 33 children and 11 mothers/caregivers to medical services and referred 9 UASCs to the Social Welfare Centre. 1,139 children and 297 mothers attended 83 workshops. Workshops are recreational (football, jogging, exercise), creative and/or educational (crafts, art, scale modeling, English language, recycling etc.).
- In Šid TC, DRC/UNICEF teams provided assistance in the CFS (1,919 children and 322 mothers/caregivers) and MBC (457 children and 392 mothers/caregivers). DRC/UNICEF team referred 37 children and 9 mothers/caregivers to medical services and preliminary screening indicates 12 UASCs are present at the TC 634 children and 21 mothers attended 40 workshops.
- In Krnjača AC, DRC/UNICEF teams continued providing assistance in the CFS (1,058 children and 339 mothers/caregivers). 16 children and 3 mothers were referred to medical services. 35 workshops for 348 children (non formal education, creative and recreational) were conducted.
- Interpretation services were provided by UNHCR/DRC interpreters to 500 asylum seekers and refugees/migrants in Krnjača AC and to 45 asylum seekers in Banja Koviljača AC.
- Save the Children (SC), along with partner organizations, reached a total of 2,335 new beneficiaries, of which 975 were children.
- SC, together with Center for Youth Integration (CIM), operated Child Protection teams in Preševo and a CFS and Youth Corner in Miksalište in Belgrade. The teams provided psychosocial support through recreational, creative and educational activities. Together with CIM and ADRA, SC operates a 24/7 Drop-in centre for vulnerable groups and a MBC at the Asylum Info Center in Belgrade. SC partnered with Praxis on outreach work with a very strong protection and legal assistance component, focused on protection, monitoring and assistance to refugees and asylum seekers in Belgrade parks.
- As part of a UNICEF-funded project, SC conducted the final Psychological First Aid training for governmental institutions and NGOs active in Subotica and Šid.
- In cooperation with the Ministry of Labour, Employment, Veteran and Social Affairs, SC is implementing a comprehensive system strengthening programme to increase capacities for accommodation of UASCs in 4 locations, develop capacities for foster care of UASC, hire additional professionals to provide support to UASC and provide a comprehensive training programme for newly recruited and existing staff.



Registration of a newborn baby in Subotica Town Hall (Serbia), @HCIT, September 2016

- In Belgrade, the IRC's partner Info Park was involved with information dissemination (in English, Arabic and Farsi), with interpretation and cultural mediation, providing free Wi-Fi and phone charging services, transport to different facilities, identification and referrals of vulnerable refugees, food and NFI distribution etc.
- IRC and BCHR prepared the re-launch of BCHR's protection monitoring mission to Dimitrovgrad at Serbia-Bulgaria border. Mobile team members trained in protection monitoring will survey if access to the territory and asylum procedure is respected, monitor treatment of refugees when they have crossed into Serbia and provide humanitarian aid. The project is scheduled to start October 15.
- Divac Foundation and the IRC ran a Social café in Krnjača AC in Belgrade. While providing tea and coffee, refugees were able to join occupational activities such as board games, sewing lessons, sport activities etc.
- The IRC supports NSHC to deploy protection monitors and provide information and referrals to refugees and other persons of concern in the area of Subotica and in Belgrade.
- The IRC, together with Atina, PIN, BCHR and Ideas, continued with program to support unaccompanied and separated children (UASCs). Here are the main activities from September:
  - a) BCHR mobile team continued providing legal assistance in identification and registration of UASCs, legal information, legal referrals and representation to newly arrived UAC, children in detention centers, and asylum-seeking UASCs in Subotica, Belgrade parks, Krnjača, Bogovađa, Niš and Dimitrovgrad.
  - b) Atina's mobile team continued with outreach and support activities in asylum centers and reception centers in Subotica, Šid, Bogovađa and Belgrade (Krnjača, shelters and the park). They coordinated their activities with CSW Belgrade and supported them in the BID.
  - c) PIN (Psychosocial Innovation Network) started with individual and group psychosocial counseling for UASCs in Belgrade parks, Krnjača, Banja Koviljača, Šid, Sjenica, Tutin and Bogovađa. They also started with English language café for UASCs in Belgrade.
  - d) Ideas started its activities related to assessment of local communities, service providers and protection system in identification of vulnerable refugee children. Their goal is development of multi-system approach and guidelines for improvement of BID procedures for refugee children and UASCs.
  - e) In cooperation with Center for Foster Care in Belgrade, IRC Serbia organized two Trainings for Trainers (in Belgrade and Novi Sad) for foster care for 61 professionals from Serbian CSW.



