

# **DRC KOSOVO – HUMANITARIAN ACCOUNTABILITY FRAMEWORK**

## **30 SEPTEMBER 2009**

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 three main offices in Belgrade, Prishtina and Sarajevo, and also has field and satellite offices in Montenegro and Macedonia. 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:

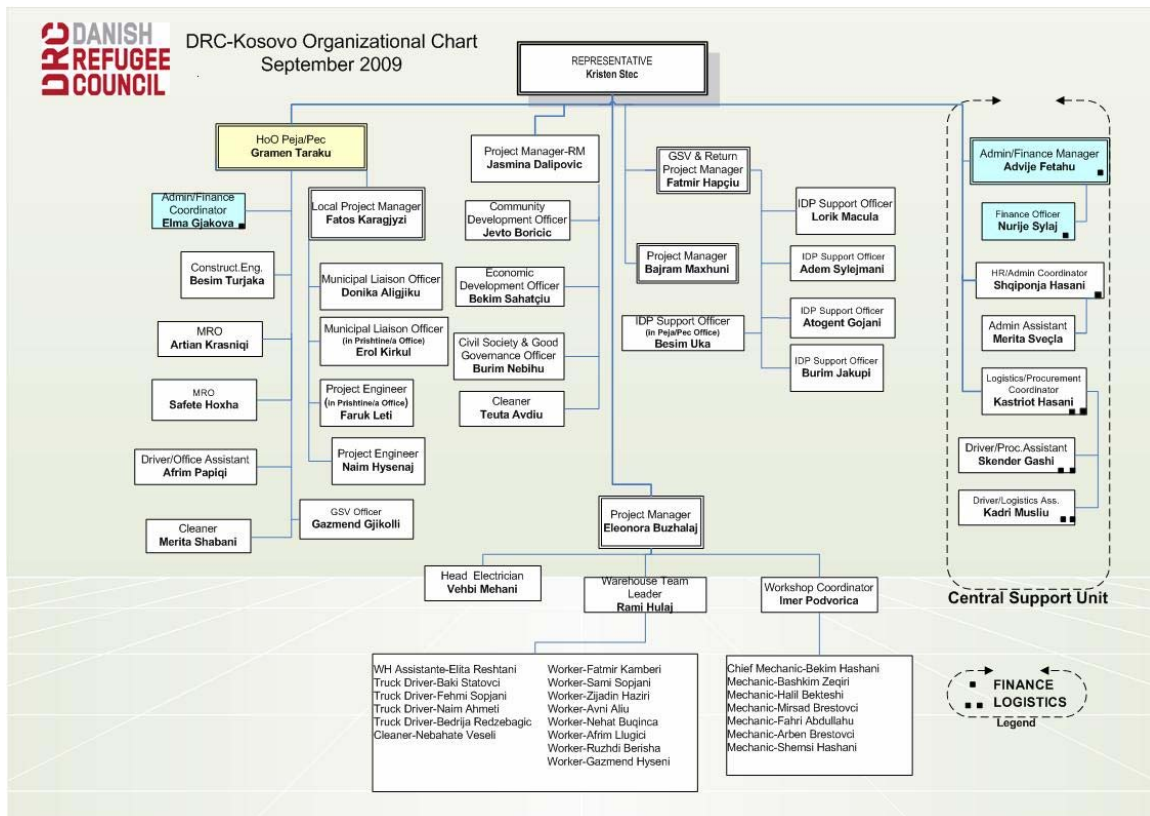
- The fundamental rights of those who are displaced and unable to seek a durable solution, or are uncertain in their decision-making process, are protected and they are aware as to their options to pursue a durable solution
- People, who have chosen a durable solution (return/local settlement and/or 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**

In Kosovo, DRC works with the following stakeholders and partners:

- Institutions of Central and Local Authorities, including Ministries and Municipalities across Kosovo
- European Commission Liaison Office to Kosovo
- UNHCR
- UNDP
- Kosovo Ministry of Communities and Returns
- Donor Community
- UNMIK – Office of Community Support and Facilitation
- OSCE
- KFOR
- International Police/Kosovo Police
- Kosovo Property Agency
- Local NGOs in Kosovo and Serbia
- DRC-Kosovo is an executive member of the NGO Peace -building Coordination Group (NPCG),
- Pro-Peace Partnership – DRC is on the Advisory Board for the Pro-Peace Partnership network of LNGOs

### 3) DRC Kosovo Organogram 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 issued registration certificate by UNMIK – Regulation 1999/22 on the Registration and Operation. 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.

DRC has also developed office & staff policy manual and staff complaint mechanism will 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.

### 5) Beneficiary Participation

Being a HAP Certified NGO implementing Humanitarian Accountability into its programmes, the participation and feedback of beneficiaries through established complaint –handling mechanism in DRC programmes is a key component, and remains the cornerstone of DRC's work.

Currently, DRC is organizing HAP training for its field staff and project partners to have a better understanding and knowledge on HAP and get more familiar with the tools related to HAP application in practice.

Intended beneficiaries are being selected through a proper procedures and criteria and are identified with reference to their representatives, also gender and age, disability and other identifiable vulnerabilities. DRC makes sure that beneficiaries participate in the project design, planning, implementation, monitoring and evaluation throughout the project cycle. Beneficiary participation is achieved through community meetings, interviews, assessments and a participatory approach. In addition to this, beneficiaries give their consent when it comes to decision making on a programme activity.

Additionally, DRC would like to promote beneficiary input to its overall country strategy of operations to ensure that programme documents take bottom-up approach.

