

DRC Kosovo – HUMANITARIAN ACCOUNTABILITY FRAMEWORK

15 March 2013

In DRC we wish to be accountable. Not just to our donors and membership, but – most importantly, to those we try to assist. We have many instruments in place for this, such as participation, feedback, complaints-handling and reporting. An important element is informing our beneficiaries and stakeholders about our Humanitarian Accountability Framework thereby clearly defining what they should hold us accountable for.

1) Brief Description of the Regional Program above the field/country office is there is such a thing

DRC's present assistance programme in the Western Balkans has grown from DRC's comprehensive interventions in the conflicts and displacements that followed from the break-up of former Yugoslavia during the 1990s. DRC has been responsible for a wide variety of programmes ranging from emergency relief aid operations to long-term rehabilitation and reconstruction.

Today, DRC is present through its two main offices in Belgrade and Prishtina, and also has a field and satellite office in Montenegro. DRC's programmes are community orientated and integrate different sectors that support both the host communities as well the refugees, IDPs and returnees.

DRC hence has comparative advantages when it comes to both experiences in the region, regional capabilities and an integrated, multi-sector approach towards issues of displacement and return.

The over-all long-term vision for DRC in the Western Balkans is to promote peace and stability through support to durable solutions for refugees and IDPs.

2) DRC Objectives, Partners and Stakeholders in the Area of Operation

Objectives:

The over-all programme objectives related to DRC Kosovo are:

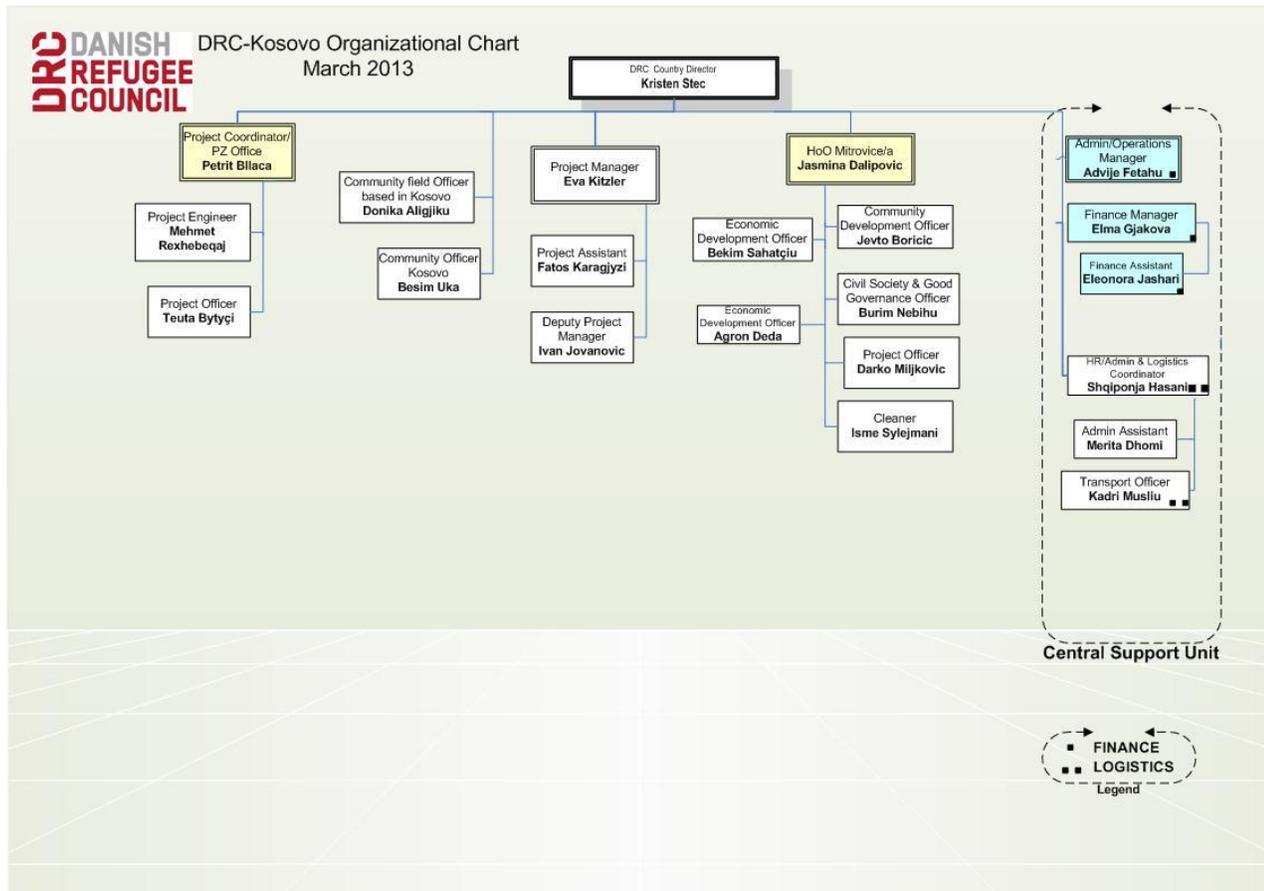
- The fundamental rights of those who are displaced and unable to seek a durable solution, or are uncertain in their decision-making process, are protected and they are aware as to their options to pursue a durable solution
- People, who have chosen a durable solution (return/local settlement and/or resettlement), are moving towards sustainable (re-) integration based on their own capacities and resources
- Local policies and capacities engage in the protection of people's right to seek a preferred durable solution and contribute positively to facilitate (re-) integration processes.

Stakeholders & Partners

DRC Kosovo is committed to working in partnerships and coordinate with stakeholders based on mutual accountability, respect and continual improvement. In Kosovo, DRC works with the following stakeholders and partners:

- Institutions of Central and Local Authorities, including Ministries and Municipalities across Kosovo (i.e. Kosovo Ministry of Communities and Returns and Ministry of Internal Affairs)
- UNHCR
- UNDP
- Donor Community (i.e. European Union Office in Kosovo, BPRM, SIDA, British Embassy)
- OSCE
- IOM
- KFOR
- EULEX
- International Police
- Kosovo Police
- Kosovo Property Agency
- Local NGOs in Kosovo and Serbia

3) DRC Kosovo Organogrammo including Staff Line Functions



4) Local and International Standards and Codes

DRC is a duly registered non-governmental international NGO working in Kosovo and has been issued relevant registration certificates by UNMIK – Regulation 1999/22 on the Registration and Operation and by Kosovo authorities. Full details of registration numbers are presented below.

Danish Refugee Council – Kosovo

Business Registration Number	5300047-9
Fiscal Code Number	600217039
VAT Registration Number	330090580
Public Beneficiary Statute Certificate number	6000043-3

Furthermore, DRC International Program both at HQ level and field level in Kosovo has been re-certified by Independent International HAP Audit in March 2010.

DRC further observes international standards in programming and implementation. As such, the Sphere Standards are an integrated part of DRCs Programme Manual that guides global and local programming. DRC adheres fully to the principles laid down by ICRC in the Code of Conduct.

In addition to the DRC HQ program and operational handbook, DRC Kosovo has also developed office & staff policy manual and staff complaint mechanism, code of conduct and anti-corruption have become an integral part of it. In addition to this, DRC has established a salary scale scheme for local staff.

DRC is ensuring that the interventions live up to the principles and provisions of international humanitarian law, international human rights law, the Guiding Principles on Internal Displacement, as well as to those Sphere standards relevant to individual activities.

Moreover, DRC Kosovo hosted International HAP Audit in March 2010 and has passed successfully the re-certification process being compliant with HAP requirements.

5) Information to beneficiaries and other stakeholders

Under the overall guidance of DRC's HQ policy on transparency principles and norms, DRC Kosovo ensures that its work is communicated and disseminated on those principles. Therefore, DRC Kosovo complies with this policy to enable its beneficiaries and stakeholders as well as the general public to receive relevant information of its work and commitments that it has made to make quality assistance. DRC Kosovo staff follow both HQ and Kosovo field level's information policy guide for beneficiaries and other stakeholders.

In brief, basic information to its beneficiary and stakeholders shall be provided in this form:

- DRC's name and local contact details must be included in all publicly available written information
- Information must be provided in languages, formats and media that are accessible and comprehensible for the audience at the respective level
- SPDs, program strategies and project implementation plans must address the provision of information to beneficiaries and other stakeholders.

a) Beneficiary Participation

DRC as HAP Re-certified NGO integrates its Humanitarian Accountability into its programmes, the participation and feedback of beneficiaries through established and functional complaint –handling mechanism in DRC programmes is a key component, and remains the cornerstone of DRC's work.

In June 2011, DRC held a program handbook training for all staff (administration and program) for further familiarize them with DRC program handbook and special focus was placed on complaints and refreshing course on HAF for new and current staff as well. In addition, an all staff workshop on anti-corruption was conducted in March 2012, and an all-staff meeting was facilitated in March 2013 to review and discuss the updated DRC complaints mechanism procedure and other issues pertaining to HAP.

DRC continues to ensure beneficiaries participation in its program through various forms including progress on designing beneficiary participation form to document their inclusion and potential inputs when preparing projects but also to be used as appropriate for Strategic Program Documents. Additionally, DRC is working on beneficiary participation alongside with age, gender and vulnerability considerations throughout project stages including monitoring and evaluation.

b) Complaints-handling Mechanism

The CM is one of several means to ensure DRC's accountability. On a daily basis DRC's accountability is promoted through a number of means, particularly DRC's information to and participation by, its beneficiaries and stakeholders. Hereby DRC receives and gives feedback: DRC informs and involves its beneficiaries, so that they know DRC's commitments - values and principles, promises of support etc. - and can react if they think that the commitments are not met. In other words, minor misunderstandings

An effective and accessible beneficiary complaints mechanism is in place to ensure that beneficiaries can hold DRC accountable for the decisions made in project implementation.

DRC has developed a fully functional beneficiary compliant handling mechanism in 100% of its programs. In addition, all offices and project sites have complaint boxes in place. In addition, DRC is fully compliant with the DRC Global Code of Conduct Reporting procedure.

6) List of Projects, Objectives, Beneficiaries, Relevant Authorities, Funding and Implementing Partners –

Project title:	"Re-integration of Spontaneous Returns to Kosovo"
Focus Area:	Cross-border/boundary return programme (Regional)
Donor:	BPRM
Objective:	The goal of the " <i>Reintegration of Spontaneous Return to Kosovo</i> " project in 2011/2012 is to promote tolerance, minority rights, and stability in Kosovo through supporting the durable solutions for displaced persons.
Beneficiaries:	Displaced Persons returning from Serbia, Montenegro, FYROM and Bosnia
Authorities involved:	Municipalities in Kosovo, UNHCR, Ministry for Communities and Return, OSCE, Kosovo Police, KFOR, etc.
Implementing partner(s):	n/a
Remark:	Project ended on October 2012

Project Title	Logistical support for delivery of Humanitarian assistance in Kosovo-support of IDP's from Kosovo
Focus Areas	Cross-border/boundary info and outreach programme (Regional)
Donor:	UNHCR
Objective:	The overall project goal is to promote peace and stability in the Western Balkans through the promotion of durable solutions for refugees and DPs IDPs in Macedonia, Montenegro and Serbia; Logistical support for UHNCR(distribution ,warehouse maintain, vehicles, trucks, generators and other equipments maintain)
Beneficiaries:	IDPs/Refugees
Authorities involved :	Municipalities in Kosovo, UNMIK,UNHCR,OSCE ,Kosovo Police, KFOR etc
Implementing Partners(s):	n/a
Remark	Project ended on 31 st December 2012

Project Title	<u>SUPPORT TO SUSTAINABLE RETURN TO KOSOVO OF REJECTED ASYLUM SEEKERS IN SWEDEN</u>
Focus Areas	Return from Western Europe
Donor:	Swedish Migration Board-SMB
Objective:	The overall project goal is to promote peace and stability in the Western Balkans through the promotion of durable solutions for Rejected Asylum Seekers in Sweden
Beneficiaries:	Rejected Asylum Seekers
Authorities involved :	Municipalities in Kosovo MOCR, Ministry of Internal Affairs DCAM, UNHCR, OSCE, Kosovo Police, KFOR, etc.
Remark:	Project ended on October 2012

Project title:	Economic and Community Stabilization of Roma Ashkalia and Egyptian (RAE) in Roma Mahalla, Mitrovice/a, Kosovo
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Focus Area:	Strengthen the capacity of RAE community through intensive economic, community and civil society developments with good governance components
Donor:	SIDA
Objective:	To contribute to the stabilization of a multi-ethnic Kosovo by enhancing social and economic stabilization of Roma, Ashkalia and Egyptian Communities in Roma Mahalla in Mitrovice/a.
Beneficiaries:	Returnees from Roma, Ashkalia and Egyptian Communities in Roma Mahalla, Mitrovice/a
Authorities involved:	Municipal authorities, UNMIK, EU International Civilian Office, OSCE, UNHCR, KFOR
Implementing partner(s):	Norma, Mundesia, RADC, Caritas-Kosova, SHPRK, Lulebora

Project Title	Second Phase of Sustainable Return to Podkalaja/Nenkalaja Project
Focus Areas	Return and Reintegration
Donor:	British Embassy in Pristina and Ministry for Communities and Return
Objective:	Based on a well informed decision, facilitation of the sustainable return of up to 18 Serbian displaced families and improvement of living conditions in their return locations in line with cultural heritage requirements
Beneficiaries:	IDPs/Refugees
Authorities involved :	British Embassy in Pristina, Ministry for Communities and Return, Municipality of Prizren, etc.
Implementing Partners(s):	LNGO Sveti Spas

Project Title	Data Processing of Civil Registry Books
Focus Areas	Access to information of Civil registry
Donor:	European Union Office in Kosovo
Objective:	To contribute towards a reliable and efficient civil registry service in Kosovo
Beneficiaries:	Kosovo Civil Registry Agency Office for Expert and Operational Affairs in the Negotiation Process
Authorities involved :	Kosovo Government, Serbia Government, EULEX, European Union Special Representative (EUSR)
Implementing Partners(s):	n/a