

to the Commission Implementing Decision on the financing of the individual measure to strengthen the response capacity to manage migration flows in favour of the Western Balkans for 2022

ACTION DOCUMENT

1. SYNOPSIS

1.1. Action Summary Table

ACTION IDENTIFICATION				
Title	Individual measure to strengthen the response capacity to manage migration flows in favour of the Western Balkans for 2022			
OPSYS number	OPSYS Action: ACT-60551 ABAC commitment level 1: JAD.938570			
Basic Act	Financed under the Instrument for Pre-accession Assistance (IPA III)			
Team Europe Initiative	No			
Zone benefiting from the action/location	Bosnia and Herzegovina, North Macedonia and Serbia			
Programming document	IPA III Programming Framework			
PRIORITY AREAS AND SECTOR INFORMATION				
Window and thematic priority	Window 1: Rule of Law, Fundamental Rights and Democracy Thematic priority 4: Migration and Border Management			
Sustainable Development Goals (SDGs)	SDG 16: Peace, Justice and Strong Institutions SDG 17: Partnerships to achieve the Goal			
DAC code(s) ¹	15190 - Facilitation of orderly, safe, regular and responsible migration and mobility			
Main Delivery Channel	2020 Central Government 41100 International Organisation for Migration			
Markers ² (from DAC form)	General policy objective	Not targeted	Significant objective	Principal objective
	Participation development/good governance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

¹ DAC sectors (codes and descriptions) are indicated in the first and fourth columns of the tab 'purpose codes' in the following document: <http://www.oecd.org/dac/financing-sustainable-development/development-finance-standards/dacandercodelist.htm>

² For guidance, see <https://www.oecd.org/development/financing-sustainable-development/development-finance-standards/>. Go to "Data collection and resources for reporters", select Addendum 2, annexes 18 (policy) and 19 (Rio) of the reporting directive.

If an action is marked in the DAC form as contributing to one of the general policy objectives or to RIO principles as a principal objective or a significant objective, then this should be reflected in the logframe matrix (in the results chain and/or indicators).

	Aid to environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gender equality and Women's and Girl's Empowerment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Trade Development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reproductive, Maternal, New born and child health	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Disaster Risk Reduction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Inclusion of persons with disabilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Nutrition	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	RIO Convention markers	Not targeted	Significant objective	Principal objective
	Biological diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Combat desertification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Climate change mitigation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Climate change adaptation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal markers³	Policy objectives	Not targeted	Significant objective	Principal objective
	Digitalisation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Migration ⁴	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	COVID-19	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Social inclusion and human development	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BUDGET INFORMATION				
Amounts concerned	<p>Budget line: 15.020101.01 Total estimated cost: EUR 13 300 000 Total amount of EU budget contribution EUR 13 300 000</p> <p>Budget line: 15.020101.03 Total estimated cost: EUR 87 950 000 Total amount of EU budget contribution EUR 87 950 000</p> <p>Total amount of EU budget contribution EUR 101 250 000 from the general budget of the European Union for the year 2022</p>			

³ These markers have a different scope/rationale than the DAC codes. Posting criteria related to the encoding of the financial breakdown in CRIS/ABAC

⁴ Please refer to note Ares(2019)627611 of 04/02/2019.

MANAGEMENT AND IMPLEMENTATION	
Type of financing and method(s) of implementation	<p>Project Modality</p> <p>Bosnia and Herzegovina:</p> <p>Outputs 1.1- 1.5, Output 2.1 and Outputs 3.1 and 3.2- Indirect management with International Organisation for Migration (IOM)</p> <p>Outputs 1.6. and 3.3. Indirect management with an entrusted entity.</p> <p>North Macedonia</p> <p>Outputs 1.1-1.5, output 2.1 and 3.1.-3.2: Indirect management with IOM</p> <p>Serbia:</p> <p>Output 1.1 and Output 1.5.: Direct management through Grants</p> <p>Outputs 1.2, 1.3, 1,4 and 3.1. and 3.2.: Indirect management with IOM</p> <p>Outputs 2.1: Indirect management with IOM in consortium with the United Nations High Commissioner for Refugees (UNHCR)</p>
Relevant priorities and flagships from Economic and Investment Plan for the Western Balkans	Priorities: Governance, Rule of Law, PAR
Final date for concluding contribution / delegation agreements, procurement and grant contracts	At the latest by 31 December 2023
Indicative operational implementation period	72 months

1.2. Summary of the Action

The Western Balkan migration route continues to exert pressure on the entire Western Balkan region, mostly on Bosnia and Herzegovina, North Macedonia and Serbia. The most affected Western Balkans were not well prepared to address the rapid increase of migrant flows since 2015.

The relevant authorities lack adequate resources to sustain the accommodation, protection, social, educational and health services to be provided to the migrant population.

This Action is designed to respond to the most urgent needs such as food, accommodation, medical assistance and access to education and social protection. The Action will contribute to further upgrade reception centres. Special attention will be put on the specific needs of vulnerable groups.

The Action also aims at enhancing social cohesion, improving the resilience of local communities.

Finally, the Action will strengthen border and migration control capabilities as well as returns, while fully respecting fundamental rights of persons concerned.

This Action is an integrated component within the wider enlargement process and EU accession negotiations Chapter 24 to support the establishment in the Western Balkans of migration management systems compliant with EU standards.

While the focus will be on supporting Bosnia and Herzegovina, North Macedonia and Serbia as the most affected Western Balkan partners, in case of a shift in the migration patterns, the assistance may also be used in part in Albania, Kosovo* and/or Montenegro.

In parallel, the EU provides capacity building and training to ensure the six Western Balkan partners implement protection-sensitive migration systems that are aligned with both international and EU standards. This support includes work on: (i) improving standard and regionally-operable statistics and mechanisms for identification, registration and referral of mixed migration movement; (ii) strengthening return capacities through developing cooperation with countries of origin and developing electronic case management systems; (iii) improving EU-aligned contingency planning and crisis response capacities and (iv) continuing support to enhancing asylum and reception systems in line with EU standards. The role of EU Justice and Home Affairs agencies is particularly important to bring the region closer to aligning with EU standards and enhancing regional cooperation. The European Border and Coast Guard Agency (Frontex) and the EU Agency for Asylum (EUAA) will ensure a sustainable EU-compatible approach. Frontex status agreements with partners in the region are already opening the possibility to deploy joint operations at the region's external borders. This is particularly important also given the interlinkage and interdependence of the EU and the enlargement region in terms of migration. IOM and UNHCR are also important partners of the capacity-building regional migration programme, and will thus ensure in parallel close coordination with activities planned in the current action.

Moreover, Frontex will provide further support to developing the Integrated Border Management systems of the Western Balkan partners through a new IPA III programme. Close coordination of activities will be ensured to avoid duplication between the border management activities undertaken in the current Action and the regional capacity-building programme.

2. RATIONALE

2.1 Context Analysis

The Action is in line with the IPA III Strategic Responses, which outline how the most affected Western Balkans plan to utilise IPA III Financial Assistance to contribute to the overall and specific objectives outlined in the IPA III Programming Framework⁵. It is in line with Thematic priority 4 “Migration and Border Management” in Window 1 – Rule of Law, Fundamental Rights and Democracy.

Bosnia and Herzegovina

In 2021, there were 15 740 new arrivals in Bosnia and Herzegovina⁶. The majority arrived in an irregular manner over land from Serbia and from Montenegro. The situation is currently stable. The Ministry of Security of Bosnia and Herzegovina has taken on greater responsibility in managing the migration situation and is committed to gradually taking over full management of all reception centres. Reception capacity in the country has improved. The recently established and operational reception centre in Lipa is now managed by the authorities of Bosnia and Herzegovina, with support of international partners. National authorities are encouraged to establish a sustainable migration and asylum system and ensure a comprehensive response in terms of coordination among domestic competent bodies. Refugees, asylum seekers and migrants transiting and present in Bosnia and Herzegovina still rely primarily on the support given by the international community. Without this assistance, they would be exposed to a number of protection risks, including food deprivation, exhaustion, and health issues – often due to poor hygienic conditions and exposure to bad weather. In informal settlements, these vulnerabilities are exacerbated further by sub-standard living conditions and overcrowding, no separation between vulnerable individuals and the general migrant and refugee population, lack of basic water, sanitation and hygiene (WASH) facilities and separate sanitary services etc. These precarious conditions increase health and security risks, in particular for the

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.

⁵ COM(2021) 8914, 10.12.2021

⁶ Source: Inter-Agency Assistance dashboard (UNHCR, IOM, UNICEF, UNFPA and DRC)

most vulnerable groups. Responsible national authorities should ensure that all those arriving are immediately registered and have access to quality reception and services. Registration is an essential first step in providing appropriate protection to all migrants, refugees and asylum seekers and must be independent from reception capacities and access to economic and social rights.

The strategic framework in Bosnia and Herzegovina is the Integrated Border Management Strategy for the Period 2019-2023 and the Strategy in the Area of Migrations and Asylum (2016-2020). The new strategy (2021-2025) is under preparation.

North Macedonia

North Macedonia is a transit country for migration flows from North Africa and the Middle East. The geographical location of North Macedonia on the Western Balkan route creates constant pressure at the border. During the 2015/2016 migration crisis, North Macedonia saw approximately 800 000 migrants transiting through the national territory. The migration flow has decreased in the last three years. It continues to be largely transitory, with most migrants arriving from Greece. The number of officially reported illegal crossings has passed from 14 426 attempts in 2021 compared to 22 881 in 2020.

The strategic framework in North Macedonia is defined by the National Strategy⁷ for Combatting Trafficking of Human Beings and Illegal Migration and the Strategy to Strengthen the Capacity for Conducting Financial Investigation and Asset Confiscation. The strategy has already expired and reports on their achievements are still not finalised.

Serbia

Although the number of migrants crossing through or staying temporarily on the territory of Serbia considerably decreased with the closure of the Western Balkans route in 2016, economic pressure and turmoil at political level in Syria and Turkey during late 2019 led to an increased number of persons crossing through and being stranded in Serbia.

