

DRC KOSOVO – HUMANITARIAN ACCOUNTABILITY FRAMEWORK

05 May 2011

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

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 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:

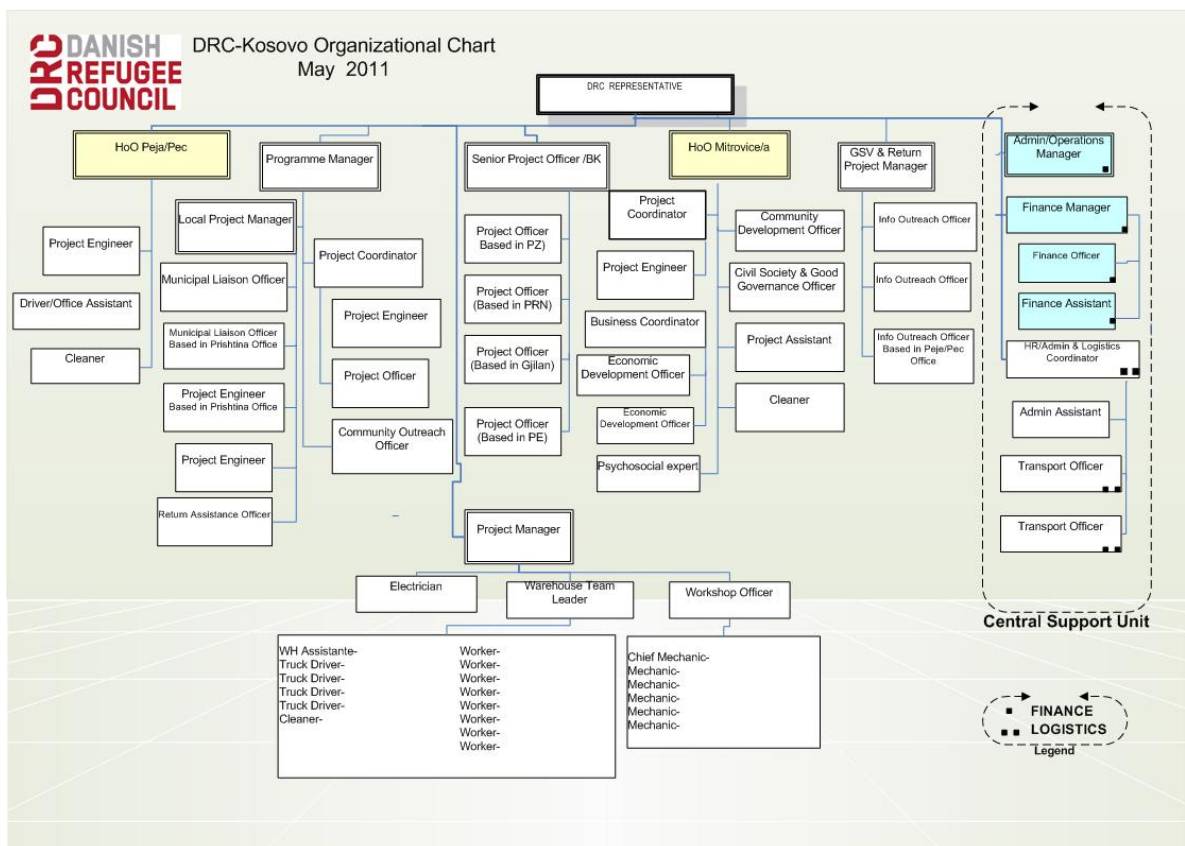
- The fundamental rights of those who are displaced and unable to seek a durable solution, or are uncertain in their decision-making process, are protected and they are aware as to their options to pursue a durable solution
- People, who have chosen a durable solution (return/local settlement and/or 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 (i.e. Kosovo Ministry of Communities and Returns)
- UNHCR
- UNDP
- Donor Community (i.e. European Commission Liaison Office in Kosovo, BPRM, SIDA)
- OSCE
- IOM
- KFOR
- 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

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. However, during audit some minor non-compliance have been identified and now corrective measure are in place to make adjustments needed.

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.

The 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 is organizing a program handbook training that will include its entire staff (administration and program) that will further familiarize them with DRC program handbook and special focus will be place on complaints.

In addition to all staff training on HAP held in October 2009, DRC will do refreshing course on HAP for its new and current staff as well.

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 made a further progress on this and has developed a fully functional beneficiary compliant handling mechanism in 50% of its programs and plans to roll it out to all projects in coming period.