Sewing lessons at Krnjača AC, Belgrade (Serbia), @Divac, September 2016

- IRC and Mercy Corps continued providing refugees with accurate information online via the Refugeeinfo.eu project.
- ADRA Serbia continued to implement its activities in Belgrade (Children's and Youth Corner -CYC, within Asylum Info Centre premises) and in Preševo as UNHCR implementing partner. CYC was open 24/7 and hosted children with their families, UASCs, pregnant women and women with newborn babies.
- As of mid-September, ADRA engaged two more Farsi translators, both of them native speakers, covering night shifts along with one Arabic interpreter in the CYC. Day shifts are covered by three people per shift, two youth

workers and one translator. Team one consist of psychologist, youth worker and Farsi translator, while team two consists of social worker, youth worker and Arabic/Farsi translator. Around 1,500 children visited the CYC in total in September (360 of which were UASCs) and the total number of beneficiaries was 3,300. ADRA developed an evaluation tool, to gather children's thoughts and opinions of the services received and they were generally grateful that such a place existed, with an expressed wish for the possibility of overnighting at the CYC.

- In coordination with Preševo team and UNHCR, ADRA was also engaged in family reunification activities, with special attention to mothers with newborn babies separated from fathers and/or other family members.
- ADRA team in Preševo continued its work 24/7, strengthened by 2 legal officers. Their role turned out to be essential, providing for multi-sectoral teams able to provide comprehensive assistance. Important support was given to the Centre for Social Work in Preševo with the aim of quick response to situations of family separation (six rather complex and challenging cases were identified and successfully 'closed' during September).

- ADRA Serbia provided translation services to refugees and following partner organizations: IOM, DRC, Humedica, APC, Caritas, Atina, SOS CV, Save the Children, Philanthropy, Care and Nexus, as well as to the relevant state authorities: Police, SCRM and CSW. On a daily basis, translation assistance was provided in around 180 instances to partners and around 200 instances to refugees.
- Praxis cooperated closely with SCRM staff regarding available capacities and accommodation in ACs/TCs, especially when it came to vulnerable individuals and referred refugees/migrants. Praxis provided protection by presence and escorted refugees to the Police Station for registration, accompanied refugees to various organizations to access different services. Praxis was involved with protection monitoring and recording of cases of violation of refugees' rights along the route. A total of 1,989 refugees/migrants/asylum seekers in Belgrade were provided with information, while a total of 608 persons were referred to different organizations/institutions for targeted assistance.
- PIN's teams for psychosocial support remained present in Krnjača AC three times per week, Bogovađa AC two times per week, Banja Koviljača AC once per week and Sjenica and Tutin ACs once per month, in order to provide support to refugees and asylum seekers. Apart from regular visit to ACs, PIN team conducted activities and provided support in hospitals and other health/social welfare institutions, correctional facilities, AIC, park near bus station, Miksalište and to privately accommodated refugees. PIN psychologist encountered an increased number of vulnerable cases during September which required detailed, regular and long-term counselling and support. 286 received first psycho-social support and relevant information.
- NSHC, with the support from TDH, provided recreational activities in Belgrade, to 864 children and 237 parents; 208 beneficiaries benefited from psychological first aid and support activities.
- With support of CARE, 501 beneficiaries in Belgrade (369) and Subotica (132) were included in outdoor and indoor recreational activities with children and youth, organized by NSHC.
- With support from IRC, NSHC provided protection services for 2,836 refugees/migrants. This included provision of necessary information, counselling related to SGBV and human trafficking, connecting refugees with organizations who can help with family reunification, translation services and free Wi-Fi. Refugees were most commonly referred to other institutions and organizations to obtain medical assistance, food, hygiene and NFI, as well as for registration.
- Philanthropy, supported by Christian Aid, continued providing cash card assistance in Tutin and Sjenica AC, Adaševci TC and Bogovađa AC. 476 cash cards were distributed to 294 most vulnerable families.
- Through a project funded by USAID, Divac Foundation opened up CFSs in Sjenica and Tutin. Both CFSs have been furnished and equipped. Through the same project, AC Tutin was equipped with industrial washing and drying machine and one TV screen, while AC Sjenica received a TV. Thirty-two arts and craft workshops in Šid and Belgrade (Miksalište) were organized.
- Through a project fully funded by IRC, implementation of sewing course by Divac Foundation started in Krnjača AC. The course was very well accepted by female residents and 5 women attended to the course. Within the same project, the social café in Krnjača AC operated and provided tea and coffee for refugees, as well as board games and occupational activities. During September, 4 art and craft workshops were held in the social café, and 7 movie projections were organized.
- NGO Atina was providing direct support to the most vulnerable among the refugee/migrant/asylum-seeker population, who were in the territory of Belgrade, Preševo, Šid, Subotica, Bogovađa, Tutin, and Banja Koviljača (233 people in the field, and long-term support for 46 persons). Atina was operating a 24/7 shelter for survivors of gender-based violence (GBV) and human trafficking. Mobile teams had 11 urgent interventions in the field - 3 cases of GBV and 6 women, 4 girls and 2 boys who survived physical/psychological/sexual violence and/or forced marriage. First successful resettlement case was realised for three long-term beneficiaries of Atina and one case of family reunification was successfully closed.
- Refugee Aid Serbia (RAS) provided haircuts for the refugees/migrants/asylum-seekers twice a week in Belgrade parks and organized different other activities.
- IDC volunteer team was engaged daily in the work of Asylum Info center in Belgrade.
- Within CFS in Adaševci Transit Centre, SOS CV Serbia delivered 2,651 services to children within 306 different activities, which included recreational, creative and educational activities. SOS CV provided 1,970 translations for adults and children and distributed there NFI: 6335; FI 334.

