COUNTRY FACT SHEET

SERBIA

(August 2014)

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I. PUBLIC ADMINISTRATION

1. Public services / infrastructure

Serbia has 150 municipalities (opština). Municipalities retain charge of a wide range of communal and utility services. Urban areas are linked by highways, while rural areas are mostly connected by single-lane roads. Construction of Corridor 10 in Serbia which connects Subotica (Hungarian border) and Presevo (border with FYROM) continues and construction of Corridor 11 has begun and in Serbia will link Vrsac (border with Romania) and of the Boljare (the border with Montenegro).

2. Public transport

International transport:

- Airport Belgrade, phone for the information: +381 11 209 4444
  http://www.beg.aero/pocetna.1.html
- 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.zeleznicasrbije.com/
  Information: + 381 11 360-28-99
- 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

3. Communication network

Telekom Serbia:

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

Mobile operators:

- Telenor code 062, 063 and 069
- Telekom Serbia: code 064, 065 and 066
- VIP: code 060 and 061

Internet provider:

- EUenet, Beotel, yubc.net, SBB, etc. (the complete list can be found on the following web site: http://www.netvodic.com/internet-provajderi.htm
4. Obtaining of documents for returnees

The personal identity card (ID) card (lična karta) is a pre-condition for achieving any rights (a right to health care, a right to employment, a right to education etc.).

A returnee could receive urgent medical aid upon returning to Serbia without paying the participation fee throughout the National Health System with the document proving the status of a person in readmission (travel document / paper or certificate of a lost travel document) which is valid 30, at the longest 60 days and free of charge. Also, this person is obliged to apply for common health insurance within 30 days upon his/her return, or at the longest 60 days. After this period, the returnee needs to apply for the insurance, in case that the returnee does not do it, s/he is not insured and must pay all services from personal sources.

Documents needed for issuing of ID card¹:

- To acquire the biometric ID card for the first time
- A birth certificate (no older than 6 months)
- A proof of citizenship (no older than 6 months)
- A proof of residence
- Photos 5cm x 5cm (without a hat or scarf)
- Fee is 1,140 RSD² or 10 EUR

The processing time is up to 15 days.

In case of a renewal, only taxes should be paid and a new photo will be taken at the police station.

Proof of residence: Serbian citizens are obliged to register with the police station in the territory of residence. In the police station, the person needs to submit the following documents:

- Application form no. 2 (available at the police station)
- Proof of address (such as the ownership certificate, rental contract. The landlord / person who s/he is staying with should accompany the returnee to the Municipal police station and start the registration process. The landlord / person must have a valid ID card)
- Fee is 200 RSD or 2 EUR

II. SOCIAL WELFARE

1. General information: Legislation

A Social welfare office can be found in every Municipality in Serbia.

In Belgrade (the capital) there are 16 Social Welfare offices.

The Social Welfare office is in charge of:

- Assistance to individuals or families with no income
- Assistance to disabled persons
- Assistance to elderly who are not able to take care of themselves
- Assistance to children without parents
- Assistance to families belonging to the hazardous groups
- Assistance to parents who are still minors

¹ MoI R Serbia : http://www.mup.sr.gov.rs/domino/dokumenta.nsf/licnakarta

²
- Assistance to families with 3 or more children
- Prevention of valance and help to the victims of family violence

The state legislation does not always guarantee access to the rights recognized by law.

2. Preconditions for obtaining allowances

Preconditions depend on the social benefit for which the person applies.

- In general: person must be citizen of Serbia with valid personal documents (ID card), unemployed and registered in the National Employment Agency in his/her place of residence, or employed with the minimum salary.
- Person is single parent, disabled (physically or mentally), elderly person, minor, orphan etc. (must have certificate/ proof of the a/m condition).

3. Required personal documentation

The person must be citizen of Serbia, valid ID card (place of residence in the Municipality in which he/she will realize his/her right to the social benefit), to be unemployed and have medical insurance. The other conditions depend on the type of social benefit the person applies for.

4. Child allowance

The parent or family is entitled to child allowance if:
- He/she is the citizen of Serbia, has place of residence in Serbia and have medical insurance through National medical insurance office for the first, second, third and the fourth child.

