

# Information on Return and Reintegration in The Republic of Serbia



Source: CIA Factbook

<https://www.cia.gov/library/publications/the-world-factbook/geos/ri.html>

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## ABBREVIATIONS

AVR	Assisted Voluntary Return
BiH	Bosnia and Herzegovina
CHF	Swiss Franc
EUR	Euro
DP	Displaced Person
ERRC	European Roma Rights Center
FOM	Swiss Federal Office for Migration
FRY	Federal Republic of Yugoslavia
HLC	Humanitarian Law Center
IDP	Internally Displaced Person
IO	International Organization
IOM	International Organization for Migration
NBY	National Bank of Yugoslavia
NGO	Non Governmental Organization
PCS	Private Craftsman Shop
PRS	Private Restaurant Shop
PTS	Private Trade Shop
SDC	Swiss Agency for Development and Cooperation
SFRY	Socialistic Federal Republic of Yugoslavia
RSD	Serbian Dinar

## 1. INTRODUCTION

The aim of this factsheet is to give an overview of services available and on possibilities for reintegration for migrants returning to Serbia, especially for members of minority communities.

## 2. MINORITY COMMUNITIES IN SERBIA

Serbia is populated mostly by Serbs. Significant minorities include Albanians, Hungarians, Bosnians, Roma, Croats, Slovaks, Montenegrins, Macedonians, Bulgarians, Romanians, etc. Especially the province of Vojvodina is ethnically and religiously diverse.

According to the last official census data collected in 2011 total population in Serbia is 7,498,001, ethnic composition of Serbia (according to census in 2002 since official data for 2011 census are not yet available) is:

- Serbs: 82%
- Hungarians: 4%
- Bosnians 1.8%
- Roma: 1.4%
- Yugoslavs: 1%
- Others (each less than 1%): 9%

The Federal Law on Rights and Freedoms of National Minorities from 2002 recognizes the Roma as a national minority. The government reports that:

*'The Yugoslav legal system guarantees not only the right of persons belonging to national minorities to study their mother tongue, but also the right, under certain conditions set by the law, to receive education, within the public education system, in two languages or in their mother tongue. When the program of instruction and curriculum are realized in the Serbian language, it is ensured that pupils belonging to national minorities in the Republic of Serbia are taught according to the program of instruction and curriculum for their mother tongue with elements of the national culture.'*

The Ministry of Labour and Social Policy of the Republic of Serbia is in charge of all questions regarding the minorities and human rights. This ministry is assigned to implement all national action plans and strategies regarding the minorities, human rights, readmission, return and reintegration.

## 3. HEALTH AND MEDICAL CARE

### General situation

The health situation in Serbia is stable and there are no major epidemiological concerns. The Serbian public health care system is suffering from a lack of funds and investments but is still providing the basic services to all citizens.

The basic medicaments are available and are covered by state health insurance while others are to be purchased. Medicaments produced by Serbian companies like Galenika, Hemofarm, and Zdravlje Leskovac are available in all pharmacies, while those from foreign companies are more expensive and less available.

Availability of medicaments and medical supplies might become a problem only in relation to more complex treatments.

Medical care for unemployed Serbian citizens in the public health sector is not completely free of charge and depends on the services provided. For employed citizens, the costs of the health care insurance are divided between the employee and the employer.

Medical care is also provided in private clinics. Medical treatment in private clinics is not covered by the state insurance.

In Serbia the public health care service is organized in three levels.

*First level:*

Primary Health Care service provides basic health assistance through public health facilities in each municipality. This level includes three different structures: Health Centers (Dom Zdravlja), Health Stations (Zdravstvena Stanica) and Health Units (Ambulanta), that cover the entire territory of the municipality.

*Second level:*

Hospitals and special institutions provide more complete health assistance in thirty municipalities, including Kosovo.

*Third level:*

There are four major clinical centers with 24-hour emergency service:

**DIRECTORY OF HOSPITALS & CLINICS in Belgrade**

**CLINICAL CENTRE OF SERBIA**

Pasterova 2, 3618-444, 3617-777

[www.kcs.ac.rs](http://www.kcs.ac.rs)

**Emergency Center**, Pasterova 2

**Clinical Centre Polyclinic**, Višegradska 26

**CLINICAL-HOSPITAL CENTERS (KBC)**

KBC "Zvezdara", Dimitrija Tucovića 161, 3810-969 [www.kbczvezdara.org](http://www.kbczvezdara.org)

KBC "Zemun", Zemun, Vukova 9, 3772-666 [www.kbczemun.rs](http://www.kbczemun.rs)

KBC "Dr Dragiša Mišović", Heroja Milana Tepića 1, 2667-122, [www.kbcdragisamisovic.bg.ac.rs](http://www.kbcdragisamisovic.bg.ac.rs)

KBC "Bežanijska kosa", Zemun, Bežanijska kosa bb, 3010-777, [www.bkosa.edu.rs](http://www.bkosa.edu.rs)

**CLINICS**

Klinika za rehabilitaciju "Dr Miroslav Zotović", Sokobanjska 13, 668-631 [www.rehabilitacija.rs](http://www.rehabilitacija.rs)

Klinika za neurologiju i psihijatriju za decu i omladinu, Dr Subotića 6a, 645-064 [www.neurohirurgija.bg.ac.rs](http://www.neurohirurgija.bg.ac.rs)

Univerzitetska dečja klinika, Tiršova 10, 361-6061 [www.tirsova.rs](http://www.tirsova.rs)

Ginekološko-akušerska klinika "Narodni front", Kraljice Natalije 62, 3605-360, [www.gakfront.org](http://www.gakfront.org)

### **SPECIALIZED HOSPITALS**

Specijalna bolnica "Sveti Sava", Nemanjina 2, 642-831 [www.svetisava.rs](http://www.svetisava.rs)

Specijalna bolnica za cerebralnu paralizu i razvojnu neurologiju, Sokobanjska 17a, 667-961, [www.sbcprn.org.rs](http://www.sbcprn.org.rs)

Specijalna bolnica za interne bolesti, Mladenovac, Vojvode Mišića 2, 8220-282

### **INSTITUTES**

Gradski zavod za hitnu medicinsku pomoć, Bul. Franše D'Eperea 5, tel. 94, 3615-001, [www.beograd94.org.rs](http://www.beograd94.org.rs)

Gradski zavod za zaštitu zdravlja, Bul. despota Stefana 54a, 2078-600, [www.zdravlje.org.rs](http://www.zdravlje.org.rs)

Gradski zavod za bolesti pluća i zaštitu od tuberkuloze, Preševska 33, tel. 2412-466, [www.bolestipluca.org.rs](http://www.bolestipluca.org.rs)

Gradski zavod za kožne i venerične bolesti, Džordža Vašingtona 17, 3243-626, [www.kvd.org.rs](http://www.kvd.org.rs)

Gradski zavod za gerontologiju kućno lečenje i negu, Kralja Milutina 52/I, 2067-800, [www.gerontology.co.rs](http://www.gerontology.co.rs)

Zavod za zdravstvenu zaštitu studenata, Krunska 57, 2433-488, [www.studpol.co.rs](http://www.studpol.co.rs)

Zavod za biocide i medicinsku ekologiju, Trebevička 16, 557-899 [www.biocidi.org.rs](http://www.biocidi.org.rs)

Zavod za endemsku nefropatiju, Lazarevac, Đorđa Kovačevića 27, 8123-173 [www.nefropatijalaz.org.rs](http://www.nefropatijalaz.org.rs)

Zavod za zdravstvenu zaštitu radnika MUP-a, Durmitorska 9, 3612-933 [www.zzzzmup.rs](http://www.zzzzmup.rs)

Zavod za protetiku, Vojvode Putnika 7, 3690-358 [www.zop.rs](http://www.zop.rs)

Zavod za bolesti zavisnosti, Teodora Dražera 44, 3671-431 [www.drazerova.rs](http://www.drazerova.rs)

Zavod za farmaciju Srbije, Vojvode Stepe 458, 462-986

Zavod za psihofizičke poremećaje i govornu patologiju, Kralja Milutina 52, 685-180 [www.zgp.org.rs](http://www.zgp.org.rs)

### **INSTITUTES WITH IN-PATIENT CARE FACILITY**

Institut za zaštitu zdravlja Srbije "Dr Milan Jovanović – Batut", Dr Subotića 5, 2684-566, [www.batut.org.rs](http://www.batut.org.rs)

Institut za transfuziju krvi Srbije, Svetog Save 39, 2442-651 [www.nbti.org.rs](http://www.nbti.org.rs)

Institut za virusologiju, vakcine i serume "Torlak", Vojvode Stepe 458, 3976-674, [www.torlakinstitut.com](http://www.torlakinstitut.com)

Institut za neonatologiju, Kralja Milutina 50, 3615-049 [www.neonatologija.rs](http://www.neonatologija.rs)

Institut za ortopedsko-hirurške bolesti "Banjica", Mihajla Avramovića 28, 3672-921, 2663-370 [www.iohbb.edu.rs](http://www.iohbb.edu.rs)

Institut za nĕpsihijatrijske bolesti "Dr Laza Lazarević", Višegradska 26, 3610-888 [www.lazalazarevic.rs](http://www.lazalazarevic.rs)

Institut za kardiovaskularne bolesti "Dedinje", Heroja Milana Tepića 1, 3601-603 [www.ikvbd.com](http://www.ikvbd.com)

Institut za zdravstvenu zaštitu majke i deteta Srbije "Dr Vukan Čupić", Novi Beograd, Radoja Dakića 8, 3108-247 [www.imd.org.rs](http://www.imd.org.rs)

Institut za mentalno zdravlje, Palmotićeve 37, 3238-160, [www.imh.org.rs](http://www.imh.org.rs)

Institut za onkologiju i radiologiju Srbije, Pasterova 14, 3614-660, [www.ncrc.ac.rs](http://www.ncrc.ac.rs)

Institut za reumatologiju, Resavska 69, 3612-376 [www.reumatologija.rs](http://www.reumatologija.rs)

Institut za rehabilitaciju, Sokobanjska 17, 667-343 [www.rehabilitacija.rs](http://www.rehabilitacija.rs)

**Military Medical Academy**, Crnotravska 17, 2662-755, [www.vma.mod.gov.rs](http://www.vma.mod.gov.rs)

### **Health – Hospital Centre Kragujevac**

Zmaj Jovina br. 30,

34000 Kragujevac

Tel: + 381 34 370 – 060

Tel: + 381 34 370 – 181

Fax: +381 34 370 – 073

[www.kc-kg.rs](http://www.kc-kg.rs)

### **Health Centre Niš**

Bulevar Braće Tasković 48

18000 Niš

Tel: +381 18 333–756

Fax:+381 18 333–756

[www.kcnis.co.rs](http://www.kcnis.co.rs)

### **Health Centre Novi Sad**

Ul. Hajduk Veljkova 1 – 9

21000 Novi Sad

Tel: + 381 21 487–2205

Fax: + 381 21 487–2204

[www.kcv.rs](http://www.kcv.rs)

For some special treatments, such as cardiovascular operations or cancer diseases, there is no possibility to get proper assistance.