- In the CFS in Principovac, SOS CV provided 2,726 services to children within 354 various activities, which included recreational, creative and educational activities. SOS CV provided 1,596 translations for adults and children and distributed there NFI: 2223; FI 12.
- SOS CV mobile team in Belgrade provided 1,563 different kinds of services to children in Belgrade, including services of translation, provision of practical information, first psycho-social support and referrals to other institutions or organizations. Belgrade mobile team provided translation to adults and children: 731; provision of practical information to adults and children: 633 and distributed 526 NFI. SOS CV's Belgrade mobile team continued its work on Child Protection, which included 44 CP cases that were referred to Belgrade Centre for Social work and medical teams working in Belgrade (MSF and MDM). Within Family Room in RC Preševo, SOS CV provided 2,210 services to children within 360 different activities, while in Youth Corner 520 services to youth were delivered. Super Bus mobile team, organized outdoor educational, recreational, creative activities for refugee children and young people. Super Bus organized 71 activities and delivered 1,070 services for children.
- SOS CV Serbia continued to provide access to computers and Internet on several locations: ICT spot Adaševci: Wi-Fi: 2,420 connections and Charging station: 1,700 users; ICT spot Šid train station Wi-Fi: 2,150 connections; ICT spot Preševo: Wi-Fi: 2,530 connections and Charging station: 2,350 users. ICT Corner Preševo had in 1,893 visits by adults and 260 visits made by children, which included use of computer, Internet and basic IT workshops; ICT spot in Belgrade- Miksalište Wi-Fi: 2,090 connections; ICT spot Principovac: Wi-Fi 1,240, Charging station: 990 users. ICT Corner Principovac had in total 3,428 visits, which included use of computer and Internet; ICT spot Krnjača had 2,360 Wi-Fi connections and 105 charging station while ICT Corner in Krnjača had 1,408 visits, which included use of computer and Internet.
- Third meeting of the Working Group for Development of GBV SOPs supported by UNFPA took place on 29 September in Belgrade. Meeting gathered relevant stakeholders at national and local level and provided valuable inputs for the revision of SOP document; most notably in the sections on management of rape survivors and referral mechanisms. This was the final working meeting of such kind; finalization of the document is expected by the end of 2016 after the normative review and field visits are completed.
- During the month of September, NGO Atina with UNFPA support, held a total of 11 workshops at Krnjača AC and Atina Reintegration Center. 52 women and 74 girls attended the workshops, which covered topics such as education, decision making in the family, problems in my country etc. 6 new GBV cases were identified in September by UNFPA's IP Atina.
- Caritas teams of psycho-social support were providing assistance to refugees in Preševo and Belgrade (Krnjača) on a daily basis, from Monday to Friday. The teams are composed out of a psychologist, a social worker and an Arabic translator. The teams were providing services of psycho-social counselling, animation activities for children and accompanying people to different services. Their work is funded by the German Ministry of Foreign Affairs.
- JRS provided psychosocial support in Belgrade's Bristol Park to around 550 refugees/migrants and supported one family from Syria in obtaining the necessary paper in order to join the rest of the family in Germany.
- Catholic Relief Services (CRS)/Balkan Centre for Migration (BCM) teams provided translation assistance (Arabic and Farsi) to refugees/migrants/asylum-seekers and partner organisations (Philanthropy, Humedica, Save the Children, Atina, UNHCR, Indigo, ADRA, DRC, UNICEF, IOM, MDM and IDC) and authorities (Police, Security Information Agency, Health Centre Preševo, General Hospital (GH) Vranje, Clinical Centre Niš, Institute of Public Health Vranje, Health Centre Šid, Health Centres Novi Sad and Sremska Mitrovica and the Local Court in Šid) in 10,521 instances, in Šid, Belgrade, Subotica and Preševo. The CRS/BCM teams provided legal assistance in the aforementioned locations in 433 instances.

### Identified Needs and Remaining Gaps

- Centre for Social Work staffing remains insufficient to fully address needs of UASCs. UNICEF and UNHCR are working to reinforce capacities to ensure appropriate identification and follow up of cases of UASCs and other children-at-risk.
- Inconsistencies in the registration procedures in Belgrade continued, with asylum-seekers being sent back and forth between Savska police station and Krnjača AC to register their intention to seek asylum, and regular presence of Asylum Office representatives at Krnjača AC was not ensured.



- There was no government-organized transport to asylum centres in Serbia for newly-registered asylum seekers, and, meanwhile, IOM and UNHCR continued to fill in some of the gaps.
- Refugees/migrants increasingly reported pushbacks and mistreatment by authorities along the route.
- Relatively short period of refugees/migrants' stay in Serbia makes the identification of psychologically vulnerable individuals and providing of psychological assistance and support more challenging.
- Due to the changing nature of the crisis, the demographic structure of arrivals is changing towards more Farsi-speaking beneficiaries, and smaller percentage of Arabic-speaking population. Female Farsi translators are both rare and needed in working with mothers and children.
- New improvised shelters have been identified in Belgrade by humanitarian partners, and as such are increasing protection risks.
- AIC needed more Pashto-speaking interpreters/cultural mediators.
- Shuttle transport frequency to Krnjača AC was reduced to once a day.
- ADRA noted that NFI distributions in the parks, whereby most of the target population were coming only to pick up the clothes, made it impossible for its facilitators and youth workers to implement activities with children such as workshops, PFA and translation services, and therefore fully endorse the initiative by AIC to move the distributions to Krnjača AC.
- ADRA expressed concern at the decision of the city of Belgrade authorities to close down the CYC at the AIC in Belgrade.
- Interpretation services (at least for the English language) in police stations not covered by humanitarian NGOs, enabling for expression of intent to seek asylum, were needed in places likely to be used by the refugees/migrants for entry and transit.
- Protection of unaccompanied minors remained the biggest challenge. On the one hand, most children refused help, not wanting to register or get separated from their group, but merely wishing to continue their journey, most often relying on the assistance of smugglers, and thus exposing themselves to the risks of being exploited and abused. On the other hand, social workers often failed to come out onto the field when called, or delayed their arrival for several hours. Even in the case of children under 14 years of age, in provision of best interest assessment, social workers usually decided that children were safer in the group or were entitled to make their own decision based on instructions from the smuggler.
- As asylum-seekers await to enter Hungary, their stay in government facilities is prolonged and they are faced with monotonous everyday life within confined, overcrowded spaces. Lack of structured activities and possibilities to meaningfully employ their energy results in dissatisfaction, boredom, irritation and distress.

## Education

### Achievements and Impact

- Workshops for children and language classes were conducted by DRC facilitators in Krnjača AC - 122 children attended workshops for children, 79 attended language classes. 36 children attended workshops for children and 55 asylum-seekers attended language classes in Banja Koviljača AC. Sewing classes were attended by 5 asylum-seekers.
- Atina conducted educational activities in two locations – Krnjača AC and Reintegration Center Atina. Beneficiaries attended English language lessons, literacy classes and educational empowerment workshops on important topics such as: gender roles, recognition of GBV, human rights, etc. Education was adjusted to gender, age, culture, and different personal experiences. Atina also organized workshops aimed at women and girls, asylum-seekers in Krnjača AC. Eleven workshops were carried out for 52 women and 83 girls. The workshops tackled the following topics: Relationships between men and women, Partner relations, If I were a president, Education, Making decisions in my family, My future, Problems in my country, etc. Creative workshops were likewise implemented in the Reintegration Center and Krnjača AC, during which beneficiaries had the opportunity to create jewellery out of clay, and to paint. Four workshops for children were conducted on empowerment and 4 creative workshops attended by 83 girls and 11 boys.

- UNICEF, in cooperation with the Ministry of Education, Science and Technological Development (MoESTD) and the SCRM, continued to work on designing education interventions and implementation plans in order to meet the needs of school-aged refugee/migrant/asylum-seeker children in Serbia.
- UNICEF held a series of meetings with regard to the inclusion of refugee and migrant children and youth in the education system with the MoESTD, the Institute for Education Quality and Evaluation, the Belgrade Center for Social Work, the School for the Primary Education of Adults Braća Stamenković, the SCRM, UNHCR, the Asylum Protection Center and the Center for Education Policy, which is the main NGO partner in supporting the education of refugee and migrant children.
- In order to improve the quality of non-formal learning activities, UNICEF completed a 3W exercise and called for a coordination meeting of all NGOs working in the area of education. In addition, UNICEF is working on the identification of training needs of NGO workers working in camps with respect to education. A detailed plan of action was developed for the implementation of non-formal education activities. UNICEF will start providing Civic Education classes to children aged 7 to 12 using the curricula of 1001 Nights from Big Bad Boo. A training was organised on the implementation of the curricula of 1001 Nights from Big Bad Boo and was attended by twelve DRC Facilitators from Preševo, Bujanovac, Šid and Krnjača, where activities will be carried out.