Needed documentation:

- Birth certificate for every child born in the family (copy)
- Citizenship certificate of the parent (copy)
- ID cards of the parents (copy); domicile registration certificate for the children (copy)
- “Zdravstvena knjizica” (copy) – medical insurance certificate
- Net family income (for the last three months period)
- Certificate that the family paid all necessary taxes
- Property certificate
- Proof from the National employment Agency that the parent is unemployed
- Proof that the children are attending primary or secondary school
- Bank statement

If the parents are disabled persons, or children are disabled, single parents etc., it is necessary to document that with attached documents.

Child allowance is transferred to the family to their bank account.

The family is entitled to the child allowance six months after they have submitted all necessary documents. The family needs to renew their request at least 30 days before expiry date.

5. Special conditions for: Old persons, solitary women, orphans, other minorities

There are special institutions taking care of groups with the special needs such as old persons, solitary women, orphans, and victims of trafficking or family violence.
For example:

- Institution for the homeless old persons: Kumodraška Str 226, Belgrade, phone: +381 11 2463-987, +381 11 2462 778
- Orphanage: Zvečanska 7, Belgrade, phone: +381 11 2648-622, +381 11 3690 314
- Reformatory Home for Children and Youth: Bulevar Oslobodjenja 219, phone: +381 11 2492 301
- Reception Unit for Children and Youth: Boulevard Oslobodjenja 219, phone: +381 2492 301
- Shelter for the Homeless Children: Krfska 7, Belgrade
- Safe House (Shelter) for the victims of domestic violence. www.b92.net/safehouse

Person needs to refer to Social Security Office in their place of residence in order to get relevant information for specific city/ village or area.

The Shelter for the Homeless Children started to work on the new location in 2008 with the aim to provide meals, clean clothes and access to various experts in the premises of the Shelter to children living and working in the streets of Belgrade http://www.cim.org.rs/ .

III. PENSIONS

The person needs to go to the Pension and Disability Insurance Fund of Republic of Serbia and check your status.

Law on pension and disability insurance deals with three categories of the compulsory insured: insured employees, insured self-employed persons and insured farmers who claim their pension and disability insurance rights from the Republic fund for pension and disability insurance.

The minimum amount for average old-age benefit in Serbia is equal to 60 % of the average salary.

The conditions to receive the pension:

- 65 years for men and for women 60 years and at least 15 years of work (and all paid taxes)
- 40 years of work for men and 35 years for woman and at least 53 years old
- 45 years of work (all paid taxes)

Also, the one person could apply for the family pension, the children could use the pension until 27 years but they need to be regular students, the widow/widower could use the pension – the widow – at least 50 years old and for the widower – at least 53 years old - or if the widow/ widower is not able to work.

Ministry of Labour and Social Policy
http://www.minrzs.gov.rs
Nemanjina 22-24
Phone: +381 11 3617 498

IV. MEDICAL CARE

1. General information: Health care system

During the decade of armed conflicts, mass migrations, and political and economic instability, health care system in the Republic of Serbia became overwhelmed. By the time democratic changes took place in Serbia in 2000, the government had to reconstruct and improve the health care services to meet the needs of its citizens in very changed circumstances.
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.

In the Republic of Serbia health care is provided both by the state and the private medical institutions.

The Serbian Medical Insurance Act\(^3\) regulates compulsory and voluntary health insurance. The Republican Health Insurance Fund (HIF) is in charge of managing and ensuring compulsory health insurance, while voluntary health insurance may be provided by private insurance.

The following categories of insured persons and their family members are beneficiaries of compulsory health insurance:

- Employees;
- Farmers,
- Entrepreneurs, share-holders, members and founders of companies, self-employed persons, free lance professionals,
- Pensioners.

