



REPUBLIC OF SERBIA
Government
EU Integration Office



TWINNING FOR WINNING

TWINNING FOR WINNING



Publisher

Republic of Serbia
Government
European Integration Office

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Prepress, design, illustrations

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Number of copies:

500

Printing and publishing of this brochure is financially supported by:

Sida and *DfID* support to Project “Support to the DACU of the SEIO for effective partnerships for improved effectiveness”



**Project is implemented through
International Management Group**



ISBN 978-86-84979-40-9

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INTRODUCTION

Serbian European Integration Office (SEIO) is a government service founded in 2004 in order to perform all activities related to the coordination, monitoring and reporting on the accession process to the European Union. SEIO has a role in coordination of negotiations with the EU and implementation of the Stabilisation and Association Agreement. During the past six years SEIO has executed all professional, administrative and operational duties and tasks for the government in the process of joining the EU. These tasks have included coordination between ministries, special organizations and government services for the purpose of synchronization of the preparation of legislative acts and strategic documents. Regular activities of the SEIO include coordination between the state administration and the European Commission and other professional bodies of the EU, as well as cooperation with Member States of the EU and regional cooperation with candidate and potential candidate countries.

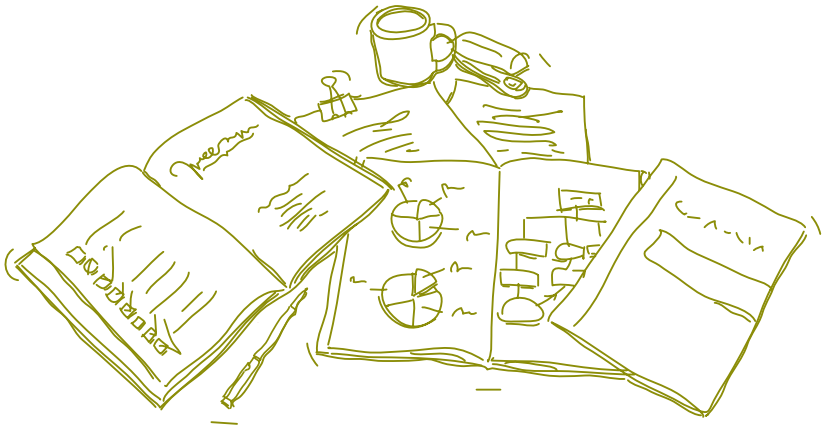
Department for Planning, Programming, Monitoring and Reporting on EU funds and Development Aid (hereinafter: DACU) has become part of SEIO in 2010. DACU performs tasks related to the preparation of strategic documents needed for the utilization of the EU funds and development assistance. It also coordinates work of relevant bodies and organizations of the state administration, local self government and other relevant institutions. It is responsible for setting the priorities in the selection of projects and programs to be financed from the EU funds and development aid. DACU staff informs donors on priority projects and

programs, collaborates with donors in the process of aligning their priorities with the priorities of the Republic of Serbia.

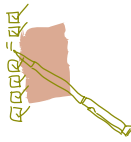
Group for Aid Coordination in the area of Institutional Building and Multi-Beneficiary Programs performs duties related to the technical support and coordination in the preparation and implementation of Twinning projects.

The Twinning Welcome pack is created in order to facilitate easier transfer and better living of all Resident Twinning Advisers and other long term experts coming to Belgrade. The goal is to provide useful information needed for everyday activities; introducing information about government system, cultural and traditional differences etc. The creation of this document was supported by colleagues from the Ministry of Interior, Ministry of Finance and Customs Administration. Additionally, information has been collected from European Commission official websites, as well as websites of the Government of the Republic of Serbia and Belgrade Tourist organization.

Twinning Manual has been quoted several times through this document. In case of any contradictions between this document and Twinning manual, Twinning Manual takes precedence.



TWINNING WELCOME PACK



Launched in May 1998, the Twinning programme is one of the principal tools of institution building accession assistance. Twinning aims to help beneficiary countries in the development of modern and efficient administrations, with the structures, human resources and management skills needed to implement the *acquis communautaire*^[1] to the same standards as Member States. Twinning provides the framework for administrations and semi-public organisations in the beneficiary countries to work with their

counterparts in Member States. Together they develop and implement a project that targets the transposition, enforcement and implementation of a specific part of the *acquis communautaire*.

The main feature of a Twinning project is that it sets out to deliver specific and guaranteed results and not to foster general co-operation. The parties agree in advance on a detailed work programme to meet an objective concerning priority areas of the *acquis*, as set out in the Accession Partnerships. Since 1998, beneficiary countries have benefited from over 1,100 Twinning projects.