According to the Commissariat for Refugees and Migration, the total number of migrants who passed through the asylum and reception centres in Serbia during 2021 was 68 308 which is an increase compared to 60 403 and 30 235 in 2020 and 2019 respectively. Yet the length of the average stay went down to 30 days compared to 36 and 37 in 2020 and 2019 respectively. The increased turnover negatively affects the conditions in the reception facilities with an intensified use of infrastructural and personal non-food items (including, among others, essential household items such as mattresses, blankets, plastic sheets, cooking utensils and hygiene kits). It is difficult to predict the number of migrants passing through or staying in Serbia, but based on figures of previous years, the routes and the overall migration dynamics, it will most probably continue to be around 6 000 migrants present in the country in a given day.

Despite considerable efforts of all institutions involved in migration management to develop a systemic approach in response to migration pressures, Serbia lacks the resources to cover the cost of accommodation and protection of irregular migrants and to sustain the level of protection, social, educational and health services provided to the migrant population.

The Action is in line with the policy priorities and needs of the Government of Serbia as identified in the *Response plan in case of an increased influx of migrants*. This plan is developed every year by the high level Working Group, which was established in 2015 at a high political level to address the challenges posed by mixed migration flows, for the purpose of urgent and coordinated actions by all state bodies, and adopted by the Government.

The strategic framework in Serbia includes: Migration Management Strategy; Strategy for the Integrated Border Management in the Republic of Serbia; Strategy for the Reintegration of Returnees under the Readmission Agreement, together with the accompanying action plans.

⁷ The new Strategy is in the adoption process

2.2. Problem analysis by areas of support

AREA OF SUPPORT #1: Reception and protection services, access to social services, health and education

Bosnia and Herzegovina

• Short problem analysis

There are currently less than 2 500 refugees, asylum seekers and migrants present in Bosnia and Herzegovina. Out of these, some 2 000 refugees, asylum seekers and migrants are accommodated in 5 EU-funded temporary reception centres. An increase in the number of arrivals in the near future should not be excluded.

Following the humanitarian crisis at the end of 2020 and early 2021 in the Una Sana Canton and in Lipa, the authorities of Bosnia and Herzegovina decided to build a permanent multi-purpose reception centre in Lipa up to 1 500 asylum seekers with EU funding and the support of IOM and other partners. The centre, which is managed by the Service for Foreigners' Affairs, should provide adequate living conditions and access to rights for refugees and migrants, until a final decision is taken on asylum, other protection status or return. Bosnia and Herzegovina must reinforce capacity and take all necessary measures to effectively manage the centre, fully respecting fundamental rights, domestic legislation and international standards, including for screening and registration, the protection of vulnerable persons and detention.

According to the 9th Displacement Tracking Matrix published by IOM, there are some 366 persons sleeping rough, inadequate conditions, without access to water and sanitation, proper shelter and basic necessities.

It is important to stress that given the significant decrease in the number of migrants present in the country and establishment of a solid accommodation capacity, there are currently over 3 000 available beds. The humanitarian partners frequently refer People of Concern (PoCs) sleeping outside to proper accommodation and they constantly sensitise PoCs about the benefits of staying in Temporary Reception Centres (TRCs).

This action will ensure the continued support for emergency assistance and protection of refugees, asylum seekers and migrants present in Bosnia and Herzegovina beyond the end of 2021. Ending the financing of reception centres in Bosnia and Herzegovina could endanger the lives of vulnerable persons. It will also increase domestic security risks, overall instability and migration pressure on the EU border. It would also bear a strong reputational risk for the EU.

The primary focus of the Action will be to maintain current activities funded under IPA II to support the coordination and management of reception centres, provide for the basic food and shelter needs of migrants, refugees and asylum seekers, including water sanitation and hygiene (WASH), and facilitate access to protection services including health and education. Special attention will be given to persons with vulnerabilities and special needs, such as children, in particular Unaccompanied and Separated Children (UASC), single parents travelling with children, single women, pregnant and lactating women and other vulnerable individuals through improved identification and referral pathways.

The Action is designed to accommodate and assist up to 3 000 migrants, refugees and asylum seekers per day in up to 5 Temporary Reception Centres in Una-Sana, Sarajevo, and in Delijaš Asylum Centre, while protection outreach teams will monitor and assist migrants, refugees and asylum seekers in need outside of formal reception centres.

The authorities of Bosnia and Herzegovina are expected to take over the management of the reception centres and ensure that international standards are upheld.

•Description of main stakeholders

In Bosnia and Herzegovina, Migration Management is the competency of the state. The following ministries, administrative organisations and bodies have responsibilities directly related to migration management: Bosnia and Herzegovina Ministry of Security, Bosnia and Herzegovina Border Police, Service for Foreigner's Affairs, State Investigation and Protection Agency (SIPA), Intelligence and Security Agency (OSA), Bosnia and Herzegovina Ministry of Human Rights and Refugees, Bosnia and Herzegovina Ministry of Foreigner Affairs, Bosnia and Herzegovina Ministry of Justice, Bosnia and Herzegovina

Ministry of Civil Affairs, Directorate for European Integration, Court of Bosnia and Herzegovina, Bosnia and Herzegovina Constitutional Court, *Republika Srpska* Ministry of Interior, Ministry of Administration and local self governance, Federation, Bosnia and Herzegovina Ministry of Interior, Cantonal Ministries of Interior, Republic Secretariat for Displaced Persons and Migration of the *Republika Srpska*. The main stakeholders in the area of social protection of the migrant population are the Centres for Social Welfare at the municipal level. The main stakeholders in the area of health provision are Entity Ministries of Health, Cantonal Ministries of Health, various health care institutions comprising the public health care system and primary, secondary and tertiary level and private health care providers. The main stakeholders in the area of education are cantonal Ministries of Educational and local governments.

Civil society and international organisations are also stakeholders involved in the area of migration management. Recently, the Ministry of Security has taken steps to improve the coordination of the assistance provided by civil society and international organisations.

North Macedonia

- Short problem analysis

The number of migrants transiting the country is considered to be much higher than official figures. According to some estimates⁸, from January until the end of May 2021, around 7 711 migrants and refugees used the services of the transit reception centres, including WASH, food, health, etc. Refugees, migrants and asylum seekers who travel via unregulated routes are invisible to the country's protection system. The registration of migrants is inconsistent and the dynamic border crossing patterns prevent regular and adequate protection-sensitive profiling and the referral to national protection mechanisms. The transit centres for migrants are not suitable for long-term stays. The infrastructure of the centres has remained relatively unchanged throughout the years. Regarding the asylum procedure, there is a need to assure adequate, rapid and quality asylum applications processing in line with international standards. The Measure envisages the support to the maintenance and services of the Transit Reception Centres of *Tabanovce* and *Gevgelija*, which involves (1) deployment of field workers, (2) maintenance of basic utilities and services (electrical network, sanitary network, water supply, internet, etc.). It will also include the provision of basic medical services support for migrants, refugees and asylum seekers at the Transit Reception Centres including deployment of medical teams, transportation and medical assistance of the migrants with health issues to other health care facilities, when needed, and provision of essential medicines and/or disinfection, and psychosocial and socio-cultural support to migrants and internal and external staff.

Furthermore, it is envisaged to support the provision of educational services for migrants and refugees children including daily care and educational activities for children (Children's Corner), vocational education activities suitable for young adults (14+), including languages skills and technical crafts (Youth Point Centre), the supply of teaching materials, as well as training of the reception centres staff on working with unaccompanied minors, on migrants' rights, protection and cultural sensitivity.

- Description of main stakeholders:

The Action will involve different stakeholders:

- The Ministry of Interior (MoI) is the main policy maker in the home affairs sector, also responsible for the coordination and supervision of implementation and reporting of the sector reforms.
- The Ministry of Foreign Affairs plays a crucial part in the area of migration and visa policy.
- The Ministry of Health is responsible for the provision of medical services for migrants.

⁸ Regular weekly and monthly reports provided by IOM

Serbia

- Short problem analysis

While being faced with increased mixed migratory movements and a large number of arrivals, Serbia continues to make substantial efforts to meet the essential needs of migrants passing through or remaining on its territory. Currently 19 governmental reception facilities (asylum centres, reception and transit centres) can provide long-term accommodation for up to 6 000 people and temporary shelter for around 2 000 people crossing through and stranded in Serbia.

In 2021, there were on average 4 684 persons residing at the asylum and reception centres in Serbia. This represents 99% of the overall available capacity of 6 000 places (in 2019 the average number was 3 327 which represents 56 % of the capacity).

In 2021, in addition to those refugees and migrants accommodated in the Government facilities, an average of estimated 1 000 were staying out of the centres – in the city centre of Belgrade and near the borders. The total number of migrants who passed through the asylum and reception centres in Serbia during 2021 was 68 308 with an average stay of 30 days. The increased turnover negatively affects the conditions in the reception facilities with an intensified use of infrastructural and personal non-food items (including essential household items such as mattresses, blankets, plastic sheets, cooking utensils and hygiene kits).

Currently, all residents of the centres have access to health care, including mandatory screening during admission. Specialised protection services such as child-friendly spaces and mother-baby corners are provided where needed. As communication is crucial for migrants, IT corners are provided in most centres. The Commissariat for Refugees and Migration (SCRM), which is in charge of the centres, established standards in the field of social support, non-formal education, educational (online) support and legal assistance for all service providers. In order to keep the level of services steady, the country lacks sufficient resources to cover the necessary equipment, food, protection services, operational and running costs, basic services and adequate staffing of existing centres.

An additional burden on the national migration management system is the high number of unaccompanied asylum-seekers children (UASC) and other vulnerable groups present among the migrant population.

The Action will support Serbian institutions in charge of migration management in addressing various areas of needs identified within migrant populations, starting from the basics such as food, shelter and medical assistance, to those reflected in building inner strength through psychosocial and psychological support, access to health, education and social protection. It will contribute to further upgrade accommodation centres and to ensure that non-food items are available. Special attention will be put on vulnerable groups and their specific needs.

Furthermore, the Action also aims at enhancing social cohesion, improving the resilience of local communities. Integration and inclusion prospects shall be explored, promoted and supported.

- Description of main stakeholders

The responsibilities in the area of migration management in Serbia are divided among several state authorities and levels.

The institutional framework in the area of migration monitoring in Serbia consists of all relevant institutions involved in the migration system on the basis of laws and normative acts and strategies. The main actors involved are: the Ministry of Interior (MoI), the Commissariat for refugees and migration (SCRM), the Ministry of Foreign Affairs (MFA), the Ministry of Justice (MoJ), and the Ministry of Labour, Employment, Veteran and Social Policy (MoLEVSA), the Ministry of Education, Science and Technological Development (MoESTD) and the Ministry of Health (MoH).

The main stakeholders in social protection of the migrant population are: the Ministry of Labour, Employment, Veteran and Social Affairs competent for social policy, employment and social policy and social inclusion of vulnerable groups; the Ministry of Family Welfare and Demography assigned for the protection of family and children, the Centre for social work – guardianship authority and main social

protection institution - centres for accommodation of UASC (under MoLEVSA), the Centre for Human Trafficking Victims' Protection, the Republic Institute for Social Protection and others.

The main stakeholders in the area of health are: the Ministry of Health; various health care institutions comprising the public health care system at primary, secondary and tertiary level and providing various services.

The main stakeholders in the area of education are schools and teachers as well as Belgrade university, the Institute for improvement of education and upbringing.

Civil society and international organisations are also stakeholders involved in the area of migration management.

The authorities have started to take steps to strengthen coordination of the work of non-governmental organisations (NGOs). The work of NGOs remains essential and their access should remain unhindered.

AREA OF SUPPORT #2: Enhancing social cohesion, improving the resilience of local communities

Bosnia and Herzegovina

- Short problem analysis

Local communities in Una Sana Canton, Sarajevo Canton and Tuzla Canton have been the most affected by the increased migratory flows in the past three years. According to the most recent public surveys, migrants are viewed with fear and distrust although the local population has assisted them in many ways.

In the past three years, the EU has provided some support through available funds for the social cohesion and social integration projects in Una Sana and Sarajevo Canton. The aim of the assistance was to provide for the security of both migrants, refugees and asylum seekers and the local population through small projects at local level such as improvement of the street lightning, water sewage, support to local police, and civil protection units engaged in the migration responses. Furthermore it is envisaged to support vulnerable local children, provide capacity building to Centers for Social Welfare, strengthening supervision/mentorship, Non-Food items (NFIs), clothing, as well as sports and play activities involving local children and migrant, refugee and asylum-seeking children. These social cohesion projects should be viewed as a part of a broader initiative needed for enhancing the community's stabilisation, social cohesion and inter-actions between migrants, refugees and asylum seekers and the local population in host communities.

- Description of main stakeholders

Local communities and local government - including but not restricted to - civil protection units, local police, local NGOs as well as media and international organisations, especially regarding communities welcoming temporary reception centres, or areas with lots of informal settlements or abandoned buildings with migrants.

Serbia

- Short problem analysis

Local communities may perceive refugees and migrants as a threat for their security, health or are afraid of cultural differences. The aim of the assistance is to provide for the security of both migrants, refugees and asylum seekers and the local population (improvement of the street lightning, water sewage, local police, and civil protection units engaged in the migration responses).

These social cohesion projects should be viewed as a part of a broader initiative needed for enhancing the community stabilisation, social cohesion and inter-actions between both migrants, refugees and asylum seekers and the local population in host communities.

- Description of main stakeholders

Each unit of local self-government (LSG) will appoint a person who performs tasks related to the competences of the Commissariat for Refugees and Migration at the local level, as well as to establish a local migration council, which coordinates activities and adopts plans related to issues of relevance to different categories of migrants. Local migration councils are established in 157 local self-government units and are composed of representatives of various institutions of importance for exercising the rights of migrants: local administrations, police administrations, employment services, local commissioners, health centres, social welfare centres, the Red Cross and civil society organisations. Community groups, sports clubs, educational facilities, including schools and universities are important civil society actors which can facilitate a positive environment for the inclusion of refugees for interaction with migrants and for building personal relationships.

AREA OF SUPPORT #3: Strengthening border and migration control

Bosnia and Herzegovina

- Short problem analysis

Since 2018 Bosnia and Herzegovina has started seeing an increase in irregular arrivals of migrants and refugees to the country, mostly over land from Serbia and Montenegro. A majority of migrants are transiting Bosnia and Herzegovina on their way to the European Union. Significant efforts have been directed to support the Council of Ministers of Bosnia and Herzegovina to expand the country's capacity to provide registration, accommodation, humanitarian assistance and protection to migrants, asylum seekers and refugees in the country. Nevertheless, an increased presence of border police is still needed to detect irregular migrants crossing into the country at the green borders. The Border Police has received support to enhance its technical capacity to manage the country's green borders but there is still a lack of equipment and personnel to properly control its Eastern border segments with Montenegro and Serbia. Similarly, the Service for Foreigner Affairs (SFA) does not have sufficient staff and needs support to scale-up their outreach capacity and presence in key locations. Current capabilities of Border Police and SFA are insufficient. Surveillance equipment used at the borders and equipment used by the SFA needs to be upgraded and up-scaled in order to reach required adequate standards.

The Action aims to reinforce the Border Police (BP) and other Police bodies giving help in line with respective Agreements, the Service for Foreigner Affairs (SFA) and the Sector for Asylum (SA) under the Ministry of Security of Bosnia and Herzegovina as well as Centres for Social Welfare (CSW). Specifically, the action will reinforce the human resources of the Ministry of Security (the SFA and the BP) through the or relocation of officials to key migration entry congregation points, and will continue to support the SFA, SA and CSW in employing additional staff in order to be able to respond to an increasing number of migrants entering the country.

Another important challenge remains the need to ensure that, those not in need of international or temporary protection or who do not have a right to stay in the region, can be effectively returned to their countries of origin. So far, the return of migrants to their country of origin remains a challenging task given the lack of readmission agreements, the fact that readmission agreements have not been fully implemented and the lack of alternative arrangements with key countries of origin. In addition, often, identification and redocumentation processes by the countries of origin are inadequate and slow. Capacity is lacking for authorities to effectively carry out both assisted voluntary return and reintegration, and non-voluntary returns in line with EU and international standards. The lack of cooperation and lack of capacity leaves authorities without effective mechanisms to apply non-voluntary return options to migrants in an irregular situation, thus prompting further irregular movements within the region or towards the EU. The majority of refugees and migrants come from Afghanistan, Pakistan, Iran, Bangladesh, Turkey and Iraq. Underpinned by the assumption that detention and non-voluntary return should only be used as last resort measures.

In particular for vulnerable migrants, the action will support the authorities of Bosnia and Herzegovina to further develop and implement capacity in the area of returns in order to address irregular migration. Fair and functioning asylum systems should underpin return capacities. The necessary ownership and

commitment by authorities to adopt and apply international standardised procedures for assisted voluntary returns and non-voluntary returns is essential.

- Description of main stakeholders

The key stakeholders in border management and combatting irregular migration are the Ministry of Security with its Service for Foreigner Affairs, the Sector for Asylum as well as the Border Police (border police stations/regional centres).

For returns, the action will primarily target the Ministry of Security, the Service of Foreign Affairs, the Sector for Asylum as well as police, administrative and other personnel involved in returns operations. State level authorities will be engaged in developing cooperation frameworks with key countries of origin.

North Macedonia

- Short problem analysis

Logistics support will be provided to the deployed guest border officers and the re-deployed national border officers engaged in joint border patrolling, control and management operations. This activity involves the organisation and provision of accommodation, food, fuel supply, interpretation services and other relevant logistical services (i.e. linked to the management of local office and coordination facilities) for the EU guest border officers deployed and national border officers re-deployed in the selected border areas. The conclusion of the status agreement with the EU for the deployment of the European Border and Coast Guard (Frontex) is, however, still pending.

The Action will also enhance reception and protection services and will ensure that vulnerable groups and unaccompanied Single Children receive adequate social service, including the access to education at all level and the access to all types of healthcare services in the the reception/asylum centres and in the public health system.

The Action will also include the supply of special equipment for border control systems for migrants' identification and registration in line with the EU standards.

Moreover the Measure will provide advisory support to the Ministry of Interior and the national border police officers/border management officials on border management and migration, humanitarian border management, EU and international standards.

- Description of main stakeholders

At the central level, the main institutional stakeholders of the Action are the Ministry of Interior; the Ministry of Labour and Social Policy; the Ministry of Health, the Ministry of Interior and the Department for Border Affairs and Migration within the Ministry of Interior will have the main responsibility of the national border control officers' deployment. The deployment of border police officers is coordinated based on bilateral agreements with eight participating countries which have been deploying border police officers to carry out joint patrols with the national Border Police. As well, they will be the main beneficiary of the specialised equipment for the detection, identification and registration of migrants. The Ministry of Interior, as concerns border control, the fight against migrants smuggling and human trafficking will be the primary beneficiary. The Ministry of Labour and Social Policy, which is the leading institution in charge of all aspects of employment, social and equal opportunities policy, will be responsible for the implementation of the related activities within this Action. The Ministry of Health, in close cooperation with IOM, will be involved in the provision of medical services at the Transit Reception Centres and in the hospitals, if needed.

Serbia

- Short problem analysis

The entry points of the irregular migration flow through the "Balkan route" in Serbia are at the borders with North Macedonia and Bulgaria. When irregular migrants are intercepted either at the border or within the

territory, they are accommodated in reception centres, which are located throughout the country. As these centres are not of a “closed” type most of the migrants are trying to leave Serbia mainly through the borders with Croatia, Hungary and Romania.

An increased presence of border police is needed to detect irregular migrants crossing into the country at the green borders. Complete and efficient identification and registration of irregular migrants, which, in turn, is a precondition for effective information management linked to migrants and their movements.

Current capabilities are insufficient. Surveillance equipment used at the borders needs to be upgraded and upscaled in order to reach required adequate standards.

As of 1 May 2021 the operationalisation of the status agreement with the EU for the deployment of the European Border and Coast Guard Agency (Frontex) entered into force. Since 16 June 2021, Frontex is present at the Serbia’s border with Bulgaria, for the possibility of deployment at non-EU borders an amendment of the status agreement is needed. Hence, at the border with North Macedonia, EU Member States guest officers continue being deployed to support the Serbian border police in migration management efforts under bilateral agreements.

The transport of migrants from the “green line” to places for registration or to the reception centres is currently done in normal police cars without specialised equipment to allow a safe and adequate transport.

Regional police administrations, the Service of Foreigners’ Affairs, as well as organisational units of border police (border police stations/regional centers) need sufficient technical equipment in order to implement their work in line with the newly approved Standard Operation Procedures for the registration of irregular migrants and foreigners who have expressed an intention to seek asylum.

- Description of main stakeholders

The main stakeholder in border management and combatting irregular migration is the Ministry of Interior, in particular regional police administrations, lines of work in charge of foreigners, as well as organisational units of border police (border police stations/regional centres).

2.3. Relevance and complementarity with strategies supported by key national stakeholders

The Action is in line with the following strategies :

- **The European Commission New Pact on Migration and Asylum**⁹ re-emphasised the importance of the Western Balkans for the EU’s migration and asylum system by stating that “the Western Balkans require a tailor-made approach, both due to their geographical location and to their future as an integral part of the EU”, and underlined that coordination can help to ensure they are well equipped as future Member States to respond constructively to shared challenges.
- The 2018 Commission Communication “**A credible enlargement perspective for and enhanced EU engagement with the Western Balkans**”¹⁰ emphasises the need for reinforcing engagement on security and on migration, noting the need to further step up strategic and operational cooperation with the Western Balkans on migration and border management.
- The February 2020 **Commission Communication “Enhancing the Accession Process – A credible EU perspective for the Western Balkans**”¹¹, indicating that a core objective of the European Union’s engagement with the Western Balkans is to prepare them to meet all the requirements of membership.

⁹ https://ec.europa.eu/info/publications/migration-and-asylum-package-new-pactmigration-and-asylum-documents-adopted-23-september-2020_en

¹⁰ COM(2018), 6.2.2018

¹¹ COM (2020) 57, 5.2.2020

- The October 2021 **Commission Communication on the EU Enlargement Policy**¹² and the report on Bosnia and Herzegovina, North Macedonia and Serbia in the context of the Stabilisation and Association Agreement.
- The Action will complement as well **the 2021-2027 Interreg IPA programmes** (in particular Hungary-Serbia Interreg IPA CBC, Romania-Serbia Interreg IPA CBC, Croatia-Bosnia and Herzegovina-Montenegro Interreg IPA CBC, Croatia-Serbia Interreg IPA CBC, Greece-North Macedonia Interreg IPA CBC) and the EU Strategy for the Adriatic-Ionian Region (EUSAIR) and the EU Strategy for the Danube Region (EUSDR).

2.4. Lessons learned and links with previous financial assistance

Support provided at regional level

The service for Foreign Policy Instruments (FPI) supported a regional action through the Instrument contributing to Stability and Peace (IcSP) to address the COVID-19 challenges amongst migrants, asylum seekers and refugees in the Western Balkans. The activities were completed in July 2021. FPI is currently funding and action in Bosnia and Herzegovina to enhance social cohesion in communities hosting people on the move. The Action aims to address fears of the local population and establish a dialogue between migration management actors, local community representatives, central government stakeholders, common citizens and representatives of the migrants and refugee community with a view to finding solutions to address the main causes of these tensions (public health and safety concerns, lack of dialogue, impact on local communities' budget and services). The activities also address the implications of the Covid-19 pandemic in the reception centers, including testing inhabitants for the virus and the administering of vaccines.

The EU, through the Directorate General Civil Protection and Humanitarian Aid (DG ECHO) of the European Commission, provided funds for humanitarian aid to refugees and migrants in amount of EUR 24 800 000, as a regional support for the Western Balkans. The funds were used by implementing partners for, among others, the procurement of food, non-food items, hygiene, health and protection services, as well as refurbishment and securing adequate accommodation facilities.

The EU Civil Protection Mechanism was activated in September 2015 and provided support for a total value of approximately EUR 735 000.

In 2015 the EU approved a Special Measure of EUR 10 000 000 on strengthening the response capacity in the Western Balkans to cope effectively with the increased mixed migration flows. EUR 1 500 000 out of the total budget were dedicated to strengthening the operational capacity of the Serbian Commissariat for Refugees and Migration, EUR 5 500 000 to direct support to national and local authorities by providing necessary equipment and supply and EUR 3 000 000 to strengthening the capacity of NGOs to assist the authorities in providing services to effectively manage the migration flows.

In addition, between 2016 and 2021, all Western Balkans partners also benefitted from the regional programme 'Support to Protection-Sensitive Migration Management' worths EUR 14 500 000. The main aim of the programme, implemented jointly by the European Border and Coast Guard Agency (EBCGA), the European Union Agency for Asylum (EUAA), IOM and UNHCR, is to support the Western Balkan partners in developing a protection-sensitive response to mixed migration flows while aligning with EU policies and international standards. A continuation of this Action is planned under IPA 2021.

Bosnia and Herzegovina

The Action has been prepared based on the best practices and experiences gained from previous support aimed at ensuring that Bosnia and Herzegovina has an effective and efficient migration management framework in place.

In response to the increased migration flow, a first special measure of EUR 7 200 000 was approved in August 2018 to respond to the immediate needs, complementing the humanitarian aid provided by EU

¹² https://ec.europa.eu/neighbourhood-enlargement/2021-communication-eu-enlargement-policy_nl

humanitarian funds (managed by DG ECHO). The Action started in September 2018 and ran until April 2019. It was focused primarily on providing basic food and accommodation to over 2 700 refugees and migrants, including access to water sanitation, hygiene and access to social services, through the establishment and management of four temporary reception centres in the Una-Sana Canton (Bira, Borići, Miral, Sedra) and one in the Sarajevo Canton (Ušivak). In August 2019, an additional EUR 10 000 000 of aid was approved in order to assist the increasing number of persons. Following the identification of a new site by the country authorities, the Action supported the establishment of an additional temporary reception centre in Blažuj (Sarajevo Canton). Since January 2020, an EU-funded senior expert has been deployed at the Ministry of Security to support coordination on migration management among the country authorities.

Two additional Special Measures were approved in June and December 2020, amounting to EUR 45 000 000. The EU is currently supporting five temporary reception centres with an overall capacity of around 5 000 places – to ensure accommodation, access to basic services (food, non-food items, hygiene, education, healthcare) and the protection of refugees, migrants and asylum seekers, with a focus on the most vulnerable ones (families and unaccompanied minors), while complementary support in terms of protection (several segments of MHPSS included) and outreach assistance continues to be ensured under humanitarian funding (DG ECHO). The humanitarian funds since 2018 amount to EUR 16 300 000. Outreach assistance includes distribution of emergency items such as sleeping bags, warm clothes and dry food packages, protection and first aid. The humanitarian funds ensure as well protection and provision of Mental Health and Psychosocial Support (MHPSS) inside the temporary reception centres and dedicated assistance for unaccompanied minors both outside and inside the centres.

The health assistance (primary and secondary health, paediatric services, and reproductive health) has been ensured under the humanitarian budget until the entry into force of IPA III (April 2022), in line with the gradual exit strategy of DG ECHO. Given the limited funds, it is of utmost importance to prevent overlaps and streamline the assistance.

Through the new proposed measure a new multi-purpose reception centre has been built in the vicinity of *Lipa*. The EU continues to support the SFA through the temporary engagement of staff for registration, coordination of movements, and the deployment/relocation of inspectors to key migrants locations.

Continuous support will be also provided to the Border Police through the relocation of police officers to key Border Crossing Points. Also, the EU will fund training of 150 Border Police officers.

Furthermore, the EU will support state level agencies dealing with migration management through the procurement of equipment necessary to better manage the borders and influx of illegal migrants. Through this Measure, the EU will continue to support the Ministry of Security of Bosnia and Herzegovina through the provision of a senior migration expert. The senior expert will reinforce the office of the Ministry of Security by providing guidance and advice to the MoS and the relevant implementing Agencies in managing increased migration flows.

North Macedonia

The four Special Measures implemented so far under IPA I and IPA II have enhanced the management of the borders and the migration flows in line with the EU acquis and the international standards for human rights. The assistance allowed to timely respond to any requests for advice on issues related to migration and border management, which positively contributed to the provision of other project deliverables like analytical products, trainings and to higher quality of the procurement process. It contributed to enhance the Border Police (BP) capacity in collecting and processing data necessary for the elaboration of the more comprehensive situational understanding and analysis; in the long term it might contribute to broaden the scope of MoI analytical work thus contributing to its higher precision and quality.

The assistance supported the accommodation and meals of the deployed guest and redeployed BP officers and the provision of fuel for official cars employed in conducting joint operations.

The assistance supported the procurement and donation of vehicles and specialized equipment to enhance BP operational capacities in conducting border surveillance. Throughout the project implementation, the list of needed equipment and the corresponding technical specifications were closely coordinated with the

MoI, EUD and the European Coast and Border Guard Agency (ECBG Agency Frontex). The provision of the equipment was supported with the specialized training for MoI operators by the vendors. Furthermore, provision of interpretation services were timely assessed and identified. Initially the project envisaged the involvement of 20 interpreters to support the communication and processing of the migrants. However, the project engaged initially up to 9 interpreters who were based in the Transit Reception Center “Vinojug” in Gevgelija with downsizing its number to 4 by the end of the project, in accordance with the needs.