#### Complaints-handling Mechanism

There will be situations when some beneficiaries or potential beneficiaries will not agree with decisions taken concerning their family's or community's role within a DRC project. 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. Currently this mechanism operates on an *ad hoc* basis, where beneficiaries submitting written complaints will receive a written reply from DRC. This mechanism is currently being reviewed and will be formally developed in accordance with DRC beneficiary complaint handbook. Parallel to this review, DRC is organizing internal trainings for its project staff to use it in the day-to-day work.

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

<b>Project Title</b>	Information Provision and Facilitation of Minority Returns to Kosovo
<b>Focus Areas</b>	Cross-border/boundary return programme (Regional)
<b>Donor:</b>	BPRM
<b>Objective:</b>	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
<b>Beneficiaries:</b>	IDPs/Refugees
<b>Authorities involved :</b>	Municipalities in Kosovo, UNMIK, UNHCR, OSCE ,Kosovo Police, KFOR etc
<b>Implementing Partners(s):</b>	n/a

<b>Project Title</b>	Return and Reintegration to Kosovo – RRK II
<b>Focus Areas</b>	Facilitation of Minority Return through Capacity- Building Activities
<b>Donor:</b>	European Commission Liaison Office in Kosovo and Ministry of Returns and Communities
<b>Objective:</b>	The overall project objective is to contribute to a stable multi-ethnic society in Kosovo based on tolerance and promotion of human and minority rights enabling sustainable return and reintegration of at least 210 minority IDPs and refugees to Kosovo over a 24 month implementation period.
<b>Beneficiaries:</b>	IDPs/Refugees, State and Non State Actors
<b>Authorities involved :</b>	Ministry of Return and Communities, Municipalities in Kosovo, UNMIK, UNHCR, OSCE, Kosovo Police, KFOR etc
<b>Implementing Partners(s):</b>	Local NGOs: Syri Vizionit, Project Municipalities

<b>Project Title</b>	Support to sustainable return of a specific target group of rejected asylum seekers from Denmark to Kosovo
<b>Focus Areas</b>	Sustainable socioeconomic reintegration of returnees from Denmark
<b>Donor:</b>	Danish Ministry of Foreign Affairs - ENR
<b>Objective:</b>	The overall objective of the project is that rejected asylum seekers from Kosovo presently residing in Denmark find durable solutions in Kosovo.
<b>Beneficiaries:</b>	Up to 15 Returnees from Denmark
<b>Authorities involved :</b>	Central and municipal Kosovo Authorities
<b>Implementing Partners(s):</b>	Kosovo Rehabilitation Centre for Torture Victims - KRCT

<b>Project title:</b>	Economic and Community Stabilization of Roma Ashkalia and Egyptian (RAE) in Roma Mahalla, Mitrovice/a, Kosovo
<b>Focus Area:</b>	Strengthen the capacity of RAE community through intensive economic, community and civil society developments with good governance components
<b>Donor:</b>	Irish Aid, Department of Foreign Affairs
<b>Objective:</b>	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.
<b>Beneficiaries:</b>	Returnees from Roma, Ashkalia and Egyptian Communities in Roma Mahalla, Mitrovice/a
<b>Authorities involved:</b>	Municipal authorities, UNMIK, EU International Civilian Office, OSCE
<b>Implementing partner(s):</b>	Norma, Mundesia, RWRW, GG2Korriku, Shendeti-Kos, Caritas-Kosova

<b>Project Title</b>	Logistical support for delivery of Humanitarian assistance in Kosovo-support of IDP's from Kosovo
<b>Focus Areas</b>	Cross-border/boundary info and outreach programme (Regional)
<b>Donor:</b>	UNHCR
<b>Objective:</b>	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 UNHCR( distribution ,warehouse maintain, vehicles, trucks, generators and other equipments maintain)
<b>Beneficiaries:</b>	IDPs/Refugees
<b>Authorities involved :</b>	Municipalities in Kosovo, UNMIK,UNHCR,OSCE ,Kosovo Police, KFOR etc
<b>Implementing Partners(s):</b>	n/a

### 7) Accountability Improvement Plan 2009 -2010

Action Point	Improvement	Monitoring
DRC field staff and its implementing partners have a better understanding of and are trained on HAP standards and its requirements, procedures and norms	Training programme to include all field staff on all-possible levels including workshop and NGO implementing partners	Training evaluations and follow-up plans to be made. All Partnerships Agreements with Implementing Partners to include a HAP clause.
The agency shall establish a process of continual improvement for its HAF and staff use HAF and quality management system	Comprehensive training program. HAF is updated regularly and is available also in Albanian and Serbian languages for its beneficiaries, donors and other relevant stakeholders	Updated HAF document is available on DRC website, and to its beneficiaries
DRC has developed tools to ensure that the humanitarian quality management system is in place. MEPs are done for all projects, and projects hire an external evaluator for quality control.	DRC will ensure MEPs are up to date for all projects (ongoing). External evaluation reports will be reviewed with the project team and donors (ongoing)	HQ monitoring and annual program reviews as per program handbook
DRC uses a participatory approach in its programme throughout the project planning, design and implementation	DRC will ensure that for all projects, beneficiaries are fully integrated in the decision	Project beneficiaries will be involved in project evaluation and participation form will be

period and it seeks beneficiaries' informed consent.	making process (ongoing) and are able to contribute to DRC country strategy	developed
Field staff competencies and skills are strengthened and development needs are identified and addressed	Staff appraisal system identifies staff development needs (ongoing) Staff training programme.	HQ monitoring of HRD strategic focal area as per program handbook
Beneficiary complaints mechanisms are strengthened and become an integrated part of all projects. Trainings organized for all staff.	Implementation of the formal beneficiary complaint mechanism is fully in place by 2009	Keep record of beneficiary complaints and DRC responses documented.
Staff complaint mechanism becomes operational, accessible, safe and effective system for quick resolution	Implementation of field staff complaint mechanism is in place by end of 2009	Keep record of staff complaints and DRC responses documented