[1] ***acquis communautaire*** - The Community *acquis* is the body of common rights and obligations which bind all the Member States together within the European Union. It is constantly evolving and comprises the content, principles and political objectives of the Treaties; the legislation adopted in application of the treaties and the case law of the Court of Justice; the declarations and resolutions adopted by the Union; measures relating to the common foreign and security policy; measures relating to justice and home affairs; international agreements concluded by the Community and those concluded by the Member States between themselves in the field of the Union's activities.

The key input from the Member State administration to effect longer-term change is in the core team of long-term seconded EU experts, practitioners in the implementation of the *acquis*, to the new Member State, acceding, candidate country or potential candidate.



GLOSSARY

| | |
|-----------------|--|
| BC / BI | Beneficiary country / Beneficiary institution – beneficiary/ recipient of IPA assistance |
| DEU | Delegation of European Union – Contracting Authority in Serbia, while in Centralized Management Implementation system |
| NCP | A designated public official in each of the MS and beneficiary countries is the institutional contact point for all Twinning activities |
| IPA | Instrument for Preaccession Assistance. It is the new financial instrument for all pre-accession activities funded by the European Commission as of 1 January 2007. |
| PL | Project Leader: should be a high-ranking civil servant or equivalent staff commensurate with the requirement for an operational dialogue and backing at political level |
| RTA | Resident Twinning Adviser: A civil servant from a Member State administration who works in the BI on a full-time basis for at least one year in the framework of a Twinning project. |
| Twinning manual | Institution building in the framework of European union policies - common twinning manual - This Twinning manual provides practical and comprehensive information for public sector experts involved in the preparation and implementation of Twinning projects. – Last revision 2009 |



FACTS AND FIGURES

2
16
3.9%

8
17
50

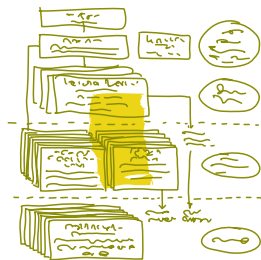
The Republic of Serbia has been an active partner in the implementation of Twinning projects since 2004 (2005). There have been 35 Twinning projects in Serbia with the total budget of 52, 63 million Euros. Eighteen of them have been implemented through CARDS programme and so far, 17 have been financed by IPA fund. Member States of the EU have created consortium fifteen times in order to implement projects in Serbia. Germany, with 13 projects implemented as a single partner or in

a team with other EU Member states, has been the most active of the fifteen Member States that have been Twinning partners in the last 6 years. In terms of sectors that have been most active as implementing partner for Twinning projects, there have been 9 projects in the sectors of energy, environment and transport and 9 projects in agriculture sector. Experts and civil servants working in Justice and Home affairs have participated in 7 projects.

| | CARDS | Sector | Budget | Twinning Partner Member States |
|------|--|----------------------|-------------|--------------------------------|
| | Capacity building for the Ministry of Agriculture and Water Management | Agriculture | 1.78 | The Netherlands and Slovenia |
| | Centre of Government | PAR | 1.4 | France and Lithuania |
| 2004 | State Union and Republican EIOs, Institutional capacity building | European Integration | 2.5 | France and Slovenia |
| | Capacity Building for the Ministry of Justice | JHA | 1.5 | Germany and Slovenia |
| | Capacity building in the Ministry of Mining and Energy | Energy | 1.2 | Germany and Slovakia |
| | TOTAL CARDS 2004 Twinning | | 8.38 | |

| | CARDS | Sector | Budget | Twinning Partner Member States |
|----------------------------------|---|-------------|--------------|--------------------------------|
| | Twinning to the Medical Products Agency | Health | 1.5 | France |
| | Twinning for the Veterinary Directorate | Agriculture | 2.0 | Germany and Austria |
| | Twinning for the Wine sector | Agriculture | 1.5 | Spain |
| | Twinning for the Phytosanitary Directorate | Agriculture | 1.5 | Italy |
| 2005 | Capacity building for the Food-Chain Laboratories Agency | Agriculture | 1.5 | UK |
| | Twinning for a Modern Cadastre and Registration System | Cadastre | 2.0 | Germany |
| | Capacity building for the Directorate of Waters | Environment | 2.2 | Germany |
| | Twinning to the Organised Crime Directorate | JHA | 1.5 | Germany |
| | First alignment with the transport Acquis | Transport | 1.5 | Germany and Austria |
| TOTAL CARDS 2005 Twinning | | | 15.20 | |
| | Institutional Capacity Building of the Ministry of Labour Employment and Social Affairs | Employment | 1.5 | Germany |
| | Institutional Capacity Building of the National Employment Service | Employment | 1.5 | Germany |
| 2006 | Strengthening the capacity of MIER in formulation, negotiation and implementation of trade policy and negotiation of trade agreements | Enterprise | 2.0 | Germany |
| | Implementation of IBM Strategy (with Commission for Implementation of IBM) | JHA | 2.0 | Austria and Hungary |
| TOTAL CARDS 2006 Twinning | | | 7.0 | |