In addition persons without income:
- Unemployed persons who register themselves to NEA;
- Children under 15, school-children and university students until the end of schooling (i.e., until the age of 26 at the latest);
- Women (in terms of maternity care, i.e., related to family planning, pregnancy, delivery and 12 months upon delivery);
- Persons older than 65;
- Persons with disabilities;
- Refugees and Internal Displaced Persons (IDPs) who reside in Serbia;
- Persons from Roma origin;
- Persons treated for HIV as well as those suffering from some other diseases/disturbances: infectious diseases, cancer, hemophilia, diabetes, severe psychological disturbances (psychosis), epilepsy, multiple sclerosis, auto-immune diseases, rheumatic fever, persons in terminal phase of chronic kidney insufficiency and those suffering from addictions, persons treated in a process of giving or receiving body/tissue transplants, as well as ill/injured persons in need of emergency medical care;
- Socially vulnerable persons (persons in social need) – users of permanent social welfare benefits or other material benefits in accordance with social insurance regulations, unemployed persons and those with personal income below the certain level (census of personal income necessary for obtaining these rights has been changeable; Minister of Health and Minister of Social Policy are authorized to define the census).

In urgent cases, children of up to 15 years of age, birth certificate or passport holders and pregnant women, ID or passport holders, are entitled to free of charge medical care.

2. Medical infrastructure: Number and equipment of hospitals

The National Health System is organized on three levels. The primary healthcare are provided through 161 healthcare centers (Domovi zdravlja) and smaller primary health stations (Zdravstvene stanice) responsible for general medicine, pediatrics, obstetrics and gynecology, occupational medicine, dentistry, home care, preventive care and laboratory services. The secondary and tertiary care is provided in 42 general hospitals, 15 specialist clinics, 23 independent institution and clinics, 5 hospital centers and clinics, 4 clinics centers and 59 other institutions. Private health care is developed but is not incorporated into the national health system.

\(^3\) The Medical Insurance Law – The Official gazette of Serbia Republic, 17/05 and the Health Protection Act – The Official Gazette of Serbia Republic, 107/05
3. **Availability and costs: Medicine**

The GP needs to provide the patient with the prescription (not applying to private GP and private pharmacy). Medicines are available in private pharmacies and all kind of medicines (produced in domestic pharmaceutical factories or imported from abroad) are available at the market price.

The medicines from "the positive list" are available only for the people who have the state health insurance and are free of charge. The patient only needs to pay a participation fee of 50 RSD (0.50 EUR). Therefore, s/he needs to submit the prescription issued by the GP from the Health Center. If the medicine is not in one of the lists below, the patient has to pay for it.

- The list A (in Serbian, but active agents are listed) – the medicine is a free of charge but the patient needs to pay the participation of 50 RSD (EUR 0.50).
- The list A1 (in Serbian, but active agents are listed) – the patient needs to pay the participation of 25% of the costs.
- The list B (in Serbian, but active agents are listed) – the medicines are under specific regime.
- The list C (in Serbian, but active agents are listed) – the medicines are under specific regime.

All mentioned lists are available on the website of the Republican Health Insurance Fund (HIF): [http://www.rzzo.rs/index.php?option=com_content&task=view&id=84&Itemid=233](http://www.rzzo.rs/index.php?option=com_content&task=view&id=84&Itemid=233)

4. **Health insurance: Preconditions and costs**

- An employed person could apply through permanent or temporary employment. The employer has to contribute to the HIF and the health card (in Serbian: zdravstvena knjižica) is issued.

- For an unemployed person and other categories, first step is that the person should obtain a working booklet (radna knjižica); second step is that the person should register at National Employment Agency (NEA), according to the place of residence. Third step, the person has to apply to the health insurance in the municipality of residence.

The health insurance is free of charge for the unemployed persons who register in NEA.

5. **Required personal documentation**

Needed documentation for obtaining right to medical covers:

- registered residence certifying a returnee lives at a certain address (prijava stana),
- personal identification document (ID card), and
- worker's booklet.

With all these documents the returnee is to approach Employment Bureau to obtain health booklet for medical care free of charge.

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^1 At IOM exchange rates of August 2013, 1USD= 85.84 and 1USD= 0.754 EUR. IOM is not liable for any variation in currency exchange rates.
V. HOUSING

1. Accommodation for returnees without family in home country

Unfortunately there is no specific state institution providing social accommodation/housing or shelter for social cases, returnees etc. unless it concerns domestic violence cases and trafficking in human beings.

2. Housing space and renting costs

There is no special state housing centre for the returnees in Serbia or state institution that can provide housing for the returnees and their families.

One of the possibilities is to rent the apartment / house and to pay rental costs. The price of rent depends on the city / village, area or neighbourhood, the size of the apartment/house, as well as if the apartment is furnished or not. The prices are from 250 EUR and more. Apartment owners usually demand rent to be paid 6 months or one year in advance. The apartment/house can be rented by the aid of real estate agency or by recommendation.

3. Reconstruction assistance

Loans for reconstruction of apartments/houses are available via various domestic or foreign banks.

There is no state organization / state institution that provide reconstruction assistance to the returnees.

VI. EMPLOYMENT

1. Labor market situation

National Employment Service (NES) is managed by the central office in the capital of Belgrade with numerous branch offices within the country (in every city). NES has a centralized database on employment statistics, including the ones on the job opportunities. NES is the point where the currently unemployed persons are to seek for assistance in relation to medical care, job orientation, financial support and other material and legal aid if the person is registered at the NES.

There are several different employment projects including self-employment, short-term financial assistance to the self-employed and regional programme.

Nacionalna služba za zapošljavanje (National Employment Service)
Beograd, Kralja Milutina 8
tel.: 0800 300 301 – unemployed persons / tel.: 0901 300 301 – employers
website: http://www.nsz.gov.rs/

2. Placement service

Unemployed persons are obliged to register themselves in the National Employment Agency in his/her place of residence. He/ she must submit the following documents:

- ID card,
- working booklet, and
- education certificate (of the last educational degree obtained).
3. Unemployment assistance: Preconditions, documents, insurance

Unemployed persons are entitled to “allowance for the unemployed” in case that he/she was employed at least 12 months in continuation and he/she was registered as employed and paid all necessary taxes (social and medical insurance – the rate depends on the salary).

The Unemployed person is not entitled to the mentioned allowance in the following cases:

- He/she signed a written agreement with the employer
- He/she stopped working by his/her own decision
- He/she stopped working by his/her own fault

He/she needs to submit all necessary documentation for the benefit at least 30 days as of the last working day. The social security welfare amount is 50-60 % of average salary (in the last 6 months)

Duration examples:

- 1 month (1 to 5 years of employment)
- 6 months (5-15 years of employment)
- 9 months (15-20 years of employment)
- 12 months (at least 20 years of employment and 61 years of age)
- 24 months (min. 25 years of employment and 55 years of age)

During that period the unemployed person is entitled to have medical and pension insurance. His/her family, wife and children are also entitled to have medical insurance.

During the vocational trainings or additional educational trainings provided by the National Employment Agency and attended by the unemployed person, he/she is entitled to “allowance for the unemployed” incised by 10%. In case that unemployed person is interested to use his/her “allowance for unemployed “ for the self-employment: opening the small business or starting agricultural activity, he/she is entitled to use all the authorized means in one instalment (instead of taking it in monthly amounts).

4. Further education possibilities and vocational training

Further educational possibilities and vocational trainings are also available through the National Employment Agencies in every town or village.

General criteria for the additional education or vocational trainings:

- To be registered in the National Employment Agency as unemployed
- To meet psychological and health criteria
- To have adequate previous education
- To be active in the job searching

Except these above-mentioned criteria additional criteria can be demanded depending on the course.

Available courses are:

- Courses for apprentices and apprentice voluntaries,
- courses for additional education or specific vocational trainings,
- courses for specific available job vacancies,
- computer courses,
- primary education (for the persons who did not attended primary school) etc.
The list of courses available can be changed; it is preferable to check with the National Employment Agency in the specific town or village. (www.rztr.co.yu)

VII. REINTEGRATION AND RECONSTRUCTION ASSISTANCE

1. Reintegration assistance in kind

The Readmission Centre at Belgrade airport is located in the zone between passport and customs control in the Terminal 2. The Readmission Centre does not have fixed working hours and provides only consulting services to the returnees.

Contact phone: +381 11 209-7879
E-mail: readmisija@gmail.com

2. Procedures to start self-employment

National Employment Service has programmes to start self-employment for the unemployed persons registered in the NES and who can start their own business except in the fields of: agriculture, trade, transport (also taxi business) and lottery.

As the approved subventions depend on the NES, for the further information please see their website: http://www.nsz.gov.rs or please contact the nearest office in the municipality where the returnee has a permanent residence.