Please find a list of nursery homes in Belgrade in Annex 4

### **Registration to the public health insurance**

In order to obtain the health insurance / health ID card in Serbia, the returnee needs to submit the following documents:

1. A valid Serbian ID card – to the police station, in the municipality where the returnee has the permanent residence.

In case the returnee does not have it, s/he needs to submit the following:

- The request form (915RSD/8.4EUR/10.15CHF)
- The Administration tax (226RSD/2EUR/2.51CHF)
- The Certificate of citizenship (970RSD/8.90EUR/10.80CHF)
- The Certificate of birth (710RSD/6.50EUR/7.90CHF)
- The old ID card

In case that the returnee is not in possession of an old ID card, passport or driving license should be submitted.

2. A working booklet (the taxes depend on the location of municipality) – In the municipality where the returnee has the permanent residence.

The best option is if the returnee has this old document. In case that s/he does not have it, the following documents are needed to obtain a new one:

- The request form

- A new booklet (it could be bought in the bookstore or the tobacco kiosk)
- The last obtained diploma
- ID card

Finally, when the returnee collects the documents under the points 1 & 2, s/he is ready to go to the National Employment Service (NES) in order to request the health insurance / health ID card. The NES will advise the returnee about the next steps and the health ID card will be obtained normally within a few hours.

## 4. EDUCATION

Education in Serbia is regulated by the Ministry of Education. The structure of the education system in Serbia is comprised of:

- Preschool and primary education, i.e. compulsory education
- Secondary education
- Higher education

**Preschool institutions** - According to the data from the 2006 Statistical Yearbook, there are 1,873 preschool institutions, 12 of which are private (10 in Belgrade and 2 in Cacak), verified by the Ministry of Education.

**Primary schools** - In Serbia, there are 3,578 regular primary schools, 249 special and 16 primary schools for adult education. There are 5 private primary schools verified by the Ministry of Education (they are all in Belgrade).

**Secondary schools** - According to the data from the Ministry of Education, there are 548 secondary schools in Serbia, 20 of which are private. Out of the total number, there are 332 vocational schools (320 state and 12 private), 119 grammar schools<sup>1</sup> (111 state and 8 private), 32 mixed vocational-grammar schools, 3 mixed vocational-art, 6 art, 26 music, 2 ballet schools and 28 schools for students with special needs.

**Higher education institutions** - Higher education institutions are divided into institutions of university education (universities, faculties and art academies) and non-university education (academies of professional career studies, four-year colleges and four-year colleges of professional career studies). There are 7 state universities in Serbia and 7 private universities with 44 faculties, while 5 private faculties are not within the university<sup>2</sup>. The total number of institutions of non-university education in Serbia which got the Certificate on Accreditation is 49, and one post-secondary school got the accreditation for faculty, 42 are state and 7 are private.

Since 2006/07 school year, preschool education of six-year-old children is compulsory and in the Law it is defined as an integral part of compulsory education which lasts nine years.

Primary education is guaranteed to all citizens under equal conditions by the Constitution of the Republic of Serbia and determined by the law on the basis of the Education System and the Law on Primary School of the Republic of Serbia.

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<sup>1</sup> Grammar schools offer general education, unlike vocational schools. These are often more prestigious than others.

<sup>2</sup> Source: Ministry of Education

The right of all citizens to free secondary education on equal terms is guaranteed by the Constitution of the Republic of Serbia and determined by the Law on the basis of the Education System and the Law on Secondary School. In order to enroll in three-year or four-year secondary schools, students have to take the entrance exam.

General secondary education can be obtained in grammar schools specializing either in science and mathematics or social science and languages. Four-year vocational secondary schools have general and vocational subjects, i.e. they can lead to further education or employment, while three-year education can only lead to employment. For secondary schools as well, the curricula are based on the contents identified by the National Education Council or the Ministry of Education. This is especially unfortunate in vocational education where the curricula should be based on the employment competences and flexible for active cooperation with relevant social partners. The existing programmes are outdated in comparison to new market needs. The exceptions are experimental programmes developed or redefined within EU Vocational Education and Training Reform Programme (VET) and in cooperation with the German organization for technical cooperation (GIZ). However, the innovations introduced into schools within these programmes involve a small number of students as they are still experimental, due to legal constraints for the integration of the results of "pilot" reforms into national activities.

Tertiary level institutions also accept students based on their grades in secondary school and entrance exams results.

Academic and expert studies based on approved i.e. accredited studying programmes of higher education shall be taught at the University and its higher education units.

**Serbia signed several multilateral agreements such as:**

- International Convention on the Recognition of Studies, Certificates, Diplomas and Degrees in the Arab and European States Bordering on the Mediterranean (signed 1976)
- UNESCO Convention On the Recognition of Studies, Diplomas and Degrees Concerning Higher Education in the European Region (signed 1979)

Every foreign diploma held by Serbian nationals should be recognized as the equivalent of a foreign diploma (e.g. BA, BSc, etc.) or honorary title (e.g. PhD, PhEng, etc.).