### Identified Needs and Remaining Gaps

- Sustainable access to the national educational system is yet to be ensured for asylum-seeking children.



## Health

### Achievements and Impact

- AIC/CRPC provided identification, needs assessment, referral to medical institutions and follow-ups of the EVIs. The team cooperated with the medical container staff (Zemun Health Centre) at the bus station park in Belgrade supported by UNHCR/DRC, through interpretation/cultural mediation and transportation to secondary medical and other facilities, in 295 instances.
- 2,942 refugees were assisted by medical teams in Preševo RC, including two UNHCR/DRC medical teams, engaged through Primary Health Centre Preševo. DRC Medical Officer, in close cooperation with the responsible medical teams, provided referral, escort and follow up on 246 specific cases, and conducted health promotion activities for 133 refugees.
- UNHCR/DRC medical teams treated 1,106 refugees at the Medical Container in Bristol Park in Belgrade, while the UNHCR/DRC medical teams in Krnjača AC assisted 1,090 asylum-seekers and refugees. In addition, 215 asylum seekers were provided with entry medical check-up in close cooperation with responsible staff of Krnjača AC.
- As of 15 September, a UNHCR/DRC medical team was engaged through Primary Health Centre Lajkovac and assisted 176 asylum seekers and refugees in Bogovađa AC. The Team provided referral and follow up of 222 specific cases.
- Within a UNFPA-funded project that DRC was implementing, gynaecological services and medicines were provided to 26 women from the TCs Šid, Adaševci and Principovac, through the Local Health Centre in Šid.
- The IRC was supporting HCIT to provide orthopaedic devices (wheelchairs/crutches) to refugees waiting to be admitted to the Hungarian transit zones.
- WHO: Meetings with national authorities and institutes, as well as health coordination meeting took place to align with the new Response Plan of the Government as well as discussions about further necessary actions to prepare the health sector for the winterization and support needed for the refugees and migrants.
- Praxis continued providing information to refugees/migrants/asylum seekers in Belgrade about the situation in Serbia and the region, about available legal pathways and available services in Belgrade (accommodation, medical care, food, NFIs, etc). Praxis also identified vulnerable cases and referred them to other organizations for targeted assistance: to MDM, MSF, DRC and RMF for medical assistance, to Info Park, Miksalište and Asylum Info Centre for food and NFIs, and again to Info Park for transportation assistance to ACs/TCs. We also provided assistance to a number of persons by covering the costs of transportation to ACs/TCs. Praxis referred families and UASCs to

AIC/SC/Miksalište to rest and wait for social workers, and called social workers to provide BIA in case of identified UASCs.

- IDC engaged 5 medical teams in Šid, Principovac, Subotica and Dimitrovgrad/Pirot (in cooperation with WAHA International), and provided medical aid in 2,882 instances in total. In Šid Community Health Center, a dentist engaged by IDC was providing free dental services. IDC volunteers provided daily support to the medical IDC teams in the Transit Centers in Šid, Principovac and Subotica.
- IDC donated an ambulance vehicle to the Community Health Center Subotica for the purpose of medical transport of refugees at the territory of the City of Subotica.
- Médecins du Monde (MDM) continued to provide Primary Health Care and Psychosocial support, 7 days a week, by 4 Medical teams in 3 mobile clinics operating on the frontline, in the border areas in Subotica and Šid, and also in Belgrade in Miksalište centre. MDM medical team provided 1,783 consultations, with 285 consultations in Subotica, 754 consultations in Šid and 754 consultations in Belgrade. MDM medical team continue to organise referral and follow up, 25 cases in September, and 15 persons to Family Planning services.
- MDM, in partnership with IAN, provided “Psychosocial support for refugees/migrant/asylum seekers” to NGO, public health and SCRM staff.
- UNFPA CO with other relevant actors attended the Health Coordination meeting organized by MoH, to discuss further steps with regards to the migration situation.
- UNFPA supported a part-time gynecologist, nurse and a driver in Šid, to provide assistance in UNFPA-donated mobile clinics as of September 2016. 36 women received services in UNFPA mobile clinics in September.
- Humedica treated 1,653 patients in Preševo RC: 50% were re-consultations to see how the sickness was progressing or follow ups on chronic diseases.
- The CRS/BCM medical teams provided medical assistance in Šid, Belgrade and Preševo in 3,795 instances.

### Identified Needs and Remaining Gaps

- “Home-care” of post-hospitalized patients remains a challenge in ACs.
- The challenge of long-term psychological/psychiatric care of persons in need of it remains in place.
- Mental Health and psychosocial support/cultural mediation needs for medical and non-medical staff. A coordination between the actors would be interesting to be organised.
- The challenge of the winterization, needs for heaters, tents and to get prepared for winter-related diseases.