VIII. EDUCATION

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

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

Preschool institutions - According to data from the 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 (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

5 All above mentioned data can be changed by the NEA
6 Grammar schools offer general education, unlike vocational schools. These are often more prestigious than others.
44 faculties, while 5 private faculties are not within the university. 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.

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 VET (EU Vocational Education and Training Reform Programme) and in cooperation with the German organization for technical cooperation, GTZ. 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.

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7 Source: Ministry of Education
Music schools in Serbia

In Serbia, there are 70 primary music schools, 23 secondary music schools and 6 universities on which is taught 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.

1. **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.mp.gov.rs

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

2. **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
   every working day from 13 to 14.
Or for Vojvodina province:

Department for Culture, Education and Science  
Bulevar Mihajla Pupina 16  
21000 Novi Sad

3. 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

4. Costs, loans and stipends

Primary and secondary education is free of charge. Primary education is also obligatory by the 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 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).

The information is available on the web site (link): www.mp.gov.rs

5. 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. This year the UB celebrate 200th Anniversary of the University of Belgrade and the Higher Education in Belgrade. There are 31 faculty, 2,500 teacher and 78,000 students.

For full information, please see web site: 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 259,807m², 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 full information, please web site: 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 has earned master's degree and 1085 have successfully defended their doctoral dissertations.

Please for the further information, please see web site: www.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.

Please, for further information, see website: www.kg.ac.rs

• 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 Superieure 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 Elitea 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 knows 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

- 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, administartion, media and communication, applied ecology, law, and political science.

Over 6.000 students are currently enrolled at Singidunum University. The University has about 12.000m2 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).

Please, for further information, see web site: 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 университет; Evropski Univerzitet)

Niš
- University Rectorate

Novi Sad
- Economics Academy, (Привредна Академија; Privredna Akademija)

Faculties:

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

Novi Sad
- Management Faculty, (Факултет за менаџмент, Fakultet za menadžment)
- 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)

IX. VULNERABLE PERSONS

1. General information

The years of sanctions, wars, and abrupt pauperization of the population are behind us. The system of social welfare was in great difficulty over the lack of moneys to service the basic entitlements, such as child’s allowances, family allowances, advanced home help, pensions...

As of October 2000, all the entitlements have been regularly serviced; the system has been stabilized and made sustainable. However, in the conditions of transition, which Serbia is presently undergoing, it is important to redefine the social policy so as to avoid repeated hurting of the most vulnerable strata of the population by the costs of the reforms.

For that reason, the Government of the Republic of Serbia committed itself to pursue socially accountable policy, in order to avoid the Latino-American model of development or a model of development applied in some former socialist countries that has caused major social stratification of the population. The Assembly of the City of Belgrade also supports such a policy by the concept of its own policy of support to the socially vulnerable citizens as additional and complementary to the efforts of the Government of the Republic of Serbia.
Long-term goals of the development of social welfare:

- Assistance to families and individuals to achieve their minimal social security;
- Creation of preconditions for independent life of invalids;
- Assistance to the elderly persons who cannot look after themselves;
- Care for children deprived of parental care;
- Support to families from risk groups;
- Improvement of the conditions for starting of young families, their training in responsible parenthood;
- Encouragement of childbearing and special support to families with many children;
- Prevention of violence and offering of assistance to the victims of violence.

The City Center for Social Work is organized as an integral institution with 16 departments in all the Belgrade Municipalities.

City Institute of Gerontology, dealing with home medical treatment and care, is engaged in non-residential care of the elderly and seriously ill persons in the territory of 10 City municipalities. Annually, the Institute provides medical treatment and care to around 2,000 patients and daily provides services to about 1,200 patients at their homes.

Gerontology Center has seven homes for the elderly and 20 clubs. The Centre accommodates about 1,360 beneficiaries.

Shelter for Homeless Adult Persons provides temporary accommodation to and placement of the citizens in the state of acute social need (about 80 beneficiaries per month).

Centre for Protection of Infants, Children and Youth provides stationary care for infants up to three years old, residential care of pregnant women and mothers with children, and residential protection and placement of infants from three to seven years of age.