The diploma holder needs to submit this document and other support documents (the description of studies and subject) to the authorized translator for the translation and verification. Once the translations are finished, both the original and translated copy need to be submitted to the Ministry of Education for the process of recognition and equivalence. The Ministry's decision and recognition will be submitted to the school or university authorities for their further decision.

Music schools in Serbia

In Serbia, there are 70 primary music schools, 23 secondary music schools and 6 universities teaching music.

- Primary music schools

Primary music schools are attended by pupils up to 14 years old. Those schools last two to six years, depending on major, and provide basic knowledge about music (playing an instrument, Solfeggio, Music Theory, and ensembles - Choir, Orchestra or Chamber Music).

- Secondary music schools

Secondary music schools are regular four-year secondary schools, which provide a broad knowledge in applied and theoretical areas of music, as well as in humanities. After completion of all the exams, including juries at the end of the first three years and, usually, at the end of the first term of each year, a student must also present one full recital at the end of the last year (vocal-instrumental department) or pass a matura in several theoretical courses (theoretical department).

- Faculties and academies of music

Faculties and academies of music are units of the universities and are situated in the following towns: Belgrade (one state and one private), Novi Sad, Zvečan, Niš, Kragujevac. They provide Bachelor of Music, Bachelor of Arts, Master of Music, Master of Arts, Specialist and Ph.D. degrees.

### **Conditions for the continuation of education for pupils/students**

Returnees from the EU countries, holders of foreign schools/universities diploma can continue their education in Serbia.

For the primary and high school education relevant institution is:

**Ministry of Education** Nemanjina 22-26, 11000 Belgrade, Republic of Serbia

Telephone: 381/11/363 13 68

Fax: 381/11/361 65 14

web: [www.mps.sr.gov.rs](http://www.mps.sr.gov.rs)

Colleges and Universities are relevant institutions for the verification of high education diplomas.

### **Approval and verification of foreign diplomas**

Verification of foreign primary school or high school diplomas is done by the Ministry of Education, Nemanjina str. 22, Belgrade (except for Vojvodina province).

The candidate must come in person or send application form by post to:

Ministry of Education

Nemanjina 22-26

11000 Beograd

Office desk No. 1 (for candidates who come personally)

Contact phone for all questions regarding the nostrification of foreign diplomas: + 381 11 363 15 17

Or for Vojvodina province:

Department for Culture, Education and Science

Bulevar Mihajla Pupina 16

21000 Novi Sad

### **Needed documents for returning pupils/students**

- Certificate of the last finished grade in Serbia (if exists) and all certificates of finished grades abroad (photocopies)
- Original certificates of all grades candidate finished abroad
- Two copies of the certificates translated into Serbian language and stamped by the official court.
- Administrative tax (the amount is changeable)

Documents that have to be translated:

- Elementary school: certificate of the last finished grade
- Grammar School: certificate of the last finished grade and certificate of the final exam
- High vocational school: certificate of every grade attended and certificate of final exam
- College: Diploma and list of school subject's candidate attended during the college education

### **Costs, loans and stipends**

Primary and secondary education is free of charge. Primary education is also mandatory by law.

State owned Colleges and Universities are in general free of charge for the students who passed the entry exam and have mark average from the high school necessary for that specific University/College.

Every year the Ministry of Education defines for how many students (for every specific College or University) the tuition fee will be free of charge.

Private Colleges and Universities – tuition fee is changeable (have to be checked out for specific University/College and can be changed every year).

Loans and stipends can be private or donated to the student by the Ministry of Education and Sports or from the specific University/College (either private or state owned).

### **Universities in Serbia**

- The University of Belgrade

The roots of the University in Belgrade go back to 1808, the year when the College (Velika skola) was first founded in Serbia. There are 31 faculties, 2'500 teachers and 78'000 students.

For more information, please see web site: [www.bg.ac.rs](http://www.bg.ac.rs)

- The University of Novi Sad

The University of Novi Sad was founded on 28 June 1960. Today it comprises 14 faculties located in the four major towns of the Autonomous Province of Vojvodina: Novi Sad, Subotica, Zrenjanin, and Sombor.

The University of Novi Sad is now the second largest among six state universities in Serbia. The main University

Campus, covering an area of 259,807m<sup>2</sup>, provides the University of Novi Sad with a unique and beautiful setting in the region and the city of Novi Sad. Having invested considerable efforts in intensifying international cooperation and participating in the process of university reforms in Europe, the University of Novi Sad has come to be recognized as a reform-oriented university in the region and on the map of universities in Europe.

43,259 students at undergraduate studies (56% women)

2,692 attained doctoral degrees

2,897 teaching staff

1,137 non-teaching staff

For more information, please web site: [www.ns.ac.rs](http://www.ns.ac.rs)

- The University of Nis

The University of Niš was incorporated as an independent degree-granting institution on June 15, 1965. Its establishment rounded off an important, in many ways pioneering, period in the more recent history of the town which started in 1960 when the first undergraduate programs commenced in Niš under the academic patronage of the University of Belgrade. They were institutionalized as the faculties of Law & Economics, Medicine, and Engineering, constituting a core from which a more and more complex and richer physiognomy of the University would systematically develop, following the demands of times and life itself.

The number of the University teaching staff is 1.502 and its student body to more than 26.200 including 433 foreign students. So far, more than 41.000 students have graduated from the University, 1.869 have earned master's degree and 1085 have successfully defended their doctoral dissertations.