The role of Serbian institutions in programming and implementation of Twinning projects has slightly changed under the IPA programme. Beneficiary institutions have been encouraged to take much bigger role in this process together with additional obligations and tasks. Their responsibility is to prepare draft of Twinning fiche and to get familiar with basic Twinning rules and procedures. After distribution of their fiche to Member states, gathering of all proposals by the Delegation of the EU in Belgrade and forwarding these proposals by National Contact Point to the Beneficiary institution, their representatives are prepared to conduct thorough review of all proposals. Although Selection Meeting is conducted in the premises of the Delegation, the Beneficiary institution is the one who is asking most of the crucial questions and will eventually be the one making the final choice of a partner for the implementation of their project. The final decision is forwarded by the NCP to the Delegation of the EU and then by Brussels to NCPs of the Member states which have show-



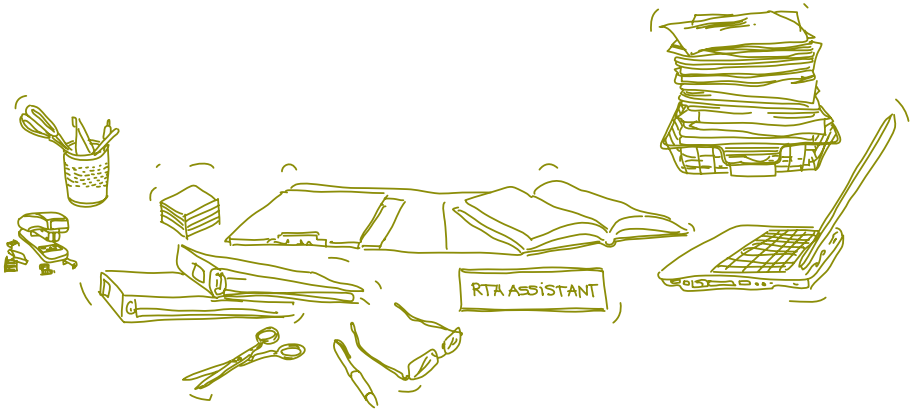
ed interest in a particular project. After Selection procedure, selected Member state or consortium together with the Beneficiary institution creates a Work plan and a Budget, which are crucial parts of Twinning contract which will be signed by the Delegation of the EU and partner Member state/s.

The described preparation process for the implementation of Twinning projects gives ownership of the project to the beneficiary institution and creates conditions for successful implementation of the project. Twinning projects have often been described as partnerships in which the role of beneficiary institution is as important as the role of the leading partner. Beneficiary institutions are guided in this process by the NCP who, together with representatives of DEU, organizes trainings, workshops, consultations and meetings. These activities are aimed to empower them to be an equal partner in the implementation of Twinning projects and to enable them to absorb the experience and knowledge of the colleagues from the Member States as much as possible.

| | IPA | Sector | Budget | Twinning Partner Member States |
|--------------------------------|---|-------------|-------------|--------------------------------|
| | Support to the Establishment of the Ombudsman Office | JHA | 0.8 | The Netherlands and Greece |
| | Strengthening Administrative Capacities to Implement Air Quality Management System, Ministry of Environment | Environment | 1.0 | Czech Republic and Germany |
| | Strengthening Administrative Capacities to protect Natural Areas, Ministry of Environment | Environment | 1.0 | Austria and Greece |
| 2007 | Capacity Building to implement Rural Development policies to EU standards | Agriculture | 2.0 | Hungary, Germany and Austria |
| | Public Procurement Office | Finance | 1.5 | Denmark |
| | Police Reform - Internal Affairs, Ministry of Interior | JHA | 1.0 | UK |
| TOTAL IPA 2007 Twinning | | | 7.30 | |

| 2008 | IPA | Sector | Budget | Twinning Partner Member States |
|--------------------------------|---|-------------|-------------|--------------------------------|
| | Harmonization of the Serbian Customs Enforcement Division with the standards, organization and operational methodology of EU enforcement agencies - 1st contract | Customs | 1.4 | France |
| | Harmonization of the Serbian Customs Enforcement Division with the standards, organization and operational methodology of EU enforcement agencies - 2nd contract | Customs | 1.4 | Italy |
| | Hazardous Waste Management | Environment | 1.5 | Austria |
| | Assistance in Implementation of Chemical Management System in Serbia | Environment | 1.0 | Austria, Slovenia, Germany |
| | Harmonization with Acquis Communautaire in the Field of Transport – Phