



The Government of the Republic of Serbia



Council for the Reintegration of Returnees
under the Readmission Agreement
Commissariat for Refugees and Migration

INFORMATION BULLETIN FOR RETURNEES' UPON THE AGREEMENT ON READMISSION



INFORMATION BULLETIN
FOR RETURNEES' UPON
THE AGREEMENT ON
READMISSION

We would like to thank the Swiss Agency for Development and Cooperation (SDC) which provided for the printing of this handbook under the Project, “Support to the National Coordination for the Reintegration of Returnees - Phase II” and particularly to the Government of Switzerland, for providing the required financial resources.

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

This Handbook provides the Returnees on the basis of the Readmission Agreements with useful instructions that will facilitate their return and reintegration in their country of origin.

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

- **Commissariat for Refugees and Migration of the Republic of Serbia**

Narodnih heroja 4, Novi Beograd

Phone: +381 11 285 78 90 (central office); Fax: +381 11 312 95 85

www.kirs.rs

Readmission Department: +381 11 285 75 72; Fax: +381 11 260 29 55

Working hours: 07:30-15:30

- **Office for Readmission at the “Nikola Tesla“ Airport**

Phone: + 381 11 209 78 79

Working hours: 07:30-23:00

WHAT IS READMISSION?

Readmission is the process of return and acceptance of persons who do not, or no longer, fulfil the legal conditions for entry to, presence in, or residence on the territory of another state. Readmission procedure is carried out on the basis of the signed agreements on readmission between the Republic of Serbia and other countries.

WHO ARE RETURNEES?

Returnees based on the Readmission Agreement are persons who have been returned or who returns, and it was determined that such person is the citizen of one of the Contracting Parties. It may be:

- a. Person who illegally entered or illegally residing on the territory of other Contracting Party
- b. Person who, after the expiration of visa or residence which does not require visas, illegally stayed on the territory of the other Contracting Party
- c. Person who at the end of short-term residence permits issued by one of the Contracting Parties illegally residing in its territory
- d. Person whose case is, before the relevant governmental body of the other Contracting Party and whose request for asylum has been rejected or else whose asylum request has been suspended, and has been obliged to leave the territory of other contracting party

For the purposes of this guide, a returnee is any person who holds a travel document "Travel certificate".

Registration upon the return

Upon returning to the Republic of Serbia, if the return was completed through the border crossing at the airport Nikola Tesla, please register at the Office for readmission at the airport.

If you are returned through the land border crossing, you can contact local Trustee for refugees and migration in the municipality in which you have registered residence before leaving the country, previous place of residence or other place in which you are planning to settle temporarily or permanently, or in place in which you were referred from.

Office for Readmission at the Airport “Nikola Tesla“ Belgrade

In the Office for Readmission, employees of the Commissariat for Refugees and Migration are engaged in the following activities:

- Notifying and informing returnees on their rights and obligations
- Giving advice
- Primary and urgent acceptance
- Transportation of returnees to the Center for emergency admission of the Commissariat for Refugees and Migration
- Informing returnees about the initial actions they must take in order to obtain necessary documents
- Referral to Trustees/Migration Councils and other services in local governments for further assistance

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

Emergency admission centres

Centres for emergency admission serves to accommodate the most vulnerable returnees. 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 Centre. Persons who choose not to accept this type of accommodation are obliged to sign a Statement affirming that they do not need help for emergency admission.

Centres for emergency admission of returnees are located in Bela Palanka and Sabac.

In the Centres for emergency admission returnees are provided with following services:

- Accommodation and food
- Information on rights, obligations and possibilities
- Assistance in the process of obtaining documentation
- Notificaiions and urgency at the Centres for social work about your status and needs, so that they might commence carrying out the responsibilities which are within their domain
- 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

Emergency admission is provided for a time period limited to a maximum of 14 days.

After the expiration of the emergency admission period, you can obtain assistance and support in the place where you had permanent residence before going aboard, to the previous place of residence or else to the place where you are planning to settle either temporarily or permanently, i.e. to the place you are being referred to.

If you do not have money for the ticket you will be provided transportation to the place of residence. If you need this kind of assistance, please contact the social work centers that provide free ticket for transportation in one direction.

In Belgrade, the certificate for a free, one way ticket can be taken in the Center Social Welfare in Lomina No. 39.

Travel document

Travel certificate is a travel document that is used only in the process of return and is valid for one entry into the territory of the Republic of Serbia. Travel certificate is issued with a validity period of minimum 3 months from the day of issue.

In the absence of other documentation, the rights which returnee can gain based on Travel Document:

- Personal identification
- Emergency medical assistance
- Contact with to the Center for Social Work
- Initiating the process of registering your children into elementary or high school

If a person loses a travel certificate is obliged to report 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, and if you do not have a permanent residence, before obtaining the ID card it is necessary to perform registration of permanent residence. This is a basic precondition for the achievement of your rights.

What should one do upon returning?

The goal is to go to the place of permanent 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:

- personal documents
- social protection
- health care
- rights to education
- rights to employment

Place of permanent residence is the place where a citizen has settled with the intention to live there permanently, or the place where the center of his/her life activities, professional, economic, social or other relationships that prove its permanent connection to the place where he/she settled.

Register of permanent residence shall be submitted personally on the prescribed form, with the following documents:

1. A valid identity card of the applicant
2. Documents proving the application data (evidence of the legal basis for the use of residential units at the address to which it applies, ie, contract of purchase of apartment, a contract of donation apartments, probate final solution, a tenancy contract, deed, a decision on home number etc.).
3. Identity card of the owner of real estate or a written statement of the owner of real estate from the address where registration is done
4. Proof of paid submission fee for registration of residence

Application of permanent residence of a minor shall be submitted by the parent, or guardian or other legal representative on the prescribed form, to which it is necessary to attach the following documents:

1. A valid identity card of a parent or guardian or other legal representative
2. A valid identity card for minor person over the age of 16 years
3. A birth certificate for minor person under the age of 16 years, as well as for a minor person over the age of 16 years who does not have a valid identity card
4. If the parents are divorced, a copy of the final Divorce Certificate, which proves that one of the parent, is entrusted to the care, welfare and education of a minor person
5. Proof of paid submission fee on behalf of the Republican administrative taxes for permanent residence

Place of temporary residence is the place where you intend upon arrival in the Republic of Serbia temporarily to stay outside of your permanent residence.

Trustee for Refugees and Migration/Migration Council

Upon arrival to the place of future residence/stay it is necessary to contact for assistance the Trustee for Refugees and Migration/Migration Council whose premises are located in the municipal building.

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

It is necessary to register at the Trustee/Migration Council and to maintain contact with these services in order that you might be timely informed on the support programs and help being offered for returnees on the basis of the Readmission Agreement.

The Trustees for Refugees and Migration/Migration Councils will provide you with:

- Information on the services and organizations that can help you
- Advise and contact with the authorized local services for solving your problems and the achievement of your basic rights
- Assistance for writing requirements, applications, letters and forwarding them to the authorized institutions and services

Personal documentation

Considering that the travel certificate is a temporary document, it is necessary that the process of obtaining identity card started as soon as possible. The right to an identity card has every citizen of the Republic of Serbia older than ten years. Citizen over 16 years of age with permanent residence in the territory of the Republic of Serbia is obliged to have an ID card.

Identity cards are issued on the basis of a personal request. 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 (with written consent of the other parent).

Documents required for biometrical identity card insurance:

- Identity card or other valid document - for verification
- Birth certificate – for verification (You can get it in your municipality/the city administration; if the registration has been done on the territory of AP Kosovo and Metohija, you can get the information from the city administration office that performs tasks of keeping civil registers for the territory of AP Kosovo and Metohija) – for verification
- Certificate of citizenship of the Republic of Serbia (can be obtained at the civil registry of the municipality) - for verification
- Certificate of permanent residence (can be obtained in the police office)

- Proof of compensation payment for ID form
- Proof of compensation payment for the costs of technical production of the ID card

Law on Permanent and Temporary Residence of citizens in Article 17 stipulates that if a citizen who has the right to an identity card does not have a permanent residence or temporary residence in the territory of the Republic of Serbia, nor in accordance with Article 11 of this Law the permanent residence can be determined by the decision, for the purpose of issuing identity card his temporary residence will be determined by the decision. Temporary residence established by the decision referred to in paragraph 1 of this Article may not exceed two years from the date when it was determined, i.e. from the date when the identity card was issued.

Social Welfare Centre

Social welfare centre provides:

- Counselling and mediation
- Free, one way ticket to the place of permanent residence – in the city social welfare centers
- One-time financial assistance - only in the social welfare center in the municipality where you have permanent residence
- Temporary accommodation – the social welfare center brings decision on the placement of persons in shelter, that can last until the expiry of the validity of the travel document
- Public kitchens provide one daily meal for those categorized as being part of the vulnerable population – in places where they exist

- In the social welfare centers you can achieve various rights (material benefits – financial social assistance, allowance for care and assistance of another person, parental allowance, assistance in vocational training, etc.).
- You can achieve a variety of benefits in the municipality where you have permanent residence (discount in the electricity payment, discount or exemption from the costs for accommodation in preschools)
- You will be directed to various services (accommodation in social care institution, assistance in the regulation of personal documentation, assistance during enrollment of children in educational system)
- Daily services in the community (assistance at home, supported housing, etc.)

Health Care

With the travel certificate, returnees are provided with the access to emergency medical assistance without charge, which applies until the regulation of the status of the insured or until the expiry of the travel certificate.

In accordance with the Article 162 of the Health Insurance Act, until the regulation of the status of the insured and insured family member, from the budget of the Republic of Serbia or autonomous province, municipality or town, persons shall be provided funds for this assistance depending on where the medical care is provided. Assistance is provided without participation and involves health care at the primary, secondary and tertiary levels, including essential medicines and medical-technical aids covered by providing urgent medical assistance.

For regular health care it is necessary to obtain health insurance card. On the basis of your health insurance your family members acquire the right to health care as well.

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 Act. For more

information, contact the relevant authorized local office of the Republic's Institute for Health Insurance (affiliates in the municipality of permanent residence).

Article 22, paragraph 1, point 11 of the Health Insurance Act, stipulates that persons of Roma nationality who due to their traditional way of life have no permanent residence or temporary residence in the Republic of Serbia and are not necessarily insured in the sense of Article 17, are considered as insured persons as well.

Education

The child's parent/legal guardian is obligated to enrol the 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 the child in a preparatory educational group in kindergarten or else in an elementary school which implements this program.

Registration requirements:

- **Certificate/Confirmation of medical examination of the child**
- **Birth Certificate**
- **Certificate of permanent residence /temporary residence for the child**

The procedure of enrolling children in the elementary school

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

- **Birth Certificate**
- **Certificate of permanent residence**
- **Proof of medical examination of the child –can be obtained in the health center**
- **Confirmation that the child has attended a preparatory preschool program**

If the parent/legal guardian has all the necessary documentation, the enrollment is done based on the Law on the foundations of the education system.

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. It means that the conditional registration is temporary and lasts until the final decision on recognition ie equivalence¹.

If you do not have sufficient financial resources, contact the school or the Center for Social Welfare for the counseling.

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

The procedure of enrolling children in the secondary school

If a child has completed 7th and 8th grade of the elementary school abroad it is not required to take a entrance exam 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

¹ This registration is done on the basis of Article 126 of the Law on Primary Education and article 96 of the Law on Secondary Schools.

secondary school if the certificate demonstrating their successful completion of elementary school has been nostrified.

Nostrification (recognition of diplomas obtained abroad)

Parents of returnee children are obliged to provide foreign school documents, in order to nostrificate them and enrol their children in the appropriate grade. Subsequently obtaining of school diplomas can be done through the Ministry of Foreign Affairs, Department for Consular 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 grades completed abroad;
- Two translated copies of last completed grade certificate translated by a certified translator;
- Elementary grade transcript or confirmation of attendance supplementary school in Serbian language in the countries where such education is organised
- Proof of payment of administrative tax

The nostrification of documents is done by the Ministry of Education, Science and Technological Development-the receiving desk (number 1) – The Administration for Joint Services of the Republic Bodies, Nemanjina 22, 11000 Belgrade.

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

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 Employment Service that you are **registered as an unemployed person** or
- Certificate that you are recipient of social assistance (issued by Center for Social Welfare)
- Certificate that you **do not have property** (issued by the Republican Administration for Public Revenues in the municipality)

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

Employment

Establish contact with the National Employment Service

After regulation of personal documents the returnee is entitled to apply to the National Employment Service in the place of temporary residence and thus become the beneficiary of all services offered by this service.

Request for issuing an employment card should be submitted in the municipality of permanent residence (in the department for general administration).

The request should be inclosed by:

- **the form and unfilled employment card**
- **identity card**
- **diploma on the completed level of education** (in case of unqualified person there is no need for providing one)

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

By applying on the labour market you become entitled to:

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

Unemployed persons who are entitled to financial support are eligible to compensation for the costs of sending the application for employment and the costs of public transport for the employment reason in accordance with the Law.

IMPORTANT ADDRESSES AND PHONE NUMBERS

Institutions	Phone number	Fax	Adresses	Email /Web
The Commissariat for Refugees and Migration	011/285-75-72	011/260-29-55	Narodnih heroja 4, Belgrade	kirs@kirs.gov.rs www.kirs.gov.rs
Readmission Office at the Airport Nikola Tesla	011/209-78-79			readmisija@kirs.gov.rs www.kirs.gov.rs
Office for Human and Minority Rights	011/21-42-021	011/313-38-99		www.ljudskaprava.gov.rs
Ministry of Interior	011/360-2000		Bulevar Mihajla Pupin 2	info@mup.gov.rs www.mup.gov.rs
Ministry of Education, Science and Technological Development	011/361-50-43	011/3616-491	Nemanjina 22-26	kabinet@mpn.gov.rs www.mpn.gov.rs
Ministry of Foreign Affairs	011/306-8000	011/3618-366	Kneza Milosa 24-26	mfa@mfa.rs
BORDER POLICE	011/311-88-90			
Information	11811			
The ambulance service	194			
Police	192			
Provincial Secretariat for Education and Culture	021/48-74-566	021/557-074	Bulevar Mihajla Pupina 16, Novi Sad	ounz@vojvodina.gov.rs www.puma.vojvodina.gov.rs

List of cities / municipal government bodies that perform tasks of keeping the registers for area of Autonomous Province Kosovo and Metohija

City/municipality		Address	Contact
Vranje	Gnjilane Vitina Kosovska Kamenica Novo Brdo	Peti Kongres br.1	017/410-838
Jagodina	Đakovica Dečane	Kralja Petra br.6	035-224-636, лок. 261
Kraljevo	Kosovska Mitrovica Srbica Zubin Potok Vučitrn Zvečan Leposavić	Trg Jovana Sarića br.1	036/306-010
Kragujevac	Peć Istok Klina	Svetozara Markovića br.76a	034/370-071
Kruševac	Prizren Orahovac Suva Ruka Gora	Čupićeva br.13a	037/429-007
Leskovac	Uroševac Kačanik Štimlje Štrpce	Pana Đukića br. 9-11	016/255-351
Niš	Priština Podujevo Glogovac Obilić Lipljan Kosovo Polje	Nikole Pašića br. 24	018/200-404 018/200-405 018/200-241

Non-governmental organizations

Legal, psychosocial and other assistance to returnees provide:

Non-governmental organization	Contact	Fax	Adress	Email/Web
Group 484	011/ 266 0972	011/264-866	Pukovnika Bacića 3, 11000 Beograd	office@grupa484.org.rs www.grupa484.org.rs
NVO Praxis	011/344 4486 011/ 344 4482		Alekse Nenadovića 7/III 11000 Beograd	bgoffice@praxis.org.rs www.praxis.org.rs
DIADIKASIA S.A	011/ 3342115 036/ 315 760 018/ 253 015		Beograd- Trg Nikole Pašića 12/7, Kraljevo -Heroja Maričića 47, Niš - Episkopska br. 26/4	info@pravnapomoc.org info.kv@pravnapomoc.org info.ni@pravnapomoc.org http://www.pravnapomoc.org
Ecumenical Humanitarian Organization (EHO)	021/ 466 588 021/6504296		Ćirila i Metodija 21, 21000 Novi Sad	office@ehons.org www.ehons.org
Sandzak Committee for Protection of Rights and Freedoms	+381 20 318 464 +381 64 428 1771		1.MAJ 85/a, Novi Pazar, 36300 Srbija	sanodbor@eunet.rs http://www.san-odbor.org
FOND	021/528 132	021/475 4296	Bulevar Mihajla Pupina 25 21000 Novi Sad, Srbija	fond@fondajnfort.rs www.fondajnfort.rs
Association of Returnees "Reintegration"	020/319 534		37.Sandžačke divizije A/33 36300 Novi Pazar	office@reintegracija.org www.reintegracija.org
Association of Roma Braničevski districts Roma Regional Office of the National Council of the Roma minority	012/213 783		Ul. Zviška br.13 12000 Požarevac	urbo.po@open.telekom.rs www.ric.org.rs



The Government of the Republic of Serbia

Council for the Reintegration of Returnees
under the Readmission Agreement
Commissariat for Refugees and Migration



READMISSION

Issuance of the information bulletin is provided under the Project “Support to the National Coordination for the Reintegration of Returnees - Phase II”, financed by the government of Switzerland (Swiss Agency for Development and Cooperation).



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development
and Cooperation SDC