## Food Security and Nutrition

### Achievements and Impact

- DRC/UNICEF MBC in Preševo provided nutrition support to 1,031 babies, while 849 mothers received IYCF counseling. MBC is following-up nutritional support using individual plans for every baby and pregnant woman in the RC. Daily food basket, health, hygiene routine and child development is monitored on daily basis; additionally - referrals to health centers and other services are also conducted. DRC/UNICEF team provided intensive assistance, in cooperation with medical services, to one child suffering from moderate malnutrition (MAM).
- Within the DRC/UNICEF MBC in Šid, nutrition support was provided to 438 babies, while 392 mothers received IYCF counseling. Referrals to services and daily monitoring of food basket, health, hygiene routine and child development are ongoing activities.
- In partnership with Info Park, SC delivered daily 300 freshly prepared, culturally appropriate meals in Belgrade’s Bristol park, for the population unable to access existing food distributions zones.



Hungarian NGO OKUMENIKUS distributed food at Kelebija (Serbia), @HCIT, 22 September 2016

- Info Park continued food distributions in Bristol Park in Belgrade. Food distributions were organized with support from the IRC (staff) and other donors (food).
- IRC/Divac mobile team was visiting the border with Hungary, Šid, Sjenica and Tutin regularly last month and distributed humanitarian assistance for at least 1,864 persons.
- IRC supported NSHC's mobile team to deliver snacks and refreshments to refugees in and around Subotica and in Belgrade.
- ADRA was distributing 30 - 40 packs of dry food (biscuits, nuts) daily in Belgrade and in only three days 120 women dignity hygienic kits.
- With support from CARE, NSHC provided 2,140 food packages (1,130 in Belgrade and 1,010 in Subotica area) to refugees/migrants/asylum-seekers. With support from CARE, NSHC provided 8,100 cooked meals for residents of Adaševci TC.
- Philanthropy distributed 700 hot meals and fresh fruit in Preševo RC and 450 in Principovac TC on a daily basis. Philanthropy provided food assistance in Šid, at the Train station, until the 9<sup>th</sup> of September.
- Philanthropy continued with providing fresh fruit in Miksalište, Belgrade.
- RAS continued with the distribution of warm meals and NFIs in the parks of Belgrade. Meals were distributed every day at 5.30 pm, followed by NFI distribution. Around 10,000 portions of food were distributed as well as 4,400 bottles of water and 50 packages of sweets consisting of cookies, chocolates and cereal bars.
- At the Reception Centre in Preševo, SOS CV mobile team distributed in total 15,360 NFI, including hygiene for children and women. FI 25,607 was distributed, including 21,700 warm meals, water, juice and biscuits.
- UNICEF continued to support the MBCs in Šid and Preševo in partnership with DRC. 226 infants (under 2) accessed UNICEF-supported MBC centre nutrition services in the reporting period. On the Northern border with Hungary, UNICEF provided support to mothers (including pregnant and lactating women) and children in cooperation with HCIT. Nurses from the local Primary Health Centres in Subotica and Kanjiža were providing support to mothers with IYCF-E counselling in the form of outreach work.
- UNICEF continued to have consultations with partners on reviewing currently distributed food in order to have more age appropriate food for children.
- With the support of the German Ministry of Foreign Affairs, Caritas provided 1,500 portions of cooked lunch, 17,900 fresh breakfast pastries, 4,500 bottles of chocolate milk and 19,300 bottles of yogurt in Preševo. Caritas was also providing hot tea in its container in Preševo RC. 30,000 cups of tea were distributed.
- In Belgrade (Krnjača, Info Park and Miksalište), Caritas provided 45,200 portions of fresh pastry, 15,300 portions of warm soup and 5,400 bottles of water. Caritas also started distributing warm soup outside Info Park and in Miksalište. In Šid, Caritas distributed 22,580 portions of fresh breakfast pastry, 1,080 bottles of water and 10,309 bottles of milk for children. In Subotica Transit Centre, Caritas provided 1,050 food packs and 5,232 bottles of water.
- UNHCR and partners AIC and HCIT distributed 1,456 kg of high-energy biscuits and 2,284 litres of water.

### Identified Needs and Remaining Gaps

- There is a continued need to improve the quality of the food distributed in the North (to include hot meals, fresh vegetables and fruits) and in Belgrade.

## Water and Sanitation

### Achievements and Impact

- DRC completed rehabilitation works in Adaševci TC on the sanitary block (toilets and showers) and the laundry room.
- As of 17 September, SC will no longer be contracting a waste removal company in Kelebija, and a handover has been agreed with the SCRM who will continue with the cleaning.



