



# Government of the Republic of Serbia

Council for returnees' integration on the basis of the Agreement on readmission  
The Commissariat for refugees



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## INFORMATION BULLETIN FOR RETURNEES' UPON THE AGREEMENT ON READMISSION

2012



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# **INFORMATION BULLETIN**

**FOR RETURNEES' UPON THE AGREEMENT  
ON READMISSION**



**2012**

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*Opinions expressed in this publication represent the author’s views and do not necessarily reflect the attitudes of the SDC, the Government of Switzerland, or the Government of Liechtenstein.*

## **READ CAREFULLY AND TRY TO MEMORISE**

**This guide will help you manage yourself more effectively in your own state.**

You are a citizen of the Republic of Serbia and you are engaged in the readmission process. Those who fall under the category of readmission are persons whose basis to stay in the country where they've been stationed has expired.

That means that you can no longer remain in the country in which you have been residing, and that Serbia in agreement with that country has committed herself to receive you and the members of your family onto her territory.

These services will provide you with the basic information concerning your rights and the existing possibilities for you and your family:

### **The Commissariat for Refugees of Serbia**

Phone numbers of the Office for Readmission  
in the Commissariat for Refugees

Phone: +381 11 285-78-90 (central office), fax: 011/ 312-95-85

**Readmission:** 011/ 285-75-72, fax: 011/ 260-295-5 08:30-16:30

### **Office for Readmission on the airport "Nikola Tesla", Belgrade**

Phone: + 381 11 209-7879 09:30-21:30

e -mail: [readmisija@kirs.gov.rs](mailto:readmisija@kirs.gov.rs); [www.kirs.gov.rs](http://www.kirs.gov.rs)

## **OFFICE FOR READMISSION ON THE AIRPORT “NIKOLA TESLA” BELGRADE**

In the Office for Readmission, workers of the Commissariat for Refugees are engaged in the following activities:

- notifying and informing returnees,
- giving advice,
- primary and urgent acceptance,
- transportation of returnees to the Centre for emergency admission of the Commissariat for Refugees,
- informing returnees about the readmission process, their rights and obligations,
- informing returnees about the initial actions they must take in order to obtain necessary documents.

While in the Office, contact with your relatives and friends that are expecting you will be provided.

## RETURNEES EMERGENCY ADMISSION UPON THE AGREEMENT ON READMISSION

Centres for emergency admission of the returnees are located in: Bela Palanka, Zajecar and Sabac.

In the Centre for emergency admission returnees are being placed on the basis of documentation issued by the Commissariat for Refugees.

Families, who declare that they have no possibilities for temporary accommodation, have neither close relatives nor friends, are those who qualify for placement / temporary accommodation within these Centres.

In the Centres for emergency admission, returnees and their families are provided with basic living conditions.

Emergency admission is provided for a time period limited to a maximum of 14 days, according to the returnees' reintegration strategy.

Persons who choose not to accept this type of accommodation are obligated to sign a Statement affirming that they do not need help for emergency admission.

In the Centres for emergency admission of the Commissariat for Refugees you will be provided with:

- accommodation and food,
- information on rights, obligations and possibilities,
- assistance in the process of obtaining documentation,
- informing and soliciting assistance from the Centres for Social Work concerning the need for going into the field for the purpose of carrying out the responsibility which fall under their jurisdiction,
- informing and mediation with the authorized services about the need for emergency response when particularly vulnerable groups are concerned, in order that departmental responsibility might be exercised,
- establishing the connections with the local communities through the Commissioner for Refugees.

After the expiry of the 14 day emergency admission period you will be provided with transportation for you and your family to the place of your future residence.

**After the expiration of the emergency admission period, you are obligated to go to the place where you have had registered residence before going aboard, to the previous place of residence or to the other place where you are planning to settle either temporarily or permanently, i.e. to the place you are being referred to.**

## **FIRST STEPS**

You possess travel documents. Travel documents issued to you are valid for up to 3 months from the date of issuance. A travel document is a certificate used only in the process of return and it is valid for only one entry onto the territory of the Republic of Serbia.

In the absence of other documentation, until the expiry of the travel document's validity, you can use it for:

- personal identification,
- getting emergency medical assistance,
- contact with to the Centre for Social Work,
- contact with the Commissariat for Refugees / Migration council,
- initiating the process of registering your children into elementary school or high school.

The loss of the travel document should be reported to the nearest local police station where they will issue a confirmation of loss of the travel document that will serve as a replacement for the travel document.

**Since the travel document is a temporary document, you need to start becoming involved as soon as possible in the process of obtaining an identity card. This is a basic precondition for the realization of your rights.**

## **GOING TO ONE'S PLACE OF RESIDENCE**

The place of residence is considered as being your familiar environment, a place where your relatives, friends and neighbours are expecting you.

The goal is to go to the place of residence as soon as possible, and report to the competent authorities in order that one might come into possession of one's rights in reference to personal documents, health and social care, rights to education and employment.

Permanent place of residence is a place where you have been registered before going abroad and where you are planning to permanently settle upon returning to the Republic of Serbia.

Place of residence is a place where you plan to reside temporarily, upon entry into the Republic of Serbia.

If you do not have funds or else the possibility to go to the place of residence, the City Centre for Social Work will provide you with a free, one way ticket. The free ticket confirmation certificate can be collected at the address: Ruska no. 4 until 14:00 or else from Kumodraška no.226 until 20:00.



## **CONTACTING THE COMMISSARIAT FOR REFUGEES / MIGRATION COUNCIL**

The Commissariat for refugees and the Migration council (in the communities that have formed Councils) are basic connection between you and the Commissariat for Refugees that will put you in contact with other institutions and services working towards assisting you in fully assuming possession of your rights.

When you come to the place of your future residence, it is necessary to turn for help to the Commissariat for Refugees / Migration councils which are located in the municipal building.

They will provide initial assistance upon your arrive in the local environment.

**It is necessary to maintain contact with these services in order that you might be informed in a timely fashion about the support programs and help for returnees being offered based upon the Readmission Agreement.**

The Commissariat for Refugees / Migration Councils will provide you with:

- information on the services and organizations that can help you,
- advice and urging with the authorized local services for solving your problems and the implementation of your basic rights,
- assistance for writing requirements, applications, letters and forwarding them to the authorized institutions and services.

## IDENTITY CARD

Identity cards are issued on the basis of a personal request at the nearest police office. For a child, i.e. a person deprived of business ability, a parent / guardian or other legal representative can submit a request for the issuance of an identity card on their behalf.

Documents required for biometrical identity card issuance:

- identity card or other valid document- for verification,
- birth certificate – for verification (in the event that your last name has changed when getting married you'll need a marriage certificate– for verification). You can get it in your municipality, i.e. in the city administration building, i.e. in the city administration of Belgrade. If the registration has been done on the territory of Kosovo and Metohija, you can get the information from the City Administration responsible for performing the task of keeping civil registers for the territory of Kosovo and Metohija,
- certificate of citizenship of the Republic Serbia – (for verification). You can get it in the civil service offices of the municipality. If you don't know where your citizenship was registered, contact the nearest police office,
- residence certificate – you can get it in the police office,
- proof of compensation payment for ID form,
- proof of compensation payment for the costs of technical development of the ID.

The new Law on Temporary and Permanent Residence of Citizens states in Article 17 that in the event that a citizen who has the right to a personal identification card, does not have a declared permanent or temporary place of residence within the Republic of Serbia, nor in accordance with Article 11 of the same law can his place of residence be determined on the basis of a decision, personal identification documents will be issued on the basis of a decision wherein his permanent place of residence will be defined. The place of permanent residence, determined through a decision originating from paragraph 1 of the same Article can have a duration not longer than two years from the day it is established, precisely, until such time as personal identification documents are issued.

## CONTACTING THE CENTER FOR SOCIAL WORK

How can Centre for social work help you?

- counselling and mediation,
- free, one way ticket to the place of residence – in the city Centres for Social Work,
- public kitchens provide one daily meal for those categorized as being part of the vulnerable population – in the places where they exist,
- single financial help – to be received only at the Centre for Social - Work in the municipality where you have residence,
- temporary accommodation – the Centre for Social Work makes decides on the placement of persons in shelters, a process that can last until the expiry of the validity of the travel document.

## OBTAINING HEALTH CARE COVERAGE

In case of need, go to the nearest ambulance / emergency station. The Ministry of Health has issued instructions to effectively recognize the temporary travel document as a valid document for the granting of urgent medical assistance free of charge for the stated duration of that document.

For regular health care it is necessary to obtain medical identification.

You are obligated to within 30 days, but no later than 60 days regulate the status of the insured according to article 17 or 22 of the Health Insurance Law. For more information, contact the relevant authorized local office of the Republic's Institute for Health Insurance.

On the basis of your health insurance your family members gain the right to the health care.

**Article 22, paragraph 1, section 11 of the Law on Health Insurance, states that under the category of insured persons, persons of Roma nationality are also included who due to their traditional means of existence, do not possess a permanent residence , precisely, a temporary place of residence within the Republic of Serbia and thus do not receive mandatory health insurance in accordance with Article 17 of the law in question.**

## ENROLL YOUR CHILDREN IN SCHOOL

The child's parent / legal guardian is obligated to enrol their child in a school.

Elementary schools are obliged to register and accept children on the basis of a submitted application by their parent / legal guardian.

### **Preparatory preschool program**

A preparatory preschool program is obligatory for all children aged from 5 to 7 years of age and is a prerequisite for the enrolment of a child in the first grade of an elementary school in the Republic of Serbia. The program is free; it lasts 4 hours per day, for at least 9 months. The parent or legal guardian is obligated to enrol their child in a preparatory educational group in kindergarten or else in an elementary school which has implemented the program.

Registration requirements:

- certificate of medical examination of the child / confirmation,
- birth certificate,
- certificate of permanent residence / residence application for the child.

### **The procedure of enrolling children in the elementary schools system**

Parent / legal guardian during the registration needs to submit all the necessary documentation, including:

- birth certificate,
- certificate of residence,
- proof of medical examination of the child– you can get it in the health centres,
- confirmation that the child has attended a preparatory preschool program.

**If the parent / legal guardian does not have all the necessary documentation, the children are conditionally enrolled in the school until the acceptance (recognition) of their foreign school documentation.**

If you do not have sufficient financial resources, contact the school or else the Centre for Social Work for counsel.

**Children with special needs have the right to education within the specialized institutions.**

### **The procedure governing the enrolment of children in secondary school**

If a child has completed 7th and 8th grade of the elementary school abroad it is not required that they take qualifying examinations in the Republic of Serbia for enrolment in secondary school (except for enrolment in the philological, mathematical and art schools). A person who has completed elementary school abroad can enrol in secondary school if the certificate demonstrating their successful completion of elementary school has been accepted (recognized).

### **Acceptance (recognition of foreign school documents)**

Parents of returnee children are obliged to, in order to enrol their children in the appropriate grade, validate the public documents referring to their children's schooling and obtain valid documentation from the foreign schools they attended. Additionally, the process of obtaining school diplomas is to be done through the Ministry of Foreign Affairs, Directorate for Foreign Affairs, Kneza Milosa 24-26, Belgrade.

With the application for recognition of foreign school documents, you need to submit the following documents:

- completed application for recognition,
- original certificates for all individual grades completed abroad,
- two translated copies of their last, graded certificate completed abroad translated by a certified court interpreter,
- elementary and secondary school certificates or else confirmation of attendance of supplementary Serbian classes in the countries where their education was conducted,
- proof of payment of administrative tax which is paid to the budget account of the Republic of Serbia.

The Ministry of Education is in charge with authorizing the recognition of documents, the receiving desk (number 1) Department of General Affairs of the Republic's Institutions, Nemanjina 22 in Belgrade.

**For applicants with residency in the territory of the Autonomous Province of Vojvodina, Provincial Secretariat for Education and Science, 21000 Novi Sad, Bulevar Mihajla Pupina 16.**

If you do not have the funds with which to pay the necessary tax for the recognition of your diploma(s), you need to submit:

- certificate issued by the Department for Employment that you are registered as an unemployed person or,
- certificate that you are recipient of social assistance (issued by Centre for Social Work),
- certificate that you do not have property (issued by the Republican Administration of Public Revenues in the Municipalities),

These certificates provide the possibility to the applicant of being exempt from paying the tax for the recognition of their diploma.

### **APPLY ON THE LABOUR SERVICE**

By applying on the labour market you become entitled to:

- be informed of possible employment possibilities and conditions,
- mediate in the employment in the country and abroad,
- professional orientation and counsel in terms of career planning.

Duties related to employment are being performed by the National Employment Service (local office for employment in the resident municipality and employment agencies).

For the assumption of the right to health care, contact the Office of Health Insurance (local office in the residence municipality).

With a verified employment card, ID and diploma (or without diploma if academically unskilled persons are concerned) returnees should apply to the authorized local office for employment in their place of residence.

Those unemployed who have the right to material security, according to the law that stipulates that a person has a right to compensation for the cost of sending applications for employment and the cost of public transportation on account of meeting with employers to discuss employment.

Applications for the issuance of an employment card should be submitted in the resident municipality (to the Department of General Administration). Along with the application, you should also submit:

- the form and unfilled employment card (purchased in the municipality or in bookstores),
- identity card,
- diploma on the completed level of education (domestic or nostrificated).

With a verified employment card, ID and diploma, the person should apply to the authorized local office of the National Employment Service.

## IMPORTANT ADDRESSES AND PHONE NUMBERS

THE COMMISSARIAT FOR REFUGEES, Narodnih heroja 4,  
New Belgrade

Telephone number: 011/ 285-78-90 (central office),

fax: 011/ 312- 95- 85

Office for Readmission in the Commissariat for Refugees

011/ 285-75-72, fax: 011/ 260-29-55

Office for readmission on the airport "Nikola Tesla", Belgrade

011/ 209-78-79

e-mail: readmisija@kirs.gov.rs; www.kirs.gov.rs

### INFORMATION

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### AMBULANCE SERVICE

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### ORDERLY SERVICE OF THE BORDER POLICE

011/311-88-90

### MINISTRY OF EDUCATION , Nemanjina 22-26, Belgrade

011/361-50-43

### PROVINCIAL SECRETERIAT FOR EDUCATION AND CULTURE

Bulevar Mihajla Pupina 16, Novi Sad

021/48-74-566

### MINISTRY OF INTERIOR, Bulevar Mihajla Pupina 2, Belgrade

011 / 306-2000

### MINISTRY OF FOREIGN AFFAIRS, Kneza Milosa 24 – 26, Belgrade

011/306-8000

### MINISTRY FOR HUMAN AND MINORITY RIGHTS, PUBLIC ADMINISTRATION AND LOCAL SELF GOVERNMENT, Bulevar

Mihajla Pupina 2

011/21-42-021



**THE LIST of city/ municipal administrative bodies that according to the article 1st of the Law amending the Law on Civil registers provides keeping the registry books from the territory of Kosovo and Metohija:**

**VRANJE** 017/410-838

ul. Peti kongres br. 1

1. Gnjilane 017/405-591
2. Vitina 017/405-592
3. Kosovska Kamenica 017/405-590
4. Novo Brdo 017/410-838

**JAGODINA** 035/224-636, lok. 261

ul. Kralja Petra br. 6,

1. Đakovica
2. Dečane

**KRALJEVO** 036/306-010

Trg Jovana Sarića br. 1

1. Kosovska Mitrovica
2. Srbica
3. Zubin Potok
4. Vučitrn
5. Zvečan
6. Leposavić

**KRAGUJEVAC** 034/370-071

ul. Svetozara Markovića br. 76a

1. Peć
2. Istok
3. Klina

**KRUŠEVAC** 037/429-007

ul. Čupićeva br. 13a

1. Prizren
2. Orahovac
3. Suva Reka
4. Gora

**LESKOVAC** 016/255-351

ul. Pana Đukića br. 9–11

1. Uroševac
2. Kačanik
3. Štimlje
4. Štrpce

**NIŠ** 018/200-404, 200-405, 200-241

ul. Nikole Pašića br. 24

1. Priština
2. Podujevo
3. Glogovac
4. Obilić
5. Lipljan
6. Kosovo Polje

## **NON-GOVERNMENTAL ORGANIZATIONS SERVICE**

Legal, psycho-social and other forms of assistance to the returnees provide:

### **Group 484 – Belgrade**

Pukovnika Bacića 3

11000 Beograd, Srbija

Tel: + 381 11 2660-972, 2660-973; faks: 11 2664-866, 2664-856

E-mail: [office@grupa484.org.rs](mailto:office@grupa484.org.rs)

[www.grupa484.org.rs](http://www.grupa484.org.rs)

### **NGO Praxis – Belgrade**

Alekse Nenadovića 7/III,

11000 Beograd, Srbija

Tel: + 381 11 3444-486, 3444-496

e-mail: [bgoffice@praxis.org.rs](mailto:bgoffice@praxis.org.rs)

[www.praxis.org.rs](http://www.praxis.org.rs)

### **Ecumenical Humanitarian Organization (EHO) – Novi Sad**

Ćirila i Metodija 21,

21000 Novi Sad

Tel: + 381 21 469-616, 469-911

e-mail: [tanjas@ehons.org](mailto:tanjas@ehons.org)

[www.ehons.org](http://www.ehons.org)

**Serbian Democratic Forum (SDF) – Belgrade**

Kraljice Marije 47/2

Tel: + 381 11 3820-250, 3820-251

e-mail: beograd@sdf.org.rs

www.sdf.org.rs

**Sandzak Committee for protection of Human rights  
and freedoms, Novi Pazar**

Prvi maj 85a

36300 Novi Pazar, Srbija

Tel/faks: +381 20318-64, 323-011

E-mail:san-odbor@eunet.rs

www.san-odbor.org

**NGO Argument, Prijepolje**

Tel/faks: + 381 33 711-993, + 381 64 166-8648

www.bitovik.org.rs

**Returnees Association “Reintegration“**

Višegradska 24

36300 Novi Pazar, Srbija

Tel: +381 2319-534

www.reintegracija.org

**Nexus, Vranje**

Nemanjina 21

17500 Vranje, Srbija

Tel/fax: +381 (0)17 431 484

E-mail:e-mail: nexusvranje@gmail.com

www.nexusvranje.com