Reformatory Home for Children and Youth provides placement, vocational training, and health care of children and young persons with behavioural disorders. „Vasa Stajić“ Home accommodates about a hundred children, and the Temporary Shelter provides accommodation to around 50 beneficiaries on average.

Centre for Placement and Day Care of Children and Youth with Developmental Disorders has five day care centres and two institutions of residential type, and its overall capacity is 336 beneficiaries. For the beneficiaries of the day care centres, transport from the place of residence to the day care centre and back is organized.

The institutions of social welfare in Belgrade with respect to which the City Assembly has the foundation rights are:

- City Centre for Social Work
- Centre for Placement and Day Care of Children and Youth with Developmental Disorders
- The Secretariat for Social and Child Care is in charge of their work.

Apart from the above institutions, the City of Belgrade is obliged to allocate funds for the operation and financing of the programs of work of an internal organizational unit within the Gerontology Centre Belgrade – Operating Unit "Day Care Centres and Clubs", within which there operate some 20 clubs for the elderly and which provides home help as well.

City Centre for Social Work (Gradski centar za socijalni rad)
Ruska 4, tel: +381 11 2650-329, fax:+381 11 2650-542
e-mail: socrad@eunet.rs
It was founded on December 12, 1991, further to the decision of the Assembly of the City of Belgrade. The City Center integrates the up to then centers for social work of 16 Belgrade municipalities, which now operate as the departments of the Center in those municipalities: Voždovac, Palilula, Zvezdara, Ćukarica, Rakovica, Vračar, Stari grad, Savski venac, Zemun, Novi Beograd, Obrenovac, Barajevo, Lazarevac, Mladenovac, Sopot, and Grocka.

The City Center for Social Work is the institution of social welfare, which exercises public authorities in the area of social and legal family protection. The activity of the Center is social care, work, and legal family protection, and it is regulated by the Law on Social Welfare and Provision of Social Security of the Citizens, the Law on Matrimony and Family Relations, Criminal Law – the stipulations that are related to juvenile offenders and the Decision on Social Welfare Rights of Belgrade.

The Center follows the social welfare eligibility procedure in accordance with the stipulations of the Law on General Administrative Procedure. The basic forms of care that are offered to the beneficiaries are: adoption, guardianship, placement in a social welfare institution or substitute family placement, allowance for home help and assistance, home help, day care, family allowance, assistance in vocational training, and other services of social work.

There are around 51,000 beneficiaries covered by social and legal family protection that are kept on the records of the City Center. About 190 social workers, some 70 lawyers, around 60 psychologists, some 60 pedagogues, and some 10 sociologists, as well as a staff of about 120 workers engaged in general, administrative, financial, and technical services are engaged in the care of the beneficiaries.

ADMINISTRATIVE SERVICES, Ruska 4,
Tel: +381 11 2650-329, +381 11 2650-093, +381 11 2650-542
Fax: +381 11 2650-925

DEPARTMENT FOR ANALITICAL AND RESEARCH WORK, Ruska 4,
Tel: +381 11 2625-544, +381 11 2651-782, +381 11 2650-937

MARRIAGE - AND FAMILY - GUIDANCE CLINIC, Ruska 4,
Tel: +381 11 2650-258, +381 11 2650-936

2. Assistance to women and mothers coming home alone (Gender Projects)

Although there is no organized and centrally coordinated programme for integration of women as well as single mothers coming home alone and not willing or not able to return to their families, it is possible that in nearest future such programs could be developed since there are two national mechanisms for gender equality.

On the Governmental level the “Council for gender equality” (body), on the Parliamentary level – the “Parliamentary council for gender equality”.

Through the OSCE Projects - local gender focal points in several municipalities in Serbia. Furthermore, there are a lot of women’s NGOs engaged in the activities for empowerment of women and specific issues in this area. It is possible to say that women movement, with the special emphasise on non-governmental programmes, is strong and developed in Serbia

3. Elderly persons

Gerontology Center Belgrade - OU “Day Care Centers and Clubs"
Gerontološki centar Beograd - PJ "Dnevni centri i klubovi"
Zemun, Marije Bursać 49
tel and fax: +381 11 2698-089;
Within the Gerontology Center Belgrade, the Operating Unit (OU) "Day Care Centers and Clubs" was founded in 1982, which had in its complement 9 day care centers and clubs for the elderly. The importance of non-residential care of elderly citizens demanded extension of the field of activity of this OU by setting up of Home Help Service in 1987.