Refugee children helping to remove waste at Kelebija (Serbia), @HCIT, 25 September 2016



- IDC volunteer team was cleaning the area of the Subotica Bus station at which refugees gathered daily.

### Identified Needs and Remaining Gaps

- Lack of hygienic infrastructure in Belgrade's central area (toilets, water sources).



## Shelter and NFIs

### Achievements and Impact

- IOM completed works/refurbishment in Adaševci TC and asylum-seekers have been already accommodated in the renovated parts of the TC.
- Mercy Corps continued construction of 110 m2 TC in Sombor. By late September most of construction works were completed, and only floorings remain to be finished in October. As agreed with SCRM and city authorities, the building will host teams working on health, registration and internet/IT corner activities, as well as SCRM's camp management staff.
- DRC advanced the rehabilitation works in Presevo RC at the dining/social facility which is to enable proper reception of beneficiaries (1,200 persons, on a daily basis, to be served food at regular intervals). The works are funded by ECHO, provision of specialized equipment, furniture and heating is ongoing. DRC technical team is advancing for additional works on the enhanced water supply within Presevo RC.
- Final phase of works by DRC (funded by ECHO) in Subotica TC on the rehabilitation of dining/social facility which will enable more convenient space for food consumption and socialising of approx. 60 beneficiaries at a time was in progress.



Waiting at Kelebija border crossing (Serbia),  
@HCIT, September 2016

- With the increased need for accommodating a larger number of persons likely in need of humanitarian protection in Šid and Principovci TCs, SCRM addressed DRC to potentially improve the sanitary/hygiene and heating conditions in the TCs. DRC technical and social teams assessed the field needs and compiled technical reports, pending approval from the donor (ECHO) for further action.
- DRC launched a tender for the adaptation of one family pavilion at Krnjača AC, funded by European Union Delegation. DRC was also finalising the rehabilitation (funded by UNHCR) of Krnjača AC premises to enable the formation of the Medical Unit for provision of proper medical services for beneficiaries accommodated in Krnjača. Funding for procurement of medical equipment and basic furniture is pending.
- DRC/UNICEF teams in Preševo supported 574 children with hygiene items. Through the provision of NFIs, 554 persons were assisted within the ECHO funded project in Preševo. In Šid/Adaševci, DRC distributed clothes, footwear and underwear to 512 persons (funded by ECHO), and 457 children were supported with hygiene items.
- SC and Group 484 delivered NFIs in Belgrade and Subotica. Through mobile teams in the transit zones Kelebija and Horgoš at the border with Hungary,

they distributed solar lamps, sleeping bags, inflatable mats and summer clothes. In Belgrade, they distributed summer clothes and shoes in Miksalište and Asylum Info Center and hygiene kits in the MBC of the Asylum Info Center.

- Divac Foundation, supported by the IRC, distributed NFIs once a week at the Kelebija border crossing. The items distributed were meant to alleviate the hardship of enduring the ever-changing weather conditions in the open, so they included suitable shoes, clothing and other gear, as well as hygiene kits.
- Philanthropy continued the distribution of NFIs in Miksalište in Belgrade. 486 pairs of socks for adults and children, 500 sets of underwear for men, women and children, 500 T-shirts, 240 sneakers and 400 sports pants for adults and children were distributed.