Please for the further information, please see web site: <http://ban.junis.ni.ac.rs>

- The University of Kragujevac

This is a university located in Kragujevac, Serbia. It was founded in 1976 and is organized in 11 Faculties with a student population of 14,000 and an academic staff of 1,000

This is the same date when Prince Miloš Obrenović, in 1838 set up the Licej, the first institution of higher education in Serbia. When Belgrade became the capital, most of the ministries moved there along with the Licej. In 1863 it was renamed into "The Great School" and in 1905 it eventually became the University of Belgrade.

- Megatrend University in Belgrade (private)

The Megatrend University of Applied Sciences is a private university located in Belgrade. It was founded in 1989 and is organized into 19 institutions in 7 cities (Belgrade, Backa Topola, Pozarevac, Sombor, Valjevo, Zajecar and Paris, France).

In February 1997, Megatrend Business School has stipulated the agreement of collaboration with L'Ecole Supérieure de Commerce from Grenoble, France. This agreement allowed students to be transferred directly from each of the schools - members of our university to the corresponding school in France, then, it made possible to interchange the students during their studies, as well as to make it possible for them to continue the studies at a postgraduate or doctor of sciences levels.

Similar agreements were stipulated with "Seconda Università degli Studi di Napoli" from Italy, with Berlin University of Applied Sciences from Germany, then, with Yanbian University of Science and Technology from

China, Bournemouth University from United Kingdom, Academy Elite from Moscow, European School of Business, Rome, Italy and Faculty of Economics, Donetsk National University, Ukraine.

In autumn 1999, Megatrend University of Applied Sciences has become a valid member of global university network NEWS (North-East-West-South), whose members are the universities from all over the world. Also, all institutes of Megatrend University are the members of EAMSA (Euro-Asia Management Studies Association), the sole international association for management studies.

Megatrend University provides an opportunity of studying at a distance through Megatrend Virtual University (MTVU). Megatrend University is an owner of University TV station known as TV Metropolis.

As from January 2003, Megatrend University is a member of Association of Universities of Serbia (ZUS).

Please for the further information, please see web site: [www.megatrend-edu.net](http://www.megatrend-edu.net)

- Singidunum University in Belgrade (private)

Singidunum University was founded on January the 17th, 2005. Singidunum University was created in order to offer a new and unique opportunity to educate new leaders and future business elite of Serbia and neighboring countries. It is dedicated to improving the quality of life in Serbia. The faculties of Singidunum University have become leaders in quality and promotion of new knowledge and skills.

Singidunum University is a university with great ambition and considerable potential. It consists of eight faculties, which offer a vast selection of courses, such as financial management and insurance, business information science, tourism and hospitality management, economics, finance, administration, media and communication, applied ecology, law and political science.

Over 6.000 students are currently enrolled at Singidunum University. The University has about 12.000m<sup>2</sup> of good quality premises, equipped with state-of-the-art information technology and Internet infrastructure, audio-visual and other facilities required for successful teaching: 10 lecture theatres, 20 lecture rooms, 5 computer and Internet centers, foreign languages centre, library, consultations cabinet, bank, dentist, students' café and other facilities. Singidunum University provides an opportunity of studying at a distance through Distance Learning Centres of Subotica, Niš and Valjevo

As from May the 10th 2005, Singidunum University is a member of Association of Universities of Serbia (ZUS).

For the further information, please visit [www.singidunum.ac.rs](http://www.singidunum.ac.rs)

- List of private universities and faculties in Serbia Belgrade
- University Braća Karić, (Универзитет Браћа Карић; Univerzitet Braća Karić)
- Megatrend University, (Мегатренд Универзитет; Megatrend Univerzitet)
- Singidunum University, (Универзитет Сингидунум; Univerzitet Singidunum)
- Union, (Универзитет "Унион"; Univerzitet "Union")
- European University, (Европски универзитет; Evropski Univerzitet) Niš
- University Rectorate Novi Sad

- Economics Academy, (Привредна Академија; Privredna Akademija)

## **Faculties**

### Belgrade

- Faculty of Information Technology, (Факултет информационах технологија, Fakultet informacionih tehnologija)

### Novi Sad

- Management Faculty, (Факултет за менаџмент, Fakultet za menadzment)
- Faculty for sport and tourism, (Факултет за спорт и туризам, Fakultet za sport i turizam)
- Faculty for European law and political studies in Novi Sad, (Факултет за Европске правно-политичке студије; Fakultet za Evropske pravno-političke studije)
- Faculty for law and business studies, (Факултет за пословне и правне студије, Fakultet za poslovne i pravne studije)

## 5. TRANSPORTATION

### International transport:

- Airport Belgrade, phone for the information: +381 11 209 4444  
<http://www.aerodrom-beograd.co.yu>
- Central/Main Bus station – Belgrade <http://www.bas.rs/>  
Information and reservation: + 381 11 2636-299 (domestic)  
+ 381 11 2658-759 (international)
- Central railway station – Belgrade <http://www.rs.traliver.com/>  
Information: + 381 11 2629–400; +381 11 2645-822
- Inter city transport:  
Inter city transport is available by bus or train.

### Local transport:

- Local transport in the cities is available by buses, trolley buses, tramways and taxi (depends on the city).