OU "Day Care Centers and Clubs" coordinates the operation of 20 day care centers and clubs for the elderly in 13 Belgrade municipalities (Zemun, New Belgrade, Stari grad, Savski venac, Palilula, Voždovac, Rakovica, Čukarica, Mladenovac, Sopot, Grocka, Obrenovac, and Lazarevac) as well as the Home Help Service in the territory of 11 Belgrade municipalities (Vračar, Savski venac, Zvezdara, Zemun, Stari grad, Palilula, New Belgrade, Voždovac, Rakovica, Zemun, and Mladenovac).

This OU employs about 390 workers, and its operations are coordinated by a team of experts of this OU, subject to the form of care, which consists of: OU Manager, social workers, a doctor and home help managers. With all the forms and fields of operation and services, it covers around 12,200 beneficiaries in 20 clubs, and overall coverage of the home help beneficiaries was 1195 people.

Subject to the spatial and technical capacities of the clubs and the number of the home help beneficiaries, OU "Day Care Centers and Clubs" renders the following services:

Club network: day care, meals, distribution of meals to the beneficiaries' apartments, laundry washing, ironing, and drying, bathing the beneficiaries, serving the beneficiaries non-alcoholic beverages (juices, coffee, tea) at subsidized prices, and other servicing, as well as the entertainment services for the beneficiaries.

Home Help: help with meals, assistance in practicing good personal hygiene, help in keeping clothes and bed linen clean, help regarding home heating, assistance in walking, assistance with hair combing, buying books, newspapers, etc., taking to the doctor, and other services.

The aim of the non-residential care of the elderly is, apart from the conventional forms (pensions, placement in an institution, family allowance, a variety of assistance services), to provide important services and help to the persons in advanced age and multiple functions and missions within the system of the overall social care for the elderly. The most significant functions of non-residential care are: social, economic, medical, psychological-emotional, and humanitarian.

Contact details from the club network:

"Voždovac - Vojvoda Stepa", Ljube Nedića 12, +381 11 2493-618
"Stari grad I", Solunska 14, +381 11 2920-294
"Stari grad II", Svetogorska 14, +381 11 3234-962
"Palilula", Jabučka 11, +381 11 783-348
"Savski venac I", Lomina 17, +381 11 2642-468
"Savski venac II", Bulevar mira 29, +381 11 2668-899
"Savski venac III", Gavrila Principa 44-a, +381 11 3620-847
"Dr Mihailo Stupar I", Pohorska 32, +381 11 2676-886
"Dr Mihailo Stupar II", Dr Ivana Ribara 8, +381 11 3189-718
"Dr Mihailo Stupar III", Zarije Vujoshevica 74, +381 11 146-455
"Dr Mihailo Stupar IV", Obrenovačka bb, +381 11 2160-418
"Sopot", Kosmajka 14, +381 11 8251-357
"Mladenovac I", Janka Katića 27, +381 11 8233-418
"Grocka", Bulevar oslobođenja 57, +381 11 8500-377
"Drapšin", Mladenovac, Kralja Petra 13, +381 11 8232-668
"Lazarevac", 19. septembra 25, +381 11 8121-897
4. Persons with a mental disorder

Center for Placement and Day Care of Children and Youth with Developmental Disorders

The Centre for Placement and Day Care of Children and Youth with Developmental Disorders started operating in 1990, as a social institution that provides treatment, within the day care and residential placement, to children and young persons with various kinds of disorders – hearing impairment, mental retardation, and autism. Around 330 children and young persons are placed in the Centre. It employs around 80 special-education therapists of different specialties - oligophrenologists, surdoaudiologists, speech pathologists, re-educators of psychomotorics, and 4 teachers of physical education. The decision on admission of a child in the Centre is brought by a team of experts, consisting of three psychologists, three speech pathologists, and two social workers, headed by the team coordinator. A doctor specialist in neuropsychiatry, a general practitioner, 38 medical nurses, and 11 nursing attendants provide nursing, overall, and psychiatric health care. The administrative and technical service employs 30 workers.