- In cooperation with CRS, fourth barrack in Krnjača AC was completely reconstructed by Divac Foundation, furnished and handed over to SCRM. Reconstruction works on two more barracks should be completed by the end of October. Reconstruction of all barracks was performed in line with international standards and all barracks are accessible for persons with disabilities.
- In cooperation with CRS, beds and bed linen for Sombor TC were provided by Divac Foundation.
- Atina ran 4 shelters for survivors of GBV and human trafficking and particularly vulnerable persons. Thirteen persons were sheltered in September. The Shelter program is a comprehensive program of social inclusion and all long-term beneficiaries are provided with counseling, PSS, PT, individual planning of services, assessments and monitoring. Atina was operational 24/7 on the territory of Belgrade.
- RAS distributed NFIs for men, women and children in Belgrade (underwear 82, socks 77 pairs, 392 T-shirts, 91 pairs of trousers, 45 jumpers and 3 jackets for men; 33 T-shirts, 20 pairs of trousers, 5 dresses and skirts, 10 pairs of underwear, 5 jumpers and 8 jackets for women; 75 T-shirts, 40 trousers and jumpsuits, 11 skirts and dresses, 16 pairs of socks, 10 pairs of underwear, 30 jumpers, 2 hats, raincoats and pyjamas for children; 45 pairs of shoes were also distributed, 30 blankets, 3 strollers, baby string and baby carriers. In terms of hygiene items, RAS distributed 145 tissues, 80 razors, 113 soaps, 25 toothbrushes, 25 toothpastes, 80 combs, 5 hand sanitizers, 2 wipes, 19 shampoos, 4 sanitary pads, 14 baby packages (soap, powder, cream and wipes) and 80 nappies).
- Group 484 continued distributions of NFIs in Horgoš I and Kelebija “transit zones”, with the support of SC. Total of 5,316 items were distributed (tracksuit sets, socks, underwear, sleeping pads, toys for children, different hygienic items – laundry soap and powder, plastic jerry cans, rolls of plastic bags, sanitary pads, tooth brushes and pastes, shampoos). Total number of beneficiaries was 4,590, out of which 909 children, 890 men and 510 women. In Belgrade, Miksalište, with the support of SC, Group 484 provided 2,281 beneficiaries (1,199 children, 501 man and 581 women) with hygiene items, clothes and shoes.
- UNICEF, through its partners DRC (in Preševu, Šid and Belgrade) and HCIT (in Kelebija and Horgoš), reached 813 children with basic supplies (including clothing and baby hygiene items) to protect them from weather conditions and keep good personal hygiene.
- HCIT provided garbage bins, light balls, dry wipes, washing powder and toilet paper for Principovac TC.
- In Subotica TC, Caritas provided 10 hygiene packs for adults and 18 hygiene packs for babies.
- UNHCR and partners AIC and HCIT distributed 1,269 blankets, 854 backpacks, 491 plastic bags, 972 hygiene kits, 7 sleeping bags, 300 rubber mats, 1,112 pairs of socks, 1,767 adult T-shirts, 371 children’s T-shirts, 2,167 pairs of footwear, 849 pairs of rubber slippers, 1 baby kit, 998 raincoats, 176 baseball caps, 1,444 tracksuits and 753 pairs of underwear.



New Dining Room in Preševu Reception Centre (Serbia), @UNHCR, September 2016

### Identified Needs and Remaining Gaps

- Adequate standards for longer-term shelter and services for at least 6,000 persons are needed, as well as more temporary accommodation/voucher schemes needed for contingency.
- AIC noted the need for more winter clothes and underwear in Belgrade.



## Support to local communities

---

### **Achievements and Impact**

- IRC continued to support the municipalities of Preševo and Šid in waste management by providing additional staff and by purchasing containers and garbage trucks. The project ended on September 20.

### **Identified Needs and Remaining Gaps**

- NSTR

## Working in partnership

- The internal coordination mechanism of the UN system in Serbia is the **UN Refugee Theme Group (RTG)**, which meets weekly under UNHCR chairmanship. The RTG coordinates the 4 sectorial working groups (WGs): a) Refugee Protection WG (Co-chaired by the Ministry of Labour, Employment Veteran and Social Policy (hereinafter: MoL) & UNHCR), b) the WG on Shelter/NFI/WASH (Co-chaired by Serbian Commissariat for Refugees and Migration (SCRM), MoL & UNHCR), c) WG on Health/Food/Nutrition (Co-chaired by the Ministry of Health & WHO) and d) WG on Local Community Support (Co-chaired by the Ministry of Local Self-Government & UNDP). The RTG met on 2<sup>nd</sup>, 16<sup>th</sup>, 20<sup>th</sup> and 30<sup>th</sup> September.
- Ad hoc Coordination Meeting of humanitarian partners operating in Belgrade, chaired by UNHCR, took place on 9<sup>th</sup> September.
- A meeting of the Child Protection Sub-Working Group took place on September 23 and focused on the importance of having minimum standards for child-friendly spaces in Serbia. A drafting committee was established, including representatives from the MoL, tasked with presenting a first draft to the group in the first week of October.
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and the MoL, met on 27<sup>th</sup> September in Belgrade. It is the key coordination mechanism for agencies/NGOs operational in the country, as well as a source of information for donors/diplomatic missions who attend its meetings as observers. RPWG has over 150 members and meets on a monthly basis. Under UNHCR lead, RPWG has given rise to three sub- working groups (SWGs) on: a) Information for Refugees, b) Child Protection and c) Non-Food Items (NFIs).
- The monthly **Partners' Briefing**, where UNHCR/UNRC, Ministry of Foreign Affairs and MoL/Chair of Government WG on Mixed Migration update the diplomatic corps/donors and NGOs on the refugee/migrant situation and the response of UN agencies and their partners in the previous period, took place on 6<sup>th</sup> September in Belgrade.

### Contacts:

Ms. Indira Beganović, Reporting Officer, E-mail: [beganovi@unhcr.org](mailto:beganovi@unhcr.org), Tel: +381 (0) 63 431 886

Ms. Vera Dragović-O'Donnell, Information Management Associate, E-mail: [dragovic@unhcr.org](mailto:dragovic@unhcr.org), Tel: +381 (0) 63 343 521

### Links:

<http://www.unhcr.rs/>