In the big cities, such as Belgrade (the capital) the transport can be:

- daily and night public transport (bus, trolley bus, tramway)
- express (mini buses)
- between the centre and suburbs (buses)
- city railway

## 5. TELECOMMUNICATION

### Telekom Serbia:

Country code: Serbia +381 + city code (without 0) + phone number

### Mobile operators:

- |                   |      |     |
|-------------------|------|-----|
| • Telenor         | code | 063 |
| • Telekom Serbia: | code | 064 |
| • VIP:            | code | 060 |

### Internet provider:

- EUnet, Beotel, yubc.net, SBB, etc. (the complete list can be found on the following web site:  
[http://www.kombeg.org.yu/komora/udr\\_informatike/provajderi.htm](http://www.kombeg.org.yu/komora/udr_informatike/provajderi.htm)

## 6. HOUSING AND RECONSTRUCTION

### Buying or renting real estate

At the moment the housing situation in Serbia is not very good, both in terms of availability and infrastructure. There are very few cheap private accommodations or cheap pensions in the area of Belgrade. Real estate can be either rented or bought.

#### a) Buying real estate:

The prices of an apartment mainly depend on the location and size. In Belgrade, the average cost per square meter is 1700 €. Costs vary approximately between 1000 and 2500 € per square meter depending on the location as well as the quality of the infrastructure and the interior.

- A one-bedroom apartment is considered to measure around 25 - 40 sq. meters
- A two-bedroom apartment is considered to measure around 40 - 65 sq. meters
- A three-bedroom apartment is considered to measure around 65 - 100 sq. meters

Sales transactions can be made in cash as well as in bank transactions (also from foreign accounts).

To buy land or a house, it is necessary to register the relevant public act in the municipal court. A tax of approximately 5% of the total market value of the property is levied.

It is recommended to engage a lawyer or a real estate agency (see details below) that could assist the returnee with the purchase of real estate.

#### b) Renting real estate:

Rent is usually paid on a monthly basis, but it varies depending on the structure and location of the real estate. In urban areas rental rates are higher than in rural areas. Renting a flat is rather expensive in Belgrade. Living on the outskirts of Belgrade may reduce the price about 30 %. (Please see average monthly rents below).

Renting real estate is usually performed by private real estate agencies. Real estate agencies are charging a fee for their activities and usually work from 08.00 to 18.00 Monday-Saturday.

Telephone numbers of some real estate agencies in Belgrade:

Lider : +381 11 311-60-19  
InterDil: + 381 11 328-2468;  
Elita: + 381 11 3224-210; 3222-778  
BDB Agent: + 381 11 3244-635; 3244-522; 3243-464

All relevant information regarding housing availability including the contact details of real estate agencies can be found in the major local newspapers: Blic, Politika, Dnevnik, Glas, Danas, Krov, Oglasi and Novosti Oglasi. Some of them have offers on their web sites; however these web sites are more aimed at foreigners.

*Average monthly rent for a **two-bedroom** apartment in Serbia (indicative prices):*

**Vojvodina** **150 € – 400 €**

Real estates advert available apartments in daily editions of:



11000 Belgrade  
Tel: +381 11 3616-259  
+381 11 3616-294

### **b) Elderly persons**

Elderly persons who have someone who can take care of them, or who receive a retirement pension, can be accommodated in an elderly home both private and state institutions. The monthly fee per person is from 500 € to several thousands. These homes are expensive and there are waiting lists (1-3 months). It is not necessary to be Serbian citizen to be accommodated in a home for elderly people.

Elderly persons can also be accommodated in nursing homes. There are two types of nursing homes, private and state owned. State owned nursing homes are cheaper but often full. There is always a waiting list.

Elderly persons with psychological problems, who have no one to rely on, are accommodated in psychiatric clinics. They have to be Serbian citizens to be accommodated there. These clinics are free of charge.

## **Assistance through public institutions in general**

### **General overview**

Housing and employment assistance are closely linked to the citizenship of Serbia (ex-Federal Republic of Yugoslavia). Therefore it is important that the returnee checks whether his/ her ID card is still valid. As the old passport from former Yugoslavia or Serbia and Montenegro is not a proof of Serbian citizenship, the returnee has to ask for a new passport.

To get the Serbian citizenship/ passport, the returnee has to refer to the local police station in the place of residence with the following documents:

- Valid ID card
- Birth certificate issued at the place of birth of the returnee
- Old Passport
- His/her registration of residence in the local municipal police office
- Receipt for Administrative Fee

If the returnee is a refugee from Bosnia and Herzegovina, Croatia or Kosovo (UNSC 1244), he/ she has to register as a refugee to receive a refugee ID card. If he/ she is an IDP from Kosovo, he/ she has to register as such. If refugees or IDPs do not register as such, they will be treated as foreigners and cannot expect any kind of assistance.

Above-mentioned returnees will not get the Serbian citizenship upon return.

### **Assistance by the government**

#### **a) Housing assistance**

Returnees who have Serbian citizenship will not get any particular housing assistance from the state. Only IDPs from Kosovo (UNSC 1244), refugees from Croatia and Bosnia and Herzegovina can possibly receive housing assistance from the state through Commissariat for Refugees.

b) State welfare assistance

To be eligible for state welfare assistance under the certain conditions, the returnee has to present his/ her monthly earnings, which should not exceed 40 –50 €.

c) Food assistance

To apply for food assistance, the person has to be a Serbian citizen, hold an ID card, have a health insurance booklet and should not have been employed for the last 18 months in Serbia. Returnees who are IDPs from the Kosovo region have to register as IDPs before they can receive food assistance from the state.

d) Financial assistance for unemployed persons

In order to receive financial assistance, the returnee has to be a citizen of Serbia and should have been employed in Serbia for at least 9 months continuously or for a total period of 12 months within the last 18 months. The financial assistance can last between 3 and 24 months depending on the returnee's contribution to the social insurance.

**Assistance from NGOs or IOs**

Currently NGOs and IOs are slowly pulling out of Serbia. NGOs or IOs do generally not provide assistance to returnees that have Serbian citizenship.

Returnees who are not Serbian citizens (refugees from Croatia, and Bosnia and Herzegovina as well as Internally Displaced Persons from Kosovo (UNSC 1244),) can get assistance from NGOs and IOs.

- Please find a list of NGO and IO projects for returnees in Annex 1.
- Please find a list of NGO projects for IDPs from Kosovo (UNSC 1244) in Annex 2.

## 7. SOCIAL WELFARE AND PRECONDITIONS FOR OBTAINING SOCIAL WELFARE BENEFITS

The pension system in Serbia is mandatory public system based on the principle of inter-generational solidarity and *pay-as-you-go* system. Despite important reforms (2001/2003 and 2005), the pension system is still unsustainable in fiscal terms, especially in the long term, owing to unfavorable population trends (somewhat below 12% of GDP are allocated for pensions per year). The latest amendments to the Law envisage gradual increasing of the working age limit (to 60 years of age for women and 65 for men until 2011), gradual change to consolidation of pensions with costs of living, re-examination of the existence of different rights and compensations in the system of pension and disability insurance, as well as the possibility of their transferring to other systems; re-examination or redefinition of the existence of pension insurance of agriculturists, as well as rights to voluntary participation in mandatory insurance, considering the existence of voluntary pension funds; consolidation of three pension funds on the administrative and financial level (employees, individual business operations and agriculturists).

In line with the reform of the first pillar, the Law enabling introduction of voluntary capitalized pension funds was passed in 2005. It is necessary to re-examine the possibility and reasonableness of introduction of capitalized funds (the second pillar).

Social welfare in Serbia includes providing assistance to poor individuals or families in order to realize the minimum wage, taking care of endangered population groups as well as support to starting young families including support to giving birth. Social welfare has a small scope, but reaches the poorest population considerably well.

The key objective of social welfare in Serbia is providing minimum social security. The existing social welfare system works in fighting poverty.

The Government of the Republic<sup>3</sup> passed strategic documents for welfare reform.

The *health care* system in the Republic of Serbia is marked by almost complete coverage of population with health insurance, wide scope of rights in health insurance and dominant state ownership of buildings and equipment. The system management is extremely centralized on the Republic level. The private health care sector is underdeveloped; however it has been developing fast over the last years.

Despite significant funds allocated from GDP to health care in the state health care sector (6.6%) as well as total expenses estimated to the maximum of 10% of GDP, the health care system has been dealing with constant financial problems. The Republic Health Insurance Administration is financing the existing structure, i.e. a well-developed network of medical institutions well provided with medical staff.

However, a disadvantage of the health care system, especially for poor population, is that patients have to pay contributions for a number of treatments.

Main objectives and directions of development of the health care system in Serbia are as follows: maintenance and improvement of the medical state of the population; fair approach to health care under equal conditions.

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<sup>3</sup> Poverty Alleviation Strategy, Social Welfare Development Strategy, National Plan of Action for Children, Employment Strategy, Strategy for solving the problem of refugees, expellees and internally displaced persons, Strategy for Romany people, as well as those in preparation (National Action Plan on Ageing and other relevant documents) and the Law on preventing discrimination against disabled persons.

## 8. LEGAL SUPPORT FOR MINORITY COMMUNITIES

The Ombudsman of Serbia is established as an independent body that protects the rights of citizens and control the work of government agencies and other bodies and organizations, and enterprises and institutions which have been delegated administrative authority. The Ombudsman also ensures that human freedoms and rights are protected and promoted.

The National Assembly of the Republic of Serbia appoints the Ombudsman. The Ombudsman has four deputies. They are not members of political organisations.

### **NGOs and IOs assisting Roma**

#### **Bibija**

The Roma non-governmental organization (NGO) Bibija has the following projects:

- "Roma Woman rights"
- "A Roma and the world around her"
- „Economical strengthening of woman“

27, marta 37/III/10

11000 Belgrad

Tel: +381 11 322 90 94

Fax: +381 11 322 90 94

E-mail: bibija@eunet.yu

#### **ERRC:**

The European Roma Rights Centre (ERRC) is an international public law organization, which monitors the human rights situation of Roma and provides legal defence in cases of human rights abuse. The ERRC is governed by an international board of directors. Roma organizations and Roma individuals throughout Europe contribute time, money and expertise to the ERRC. The ERRC is a cooperating member of the International Helsinki Federation for Human Rights and has consultative status at the Council of Europe.

Please also find more information under [www.errc.org](http://www.errc.org) (The European Roma Rights Centre).

#### **European Roma Rights Center**

P.O. Box 906/93

1386 Budapest 62

Hungary

Mail: [errc@errc.org](mailto:errc@errc.org)

Phone: +36 1 4132200

Fax: +36 1 4132201

E-mail: [office@errc.org](mailto:office@errc.org)

#### **HLC**

As a regional non-governmental human rights and humanitarian law organization, the Humanitarian Law Centre (HLC) was founded in 1992 following the outbreak of armed conflicts in the former Yugoslavia. The HLC is based in Belgrade and has regional offices in Novi Sad in Vojvodina (opened in 1997), and in Podgorica, Montenegro (opened 1999). Over 70 lawyers, attorneys, researchers, analysts and other dedicated professionals work for the HLC on a full- or part-time basis.

People belonging to the Roma community, like all other people living in Serbia and Montenegro, could refer to this humanitarian law center in case they are impeded to exercise their rights.

## **Humanitarian Law Center**

Avalska 9  
11110 Belgrade  
Tel/Fax: +381-11-244-1487  
+381-11-244-3944  
+381-63-210-536  
E-mail: [office@hlc.org.yu](mailto:office@hlc.org.yu)

## **ANNEX I**

### **NGO and IO projects for returnees**

#### **ICMC**

The International Catholic Migration Commission has implemented the following project:  
"Individualized Minority Return Assistance (IMRA), Identification, Coordinated Care, Livelihood, Sustainability Assistance for Refugees and Displaced Persons in Serbia and Montenegro".

ICMC facilitates the sustainable return of refugees to their places of origin in Bosnia and Herzegovina, Croatia, and displaced persons to Kosovo (UNSC 1244) through a comprehensive, individualized casework approach. ICMC also addresses the needs of the most vulnerable refugees and IDPs with small assistance packages.

Bulevar Mira 6  
11000 BELGRADE  
Tel: + 381 11 36 70 762/899  
Fax: + 381 11 36 70 762/899  
E-Mail: [peisen@icmc.net](mailto:peisen@icmc.net)

#### **ICRC**

The International Committee of the Red Cross helps searching missing relatives and provides material as well as psychological assistance and protection, and promotes the principles of International Humanitarian Law (IHL).

Bulevar Crvene Armije 144  
11000 BELGRADE  
Tel : +381 11 344 15 22  
E-mail: [icrcbel@eunet.yu](mailto:icrcbel@eunet.yu)

#### **IOCC**

The project of International Orthodox Christian Charities is a "Support for Refugees/IDPs in Serbia". The project enables local NGOs in Serbia and Montenegro to conduct vocational training and provide humanitarian assistance and other assistance on the Eastern Republica Serbia, an identified priority in an area where Mercy Corps already have a strong presence.

Plamoticeva 24

11000 BELGRADE  
Tel: +381 11 3237 375  
E-mail : [ioccyu@Eunet.yu](mailto:ioccyu@Eunet.yu)

### **IRC**

The International Rescue Committee facilitates minority returns and fosters the sustainable integration of returnees and refugees in Bosnia-Herzegovina, Croatia, and Serbia and Montenegro. Its project offers beneficiaries a regionally coordinated package of assistance including information, logistic support, integration inputs, and shelter assistance.

Partizanske Avijacije 7  
11000 BELGRADE  
Tel: +381 11 3190 297  
E-mail: [ircbg@interscom.org.rs](mailto:ircbg@interscom.org.rs)

### **UNHCR**

The United Nations High Commissioner for Refugees in Serbia and Montenegro is mainly financing the collective centres, and other programmes regarding protection and IDPs.

Krunska 58  
11000 BELGRADE  
Tel : +381 11 344-2091  
E-mail: [srbbe@unhcr.org](mailto:srbbe@unhcr.org)

## **Annex 2**

### **NGO projects for IDPs from Kosovo**

#### **ARC**

The American Refugee Committee has the following projects:

"IDP and Refugee Returns from Serbia"

"Community Stabilization and Integration Activities for Minorities and Returnees to Kosovo"

ARC prepares interested persons who want to leave Serbia/Montenegro to return to Kosovo (UNSC 1244). ARC works closely with UNMIK and UNHCR to identify potential return locations and returnees. ARC provides information, legal assistance, logistical support, minor shelter repair and community services. They link returnees with income generating programs.

JNA 183  
Belgrade 11000  
Tel: (381-11) 491-523  
Fax: (381-11) 3248-523  
<http://www.archq.org/serbia.shtml>

## Annex 3

### Institutions for psychological treatment

#### Institute for Mental Health

Director of the institute

Dr. Ivan Dimitrijevic

Palmosticeva 37

11000 Belgrade

Tel: + 381 11 324 0527

Tel: +381 11 68 80 60

#### Institute for Neuropsychiatric Diseases

"Dr. Laza Lazarevic"

Visegradska 26

11000 Belgrade

Tel: + 381 11 3610-888

#### Clinical center of Serbia

Pasterova 2

11000 Belgrade

Director of the center

Prof. Dr. Vojko Djuric

#### Institute for psychiatry

Pasterova 2

11000 Belgrade

Tel: + 381 11 3618-444

## Annex 4

### Nursery homes in Belgrade (prices indicated per month)

#### Nursery home "Bezanijska kosa" (Tel no: +381 11 2695-605)

1 / 1 (studio)	42.794 RSD	476 CHF
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1 / 2 (semiprivate)	38.514 RSD	428CHF
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#### Nursery home "Vozdovac" (Tel no: +381 11 2462 – 211)

1 / 1	37.281 RSD	414CHF
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1 / 2	33.553 RSD	373CHF
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#### Nursery home "Karaburma" (Tel no: +381 11 2762 – 331)

1 / 1	app. 31.049 RSD	345CHF
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1 / 2	app. 25.874 YUD	287CHF
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### Annex 5: National Employment Service in Serbia

#### The Serbian employment service - Main Office Belgrade:

Gundulićev Venac br. 23 – 25

11000 Belgrade

Tel: +381 11 3220-421

+381 11 3220-422

Or through call center free of charge (calls only from Serbia)

Tel : 0800 300-301