Currently, DRC is piloting a system which would enable its program to learn from complaints received

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

Project Title	Return and Reintegration to Kosovo – RRK II
Focus Areas	Facilitation of Minority Return and Re-integration and Capacity- Building Activities
Donor:	European Commission Liaison Office in Kosovo and Ministry of Returns and Communities
Objective:	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.
Beneficiaries:	IDPs/Refugees, State and Non State Actors
Authorities involved :	Ministry of Return and Communities, Municipalities in Kosovo, UNMIK, UNHCR, OSCE, Kosovo Police, KFOR etc
Implementing Partners(s):	Local NGOs: Syri Vizionit, Project Municipalities

Project title:	Economic and Community Stabilization of Roma Ashkalia and Egyptian (RAE) in Roma Mahalla, Mitrovice/a, Kosovo
Focus Area:	Strengthen the capacity of RAE community through intensive economic, community and civil society developments with good governance components
Donor:	Irish Aid, Department of Foreign Affairs and 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, Shendeti-Kos, Caritas-Kosova, SHPRK

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

7) Accountability Improvement Plan 2011

Action Point	Improvement	Monitoring
HAF monitoring chart will be updated during management meetings based on Managers feedback from staff.	Implemented	HQ monitoring and annual program reviews as per program handbook
Provide oral/written progress reports for beneficiaries, partners and stakeholders in local languages	DRC quarterly reports are available in all local offices and in local languages.	DRC Kosovo Management meetings, HQ monitoring and annual program reviews as per program handbook
Information regarding complaint mechanism disseminated through information sheets and/or in	In 50% of programs CM functions. By mid 2011, all program will have a functional	Develop a verification system to track and monitor complaints.

community meetings	CM.	
Any new partner will be introduced to the complaint mechanism procedure by month 2 of any new partnership agreement.	All (?) partners introduced to HAP. A clause on implementing partner's obligations on HAP integrated into partnership agreement.	DRC Kosovo Management meetings, HQ monitoring and annual program reviews as per program handbook
By mid 2011, a policy guide on how information is provided to beneficiaries and stakeholders	Field based guide developed and in place	DRC Kosovo Management meetings, HQ monitoring and annual program reviews as per program handbook
Disabilities will be included in the date for beneficiary project tracking sheets.	Implemented	DRC Kosovo Management meetings, HQ monitoring and annual program reviews as per program handbook
Partners will be trained in DRC Handbook and DRC partners will be supported by DRC to identify vulnerabilities using tools in place.	This is planned for the second half of 2011-2012.	HQ monitoring and annual program reviews as per program handbook
Partners will also be required to report on age and disabilities (and other vulnerabilities) in reports to DRC Kosovo.	In Implemented	DRC Kosovo monitoring of partners
Develop a system for beneficiaries to be included in monitoring DRC's work.	This is currently under development in several projects.	DRC Kosovo Management meetings, HQ monitoring and annual program reviews as per program handbook
Draft a narrative reporting format for partners that includes a section on participation of the beneficiaries throughout project cycle.	This will be formalized 2012.	DRC Kosovo Management meetings, HQ monitoring and annual program reviews as per program handbook
An induction training module for all new staff in accountability framework will be developed and implemented.	This will be formalized 2012.	DRC Kosovo Management meetings, HQ monitoring and annual program reviews as per program handbook
The next appraisal for all staff is scheduled for January 2012 for 2011. In 2010, 100% of the staff has appraisals done.	100% of staff appraisals have been completed for their performance in 2011	Performance evaluations
Implement training in programme handbook for all staff by June 2011. Develop a training plan for the next half of the year.	Training for all staff scheduled in June 2011	DRC Kosovo Management meetings, HQ monitoring and annual program reviews as per program handbook
Beneficiary CM piloted and established in 2010, and then mainstreamed.	Established and functional in 50% of programs, 100% by the end of 2011.	Complaint Mechanism tracking system.
Complaint process for partners is fully operational since November 2009.	Currently, being implemented for all partners.	Complaint Mechanism tracking system, HQ monitoring and annual program reviews as per program handbook
Support partners in developing a procedure for complaints handling. DRC will identify which partners have a referral process in place for their organization.	This is planned for 2012.	DRC Kosovo Management meetings, HQ monitoring and annual program reviews as per program handbook
Awareness training programme for beneficiaries related to complaint mechanism will be developed.	This took place in 2010 and early 2011.	DRC Kosovo Management meetings, HQ monitoring and annual program reviews as per program handbook