Serbia

The Action has been prepared based on the best practices and experiences gained from previous support aimed at ensuring Serbia has an effective and efficient migration management framework in place.

Implementation modalities have been adjusted based on lessons learned and in order to find the most cost-effective and most accountable solutions for supporting the operational activities of the institutions in charge of migration management. Evaluations and monitoring reports were taken into account in the preparation of this Action.

EU Support to migration management was so far provided through Special Measures and partially implemented through the MADAD Trust Fund since 2016.

The MADAD Trust Fund approved EUR 24 300 000 support to Serbia in form of two direct grants to the Ministry of Labour, Employment, Veteran and Social Affairs, the Ministry of Interior and the Commissariat for Refugees and Migration as well as an overall allocation of EUR 16 500 000 to the International Organization for Migration (IOM) for the implementation of activities in Serbia and North Macedonia. These funds are used to cover running and operational costs of reception centres and the engagement of additional staff, and in cooperation with IOM for reconstruction and equipping of reception centres, purchase of specialized vehicles with medical equipment, assisted voluntary return of migrants to their countries of origin, access to protection services, support to medical services in the reception centres, etc.

3. DESCRIPTION OF THE ACTION

3.1. Planned results and intervention logic (describing causal links between impact, outcome(s) and output(s) and including assumptions)

The aim of this Measure is to support the relevant institutions and competent authorities to manage the migration situation and related challenges.

If the reception and protection services are enhanced and social services are provided (output 1.1 to Output 1.5) then the migrant women, men and children receive adequate protection and access to proper accommodation and to social, educational and health services and vulnerable groups and unaccompanied Separated Children receive adequate Assistance (Outcome 1).

If actions are implemented to improve the support to local communities and promote the integration and inclusion of asylum seekers and refugees (Output 2), the communities are more resilient to the challenges posed by mixed migration flows and prospects for integration and inclusion are improved (Outcome 2)

If the technical capabilities to detect irregular migrants are increased and as well capacity building support is provided (Output 3.1 and 3.2), then the border and migration management operations in view of combatting irregular migration are carried out effectively and in line with fundamental rights (Outcome 3):

If migrant women, men and children receive adequate protection and access to proper accommodation and to social, educational and health services and vulnerable groups and unaccompanied Single Children receive adequate Assistance (Outcome 1) and the communities are more resilient to the challenges posed by mixed migration flows, including to xenophobia and anti-migrants rhetoric and prospects for integration and inclusion are improved (Outcome 2) and the border and migration management operations in view of combatting irregular migration are carried out more effectively and in line with fundamental rights (Outcome 3); then the authorities in Bosnia and Herzegovina, North Macedonia and Serbia are better

capable to manage the migration situation in a protection sensitive manner by delivering the necessary assistance to refugees and migrants and by improving their border management (Impact).

3.2. Indicative type of activities

Output 1.1: Migrant women, men and children have access to enhanced reception and protection services (Bosnia and Herzegovina, North Macedonia, Serbia)

Type of activities:

- *Support running costs and adequate staffing of reception centres for migrants and asylum seekers*
- *Food assistance for migrants hosted in the centres in Bosnia and Herzegovina, North Macedonia¹³ and Serbia*
- *Management of Child Friendly and Mother-Baby Spaces*
- *Support to each unit of local self-government (LSGs) in Serbia to provide transportation for students and migrants from/to the centres*
- *Capacity building and activities to improve the management of centres and the provision of specialized services, notably for the most vulnerable*
- *Support to the identification of migrants and the processing of asylum applications*

Output 1.2: Accommodation centres are upgraded and non-food items are available (Bosnia and Herzegovina, North Macedonia, Serbia)

Type of activities:

- *Procurement of basic non-food items, equipment and personal protective items*
- *Delivery of the works/refurbishments/equipment*
- *Developing monitoring standards and procedures for quality control and evaluation of the services delivered in reception and asylum locations*

Output 1.3: Vulnerable groups and Unaccompanied Single Children (UASC) receive adequate social services (Bosnia and Herzegovina, North Macedonia, Serbia)

Type of activities:

- *Providing resources for operational costs for the care of Unaccompanied Single Children (UASC)*
- *Ensuring adequate staffing for social welfare institutions and for providing best possible care and protection to vulnerable groups*
- *Capacity building of staff working in the field of the provision of protection services for refugees and migrants*
- *Support to social welfare work in the field*

Output 1.4: Migrants, refugees and asylum seekers children to access education at all levels (Bosnia and Herzegovina, North Macedonia, Serbia)

Type of activities:

- *Providing professional assistance to teachers, educators, professional associates*
- *Providing translators and translation of education material and employment of cultural mediators*
- *Trainings on topics such as prevention of gender-based violence and violence against children, as well as the prevention of trafficking in children / human beings*
- *Providing small grants to schools*

Output 1.5: Migrants, refugees and asylum seekers have adequate access to all types of healthcare services in the reception/asylum centres and in the public health system, including those related to the COVID-19 epidemic response (Bosnia and Herzegovina, North Macedonia, Serbia)

Type of activities:

¹³ In North Macedonia, the measure will cover only the distribution of dry food packages and water. The distribution of the remaining food items is provided by the Red Cross in both TTCs.

- *Engagement of experts for the work of the project unit and necessary medical and other staff to work in the outpatient centres at the centres for migrant accommodation*
- *Support to public healthcare institutions and institutes for public health in provision of health care services to migrants*
- *Supply of drugs and medication (oral therapy on prescription, modern contraceptive, medical devices, supporting medical devices for disabled persons)*
- *Sanitary and hygienic surveillance of accommodation facilities*
- *Monitoring of provision of health care services*

Output 1.6: Extension of the multi-purpose reception centre at Lipa in line with European and international standards (Bosnia and Herzegovina).

Type of activities:

- *Construct a new space for detention, where, in specific cases, measures of detention and restrictions of movement can be implemented in line with international and EU standards, while providing shelter and basic services until a final decision is taken on asylum or return. The necessary legal basis needs to be in place.*

Output 2.1: Improved integration and inclusion prospects of asylum seekers and refugees and strengthened resilience of local communities and provision of educational services for migrants and refugees children (Bosnia and Herzegovina, North Macedonia and Serbia)

Type of activities:

- *Promote integration and inclusion of refugees and migrants through events and campaigns*
- *Facilitate economic inclusion and the implementation of targeted initiatives and tailor-made approaches with national actors - e.g. state employment bureaux, employers' associations and private sector entities*
- *Provision of, among others, daily care and educational activities for children (Children's Corner), vocational education activities suitable for young adults (14+), including languages skills and technical crafts (Youth Point Centre)*
- *Supply of teaching materials as well as training of the reception centre staff on working with unaccompanied minors, on migrants' rights, protection and cultural sensitivity*
- *Support to the most affected communities with small projects at local level such as improvement of the street lightning, water sewage, etc.*
- *Social cohesion projects to support the local population in the host communities (e.g. small interventions to renovate public space, schools etc. following the request from local communities)*

Output 3.1: Strengthened border and migration management capabilities of Bosnia and Herzegovina, North Macedonia and Serbia's institutions, including systematic border management procedures, enhanced capacity for border surveillance, countering migrants smuggling, trafficking in human beings (THB) and other types of cross-border crime in full respect of the rule of law and fundamental rights

Type of activities:

- *Providing logistical support for the deployment of EU Member State guest officers and re-deployed national border officers engaged in joint border patrolling, control and management operations in North Macedonia and Serbia*
- *Provision of specialized equipment for border control/border surveillance and trainings in use of the specialized equipment*
- *Advisory support to the Ministry of Interior and the national border police officers/border management officials on border management (only to the extent that the programmes with Frontex/EU Agency for Asylum (EUAA) cannot/do not cover the capacity building) and migration and humanitarian border management, EU and international standards (North Macedonia and Serbia)*
- *Secondment of a senior migration expert. The senior expert will reinforce the office of the Ministry of Security (MoS) in Bosnia and Herzegovina by providing guidance and advice to the MoS and the relevant implementing Agencies in managing increased migration flows and improve coordination.*

- Support the BiH SFA through the temporary engagement of staff for registration, coordination of movements, and the deployment/relocation of inspectors to key migrants locations and trainings on gender sensitive interview procedures, identification processes and referrals to partners
- Support the BiH Border Police through the relocation of police officers to key Border Crossing Points. The Action will support the reinforcement of teams on the ground by supporting the relocation of Border Police and other law enforcement agencies' staff to key Border Crossing Points
- Training of the new BiH Border Police Officers
- Provision of financial assistance to the Ministry of Security for migration crisis management

Output 3.2: Improved technical capability to detect irregular migrants for identification and registration (Bosnia and Herzegovina, North Macedonia and Serbia)

Type of activities:

- Provision of specialised equipment for the registration of migrants in accordance with the Standard Operating Procedures for the registration of irregular migrants and foreigners who have expressed an intention to seek asylum
- Provision of specialised vehicles, other specialised equipment in order to better perform official tasks related to securing the state border and in order to combat irregular migration

Output 3.3: Voluntary and non-voluntary returns in full respect of the rule of law and fundamental rights (Bosnia and Herzegovina)

- Preparation of return including setting up effective return case management, screening persons for vulnerabilities, pre-return counselling
- Supporting capacity of the authorities to carry out full spectrum of return services and effectively conduct returns
- Providing logistical support for the organisation of return flights
- Ensuring that effective legislation and procedures are in place, including monitoring, to conduct returns that are compliant with applicable European and international standards
- Provision of support to strengthen capacity to organise returns, including the training of staff involved in return operations
- Post-return assistance

3.3. Risks and assumptions

Risks	Risk level (H/M/L)	Mitigating measures
<p>Risk 1 The overall situation can dramatically change depending on the migration trends from Turkey and Greece, with unpredictable duration, leading to an open-ended crisis. Closure of existing border crossings in different countries and potential new migratory routes may require additional resources for the implementing partners.</p>	H	<p>Continue capacity building to adequately address the increased influx of migrants. Maintain a flexible approach and adapt to evolving needs. Ensure close contact and coordination with local authorities officials. Lessons learned from past and ongoing EU funded projects in migration management will be applied throughout the proposed action.</p>
<p>Risk 2 Changes and restrictions to border controls at each stage of the route including at destination countries could have a significant impact as bottlenecks may be created, more people may feel compelled to seek alternative routes, and others may become stranded.</p>	H	<p>Ensure regular contacts with neighbouring countries to exchange information on migration flows and trends.</p>
<p>Risk 3 Relevant counterparts and implementing partners may encounter difficulties in implementation as the increased migration flows strain the capacities of officials to engage in additional</p>	M	<p>Maintain a flexible approach to be able to adapt to the evolving needs, close contact and coordination with government officials.</p>

activities, which might delay planned activities or hinder their implementation.		
Risk 4 Lack of coordination between competent government authorities in the migration management process.	L	Continue regular coordination at the operational level between main stakeholders in the permanent and ad hoc groups involved in migration management. Organise regular meetings with the donor community in order to ensure alignment, coordination and coherence of international assistance and secure emergency response and support upon need.

Assumptions

The Government partners remain committed to offer professional, reliable and dedicated support in the reception facilities.

The Government partners will ensure the required human resources for identification and registration of migrants, as well as for border checks and patrolling.

The Government partners will allocate adequate location/premises for the accommodation of migrants in line with EU requirements and the existing facilities will generally not be closed.

Adequate and effective monitoring will be established.

3.4. Mainstreaming

The Action supports various areas of needs identified within migrant populations, starting from the basics as food, shelter and medical assistance, to those reflected in building inner strength through psychosocial and psychological support, access to education and protection. The Action further ensures that each individual receives tailor-made support, to the extent possible, in order to ensure that each human being is treated in line with relevant EU and UN conventions, without discrimination and by respecting human rights.

All activities will follow a gender-sensitive and human-rights based approach and ensure the respect of interculturality and diversity. The staff delivering services will be trained and experienced to assist individuals respecting their rights.

3.5. Conditions for implementation

This Action is the continuation of ongoing support. Effective and timely implementation of the Action is not dependent on any legal or institutional changes. The main condition is that the relevant institutions are committed to continue providing services to the migrant population. This pre-condition has been met so far.

Safeguards need to be in place to ensure that laws, international standards and human rights are upheld and scrupulously applied, and the protection of migrants and asylum seekers is ensured. Applicants may be detained only under very strict circumstances, subject to international law principles, including the principles of necessity and proportionality, after an individual assessment of their case and if other less coercive alternative measures cannot be applied effectively. Authorities of Bosnia and Herzegovina should respect international and EU standards, including the provisions of the Return Directive¹⁴, the European Committee for the Protection of Torture and Inhuman or Degrading Treatment or Punishment (CPT) standards and the Return Handbook¹⁵. A key condition to be met for the establishment of the detention area in Lipa is that Bosnia

¹⁴ Directive 2008/115/EC of the European Parliament and of the Council of 16 December 2008 on common standards and procedures in Member States for returning illegally staying third-country nationals (<https://eurlex.europa.eu/eli/dir/2008/115/oj>)

¹⁵ Commission Recommendation (EU) 2017/2338 of 16 November 2017 establishing a common 'Return Handbook' to be used by Member States' competent authorities when carrying out return-related tasks. C/2017/6505 (<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32017H2338>)

and Herzegovina needs to adopt the necessary legal basis for the detention zone and ensure it has capacity to manage the area (including detention).

The Commission considers that voluntary and forced returns are both key elements of an effective return policy, although the Commission gives preference to voluntary returns where possible (see the Commission Communication on the EU strategy on voluntary returns and reintegration¹⁶).

Forced returns of persons not in need of international protection financed through EU funds should be conducted in accordance with the EU's values, notably as regards the treatment of refugees and migrants. Persons subject to forced returns should receive fair treatment and have been given sufficient opportunity beforehand to have their claim for asylum assessed in accordance with the applicable rules of Bosnia and Herzegovina and internationally recognised standards (including international customary law). International human rights and refugee protection standards should be complied with.

A functioning, fair and effective asylum system is essential alongside return capacities. The necessary ownership and commitment by authorities to adopt and apply international standardised procedures for assisted voluntary returns and non-voluntary returns is essential. The return process must include safeguards to ensure respect for the principle of non-refoulement.

4. IMPLEMENTATION ARRANGEMENTS

4.1. Financing agreement

In order to implement this Action, it is not foreseen to conclude a financing agreement with the partner country/regional organisation/territory.

4.2. Implementation modalities

The Commission will ensure that the EU appropriate rules and procedures for providing financing to third parties are respected, including review procedures, where appropriate, and compliance of the Action with EU restrictive measures¹⁷.

4.2.1. Direct Management (Grants)

Serbia

a) Purpose of the grant:

The direct grant linked to Output 1.1 will achieve the following:

Provide adequate accommodation facilities, living conditions and services, including the provision of food, NFIs to effectively respond to the needs of migrants, by strengthening the operational capacity of the authorities involved in the migration management.

Main activities may include the following:

- Support for the running costs of reception and asylum centres accommodating migrants. The direct grant will be used to support the Government in financing the operational costs relating to these facilities including: accommodation, electricity, heating, laundry, communal services, water and sanitation, in order to secure basic living conditions, secure hygiene of the centres and

¹⁶ Commission Communication on the EU strategy on voluntary returns and reintegration COM/2021/120 final (<https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=COM:2021:120:FIN>)

¹⁷ www.sanctionsmap.eu Please note that the sanctions map is an IT tool for identifying the sanctions regimes. The source of the sanctions stems from legal acts published in the Official Journal (OJ). In case of discrepancy between the published legal acts and the updates on the website it is the OJ version that prevails.

accommodation of migrants. This component will also cover the provision of food to migrants in government-run facilities once ongoing support ends.

- Ensuring adequate staffing of government-run facilities for migrants, to ensure their proper management and functioning and to provide services to migrants, such as information provision, identification of vulnerable cases, referral to competent institutions, hygiene, reception services, mother and baby corners, child friendly spaces, and translation for SCRM, for the Asylum office and Department for Foreigners. This Action will cover the costs of accommodation and meals for staff for both SCRM and MoI. SCRM will also use these funds for fuel for vehicles used to transport staff to and from reception centres across the country as well as transportation costs related to ensuring school attendance, transfer of migrants, who are accommodated in reception asylum centres across the country, etc.
- SCRM may perform these activities through modalities of non-formal education without the requirement to issue certificates of completion. This non-formal education includes trainings for basic information technology education, classes for Serbian or English language, trainings for some specific crafts, etc.

The direct grant linked to Output 1.5 will achieve the following:

- Provide support to the provision of health care services to migrants in Serbia at medical centres in the public health system. The health care services include - but are not limited to - laboratory and diagnostics, urgent care, treatment by specialists, hospitalisation, delivery, vaccination of infants and children in line with the immunisation schedule, ultrasound and other imaging diagnostics, gynaecological examinations, ambulance transportation, surgical treatment, rehabilitation, psychological support, dental health care, haemodialysis, drug, medication and provision of medical devices for disabilities and services to protect public health such as disinfection, pest control and disinsection.

In addition, this Action will support the provision of basic medical services.

(b) Justification of a direct grant

Output 1.1

Under the responsibility of the Commission's authorising officer responsible, the grant may be awarded without a call for proposals to the Commissariat for Refugees and Migration (SCRM). Under the responsibility of the Commission's authorising officer responsible, the recourse to an award of a grant without a call for proposals is justified based on Article 195 (c), namely to bodies with a de jure monopoly or to bodies designated by EU Member States, under their responsibility, where those EU Member States are in de jure monopoly situation. Namely, the SCRM is the only responsible specialised government agency to operate all reception facilities in Serbia, in accordance with the provisions of Article 195c FR.

The activities for Output 1.1. are designed specifically for the aim to support the relevant governments and competent governmental bodies to manage the migration situation in specific sectors in Serbia, thus are supporting and directed only to the bodies who have these prerogatives.

Output 1.5

Under the responsibility of the Commission's authorising officer responsible, the grant may be awarded without a call for proposals to the Ministry of Health. Under the responsibility of the Commission's authorising officer responsible, the recourse to an award of a grant without a call for proposals is justified based on Article 195 (c), namely to bodies with a de jure monopoly or to bodies designated by Member States, under their responsibility, where those Member States are in de jure monopoly situation. Namely, the Ministry of Health is responsible for health policies and services and is in charge of the Government response in this sector, in accordance with the provisions of Article 195(c)FR. The activities for outputs 1.5 are designed specifically for the aim to support the relevant governments and competent governmental

bodies to manage the migration situation in specific sectors in Serbia, thus are supporting and directed only to the bodies who have these prerogatives.

The Commission authorises that the costs incurred may be recognised as eligible as of 1st of April 2022 in order to ensure continuity in the support provided thus avoiding the unfolding of a humanitarian crisis.

4.2.2. Indirect management with entrusted entities (international organisations)

Bosnia and Herzegovina

A part of this Action (Outputs 1.1 to 1.5, Output 2.1 and Outputs 3.1 to 3.2) may be implemented in indirect management with the International Organisation for Migration. This implementation entails:

- Provision of adequate and protection-sensitive accommodation for refugees, asylum-seekers and migrants and continued provision of food and non-food items basic services such as water, sanitation and hygiene (WASH)
- Provision of additional suitable public-owned accommodation for migrants
- Preventive measures related to COVID-19 for non-accommodated migrants by providing additional temporary accommodation
- Improving access to primary and secondary healthcare (including psychosocial support)
- Improving access to informal education and social services for the population of concern
- Improving security within and outside reception facilities
- Strengthening the capacity of the Border Police and the Service for Foreigners (SFA) of the Ministry of Security in border control, surveillance and irregular migration detection

The envisaged entity has been selected using the following criteria:

- Presence in Bosnia and Herzegovina and in the Western Balkans.
- Sufficient administrative capacity.
- Capacity to respond quickly
- Proven track record and expertise in border management related programmes in Bosnia and Herzegovina, as well as in the Western Balkans
- Experience with all tasks that are required under the special measure: logistical support, procurement, managing large and complex operations
- Successfully completed the EU 'pillar assessment'

In case the envisaged entity would need to be replaced, the Commission's services may select a replacement entity using the same selection criteria given above. If the entity is replaced the decision to replace it needs to be justified.

A part of this Action (Output 1.6 Bosnia and Herzegovina) may be implemented in indirect management with a pillar-assessed entity, which will be selected by the Commission's services, using the following criteria:

- Capacity and expertise to manage, oversee and implement construction work to enhance the multi-purpose reception centre in Lipa
- Sufficient administrative capacity
- Capacity to respond quickly
- Proven track record and expertise in migration and border management related programmes in Bosnia and Herzegovina, as well as in the Western Balkans
- Experience with all tasks that are required under the special measure: logistical support, procurement, managing large and complex operations

The implementation by this entity entails managing the construction of an improved isolation and detention zone at the multi-purpose centre at Lipa (Bihac), in line with international and EU standards.

The entity or organisation will be required to successfully contribute to the achievement of output 1.6.

In case of failure in identifying the entity or organisation under indirect management or if negotiations with an entity or organisation fail, that part of this Action may be implemented in direct management in accordance with implementation modalities identified in 4.2.3.

A part of this Action (Output 3.3 Bosnia and Herzegovina) may be implemented in indirect management with a pillar-assessed entity, which will be selected by the Commission's services, using the following criteria:

- Sufficient administrative capacity.
- Capacity to respond quickly.
- Proven track record and expertise in migration and border management related programmes in Bosnia and Herzegovina, as well as in the Western Balkans.
- Experience with all tasks that are required under the special measure: logistical support, procurement, managing large and complex operations.

The implementation by this entity entails:

- Supporting the authorities of Bosnia and Herzegovina in the preparation and the organisation of voluntary and non-voluntary returns of migrants in full respect of the rule of law and fundamental rights (including setting up effective return case management, screening persons for vulnerabilities, pre-return counselling). Supporting the authorities of Bosnia and Herzegovina in the pre-removal and actual removal procedure.
- Providing necessary logistical support for the organisation of returns.
- Ensuring that an effective framework and procedures are in place, including monitoring and efficient and expeditious return of persons found not to be in need of international protection that are compliant with applicable European and international standards.
- Providing support to strengthen capacity to organise returns, including the formation of staff involved in return operations.
- Post return assistance.

The entity or organisation will be required to successfully contribute to the achievement of output 3.3.

In case of failure in identifying the entity or organisation under indirect management or if negotiations with an entity or organisation fail, that part of this action may be implemented in direct management in accordance with implementation modalities identified in 4.2.3.

The Commission authorises that the costs incurred may be recognised as eligible as of 1 April 2022 in order to ensure continuity in the support provided thus avoiding the unfolding of a humanitarian crisis.

North Macedonia

A part of this Action (Outputs 1.1 to 1.5, Output 2.1 and Outputs 3.1 to 3.2) may be implemented in indirect management with the International Organisation for Migration. This implementation entails:

- Logistics support to the deployed guest border officers and the re-deployed national border officers engaged in joint border patrolling, control and management operations. This activity involves the organisation and provision of accommodation, food, fuel supply, interpretation services and other relevant logistical services (i.e. linked to the management of the local office and coordination facilities) for the EU guest border officers deployed and national border officers re-deployed in the selected border areas.
- Supply of special equipment for border control systems for migrants' identification and registration in line with EU standards.
- Advisory support to the Ministry of Interior and the national border police officers/border management officials on border management and migration, i.e. humanitarian border management, EU and international standards.

- Support to the maintenance and services of the Transit Reception Centres of Tabanovce and Gevgelija, which involves (1) deployment of field workers, (2) maintenance of basic utilities and services (electrical network, sanitary network, water supply, internet, etc.) in mid to long term, (3) deployment of interpreters for migrants, (4) communication services to allow migrants stay in touch with their families or search for various information while they are staying in the Transit Reception Centres, (5) basic medical services support for migrants at the Transit Reception Centres including deployment of medical teams, transportation and medical assistance of the migrants with health issues to other health care facilities, when needed, and provision of essential medicines and/or disinfection, and (6) psychosocial and socio-cultural support to migrants and internal and external staff.
- Educational services for migrant children including daily care and educational activities for children (Children's Corner), vocational education activities suitable for young adults (14+), including languages skills and technical crafts (Youth Point Centre), the supply of teaching materials, as well as training of the reception centre staff on working with unaccompanied minors, on migrants' rights, protection and cultural sensitivity.

The International Organisation for Migration (IOM) was selected as a partner for this action on the grounds of the following criteria:

IOM professional capacity: IOM possesses technical competence and a high degree of specialization on migration issues, including in North Macedonia. With its significant global footprint and mandate to facilitate dignified, orderly and safe migration, IOM is uniquely placed in the country to provide efficient and cost-effective technical support solutions for North Macedonia covering the full package of planned activities. IOM has implemented successfully two similar EU-funded projects and proved instrumental in improving the migration management.

In case the envisaged entity would need to be replaced, the Commission's services may select a replacement entity using the same selection criteria given above. If the entity is replaced the decision to replace it needs to be justified.

The Commission authorises that the costs incurred may be recognised as eligible as of 1 April 2022 in order to ensure continuity in the support provided thus avoiding the unfolding of a humanitarian crisis.

Serbia

A part of this Action (Outputs 1.2., 1.3., 1.4. and 3.1., 3.2.) may be implemented in indirect management with the International Organisation for Migration. This implementation entails operational and technical support to the institutions at several levels, as presented indicatively:

- Support to the Commissariat for Refugees and Migration (SCRM) for maintenance and infrastructural improvements of accommodation facilities for migrants through refurbishment as well as the provision of furniture and additional equipment as needed. Furthermore, IOM will procure necessary non-food items (NFI) for migrants.
- Continued support to SCRM monitoring standards, procedures for quality control and evaluation of services.
- Support the MoESTD in ensuring access to quality education for migrant children in Serbia in the municipalities where centres for migrants are located through their inclusion in mainstream education, provision of quality non-formal education programmes and support to relevant national institutions to coordinate educational activities and services.
- Support the MoLEVSA in reconstruction, refurbishment and provision of additional equipment for centres accommodating UASC, as well as engagement of additional qualified social protection professionals and support staff needed to ensure adequate access and quality of services for

unaccompanied minors, as well as their transportation from, to and between relevant institutions/services.

In particular, IOM will sign separate agreements with the respective Ministries of Education, Science and Technological Development and the Ministry of Labour, Employment, Veteran and Social Affairs. IOM will carry out payments to the sub-grant beneficiaries in instalments, based on the actually incurred costs, as reported and proven by the corresponding supporting documents, in accordance with the EU rules.

The envisaged entity has been selected using the following criteria: it has the mandate to support the Government in migration management policy implementation. IOM has offices and sufficient administrative capacities in Serbia; it has the capacity to respond without delays and ensure business continuity in the provision of already provided services; it has a proven track record and expertise in migration management related programmes in Serbia. It has experience with all tasks that are required under this part of the Action and it has successfully completed the EU 'pillar assessment'.

In case the envisaged entity would need to be replaced, the Commission's services may select a replacement entity using the same selection criteria given above. If the entity is replaced the decision to replace it needs to be justified.

A part of the Action may be implemented in indirect management with IOM in consortium with UNHCR (Output 2.1.). This implementation entails operational and technical support to the institutions at several levels, as presented indicatively:

- Support the Ministry of Interior, Border Police Directorate, in the deployment of EU Member State guest officers at non-EU borders until the deployment of the European Border and Coast Guard Agency.
- Procure equipment for border surveillance, registration and identification and transport for migrants
- Provide capacity building and training for combatting irregular migration
- Facilitate community mobilisation with the participation of various stakeholders to facilitate integration and inclusion
- Facilitate a policy dialogue on key issues linked to asylum and migration
- Build capacities of all relevant institutions to contribute to a functioning asylum and migration management system.

The envisaged entities have been selected using the following criteria: they have the mandate to support the Government in creating an environment conducive for integration and inclusion of the migrant population and to support the Government in migration management policy implementation. IOM and UNHCR have offices and sufficient administrative capacities in Serbia; they have the capacity to respond without delays and a proven record of accomplishment and expertise in this area in Serbia; they can ensure business continuity in the provision of already provided services; they have experience with all tasks that are required under this part of the Action and they have successfully completed the EU 'pillar assessment'.

In case the envisaged entities would need to be replaced, the Commission's services may select replacement entities using the same selection criteria given above. If the entities are replaced the decision to replace them needs to be justified.

The Commission authorises that the costs incurred may be recognised as eligible as of 1 April 2022 in order to ensure continuity in the support provided, thus avoiding the unfolding of a humanitarian crisis.

4.2.3 Changes from indirect to direct management mode due to exceptional circumstances

Procurement will contribute to achieving the objectives of Outputs 1.6. and 3.3 (Bosnia and Herzegovina)
The global budgetary envelope reserved for procurement is EUR 1,000,000.

4.3 Scope of geographical eligibility for procurement and grants

The geographical eligibility in terms of place of establishment for participating in procurement and grant award procedures and in terms of origin of supplies purchased as established in the basic act and set out in

the relevant contractual documents shall apply. The Commission's authorising officer responsible may extend the geographical eligibility on the basis of urgency or of unavailability of services in the markets of the countries or territories concerned, or in other duly substantiated cases where the application of the eligibility rules would make the realisation of this Action impossible or exceedingly difficult.

4.4. Indicative budget

	EU contribution for 2022 (amount in EUR)
BOSNIA AND HERZEGOVINA	
Outputs 1.1 - 1.5 and output 2.1 (budget line 15.020101.03) composed of:	EUR 36,000,000
Indirect management with IOM	EUR 36,000,000
Output 1.6 and Outputs 3.1 to 3.3 (budget line 15.020101.01) composed of:	EUR 4,000,000
Indirect management with IOM	EUR 3,000,000
Indirect management with an entrusted entity	EUR 1,000,000
Total	EUR 40,000,000
NORTH MACEDONIA	
Outputs 1.1-1.5 and output 2.1 (budget line 15.020101.03) composed of:	EUR 1,000,000
Indirect management with IOM	EUR 1,000,000
Outputs 3.1 to 3.2 (budget line 15.020101.01) composed of:	EUR 3,000,000
Indirect management with IOM	EUR 3,000,000
Total	EUR 4,000,000
SERBIA	
Output 1.1-1.5 and output 2.1 (budget line 15.020101.03) composed of:	EUR 50,950,000
Direct management (Grants)	EUR 39.750.000,00
Indirect management with IOM	EUR 10,000,000
Indirect management with IOM in consortium with UNHCR	EUR 1,200,000
Outputs 3.1 and 3.2 composed of (budget line 15.020101.01) :	EUR 6,300,000
Indirect management with IOM	EUR 6,300,000
Total	EUR 57,250,000
Contingencies¹⁸	N.A
TOTAL	101,250,000

¹⁸ Consider that contracts where no financing agreement is concluded, contingencies have to be covered by individual and legal commitments by 31 December of N+1.

5. PERFORMANCE/RESULTS MONITORING AND REPORTING

5.1. Internal monitoring

Bosnia and Herzegovina

The Action will be closely coordinated by the EU Delegation and IOM through the established Refugee and Migrant Coordination Group, based in Sarajevo and co-chaired by IOM and UNHCR. This Coordination Group will coordinate the overall intervention at the country level as well as in the area of Sarajevo. A Protection Group, chaired by UNHCR in close coordination with UNICEF, will coordinate all protection-related activities, and UNICEF will coordinate child protection related activities. IOM, who is in charge of Camp Coordination and Camp Management (CCCM) at site level, will ensure that all partners have the possibility to share their relevant expertise and are duly consulted.

North Macedonia

The project will be implemented by IOM in close coordination with the EU Delegation and the final beneficiaries: the Ministry of Interior (MoI), Border Police (BP) members, the Ministry of Labour and Social Policy (MoLSP) and the Ministry of Health (MoH).

During the implementation period, a Project Steering Committee will be established with the following responsibilities, inter alia: a) monitoring, reviewing and steering the implementation of the project and assessing the project results and impact; b) providing advice to the project management team on issues of crucial importance to the project; c) advising the EU Delegation in critical matters.

A Project Management Team (PMT) will be established and will be responsible, inter alia, for the overall management, coordination and monitoring of the project implementation. The PMT will be led by an international Project Manager, with the support of the two coordinators and back-up and support staff.

Serbia

The Measure aims at strengthening existing coordination mechanisms and will promote institutional ownership of project activities. To this end, a Steering Committee will be established as a project management tool to: provide overall management support and strategic guidance to the Action; monitor, review and steer the implementation of the project and assess project results and impact; ensure appropriate circulation of information and harmonisation of best practices; ensure that overlap of activities implemented in the country within other on-going interventions is avoided and synergies are created where relevant; provide advice to the project management team on issues of key importance to the project.

Steering Committee Meetings will be held every three months. These meetings will be hosted by the SCRM as a secretariat of the Technical Working Group with the support of IOM through its Communication and Visibility component. Draft Progress Reports for all three contracts will be submitted five working days prior to the meeting and will be presented by the respective beneficiaries and further discussed during the meeting.

5.2. Roles & responsibilities for data collection, analysis & reporting

Bosnia and Herzegovina

The Project Steering Committee will meet on a bi-monthly basis, or as agreed with the lead organization (IOM), partners (UNHCR, UNICEF and UNFPA), and key stakeholders (representatives of the Council of Ministers of Bosnia and Herzegovina).

IOM and each implementing partner will be responsible to set up a monitoring plan for data collection, monitoring and reporting on progress with regards to the timely implementation of the activities. On behalf of all agencies, IOM will provide a joint final narrative and financial report covering the entire Action within six months of the conclusion of the Action using the IOM standard reporting template.

Additionally, as per the request by the Council of Ministers of Bosnia and Herzegovina, IOM and implementing partners/grant beneficiaries will also consolidate monthly financial reports, based on the

action budget structure, presenting monthly and accumulative estimated expenditures compared to the budget, alongside a short narrative description to what activity/output the expenditures realized. Implementing partners/grant beneficiaries will submit their monthly financial/expenditure and narrative updates to IOM within 10 days following the close of the month, after which IOM will prepare a consolidated report presenting expenditures per categories/sub-sectors. These reports will be submitted to the donor and the Council of Ministers of Bosnia and Herzegovina within 15 days after the closing of the previous month.

North Macedonia

IOM will implement internal monitoring of the results according to the established procedures, including, evaluation surveys, pre-training and post-training tests and feedback from the project stakeholders. Specifically, following the provisions of training courses, pre-and post-training tests will be applied to measure immediate changes in the level of knowledge of the attendees.

Also, questionnaires measuring the rate of satisfaction will be collected to capture participants' feedback on training and services delivered to the project stakeholders.

In case of COVID-19 restrictive measures, creative monitoring approaches will be established to reduce interpersonal physical contacts with project's beneficiaries and key informants. This may include remote monitoring e.g. through phone calls or third-party monitoring.

In line with the project's risk assessment plan, the project implementation team will be responsible for updating the risks and proposed actions and treatment. This will be done regularly, as threats change or new threats emerge.

Serbia

A Technical Working Group for Monitoring Migration was established in 2010 and is chaired by the Commissariat for Refugees and Migration. This is an operational network of civil servants from ministries and other state authorities with competences in the field of migration.

The Commissariat for Refugees and Migration carries out administrative-technical tasks for the Group. The Technical Working Group meets regularly, exchanges relevant information between responsible contact persons in ministries, discusses and assesses changes in migration policies and monitors the implementation of migration policies through an established list of indicators.

In order to coordinate the implementation of activities under this measure, a smaller Project group, composed of civil servants in the respective beneficiary institutions will be set up and include, among others, representatives from IOM, the Ministry for European Integration (MEI) and the EU Delegation. This group will also serve as the Project Steering Committee.

5.3. Evaluation

A final evaluation will be carried out for this Action or its components via independent consultants contracted by the Commission.

It will be carried out for accountability and learning purposes at various levels (including for policy revision), taking into account in particular the fact that the measure is a recurrent support to alleviate an ongoing situation.

The Commission shall inform the implementing partner at least six months in advance of the dates envisaged for the evaluation missions. The implementing partner shall collaborate efficiently and effectively with the evaluation experts, and inter alia provide them with all necessary information and documentation, as well as access to the project premises and activities.

The evaluation reports shall be shared with the partner country and other key stakeholders. The implementing partner and the Commission shall analyse the conclusions and recommendations of the evaluations and, where appropriate, in agreement with the partner country, jointly decide on the follow-up actions to be taken and any adjustments necessary, including, if indicated, the reorientation of the project.

The financing of the evaluation shall be covered by another measure constituting a financing Decision.

6. AUDIT

Without prejudice to the obligations applicable to contracts concluded for the implementation of this Action, the Commission may, on the basis of a risk assessment, contract independent audits or expenditure verification assignments for one or several contracts or agreements.

The financing of the audit shall be covered by another measure constituting a financing Decision.

7. COMMUNICATION AND VISIBILITY

Visibility of EU funding and communication about objectives and impact of Actions are a legal obligation for all Actions funded by the EU, as set out in the EU communication and visibility requirements in force. In particular, the recipients of EU funding shall acknowledge the origin of the EU funding and ensure its proper visibility by:

- providing a statement highlighting the support received from the EU in a visible manner on all documents and communication material relating to the implementation of the funds, including on an official website and social media accounts, where these exist; and
- promoting the Actions and their results by providing coherent, effective and proportionate targeted information to multiple audiences, including the media.

Visibility and communication measures shall be implemented, as relevant, by the national administrations, entrusted entities, contractors and grant beneficiaries. Appropriate contractual obligations shall be included, respectively, in financing agreements, delegation agreements, and procurement and grant contracts.

The measures shall be based on a specific Communication and Visibility Plan, established and implemented in line with the EU communication and visibility requirements in force. The plan shall include, inter alia, a communication narrative and master messages for the action, customised for the various target audiences (stakeholders, civil society, general public, etc.).

Visibility and communication measures specific to this Action shall be complementary to the broader communication activities implemented directly by the European Commission services and/or the EU Delegations and Offices. The European Commission and the EU Delegations and Offices should be fully informed of the planning and implementation of the specific visibility and communication activities, notably with respect to the communication narrative and master messages.

8. SUSTAINABILITY

The Action is part of the wider EU support to improvement and strengthening of asylum and migration management in the Western Balkans in line with EU standards.

The sustainability of the Action will be secured at different levels:

Institutional sustainability will be secured through strengthening the capacities of the relevant institutions to provide the services within their competences.

Political sustainability will be secured through the establishment and strengthening of a timely, accurate and organised asylum and migration system. This will result in better management of asylum and transit/reception centres hence directly securing better control of migration flows in the territory of Bosnia and Herzegovina, North Macedonia and Serbia.

Environmental sustainability will be secured through provision of regular communal services, maintenance of hygiene in the centres, prevention of medical diseases, organisation of adequate disposal of medical waste, etc. The Action will in particular prevent negative effects on the environment of the local communities where centres are located.

The funds provided through the Action will ease the burdening of the national budget and alleviate already scarce and overstretched national resources.

Proper identification and registration of migrants will allow to better control migration flows.

Policy dialogue embedded in the Action will be crucial with regard to developing medium to long term solutions to migration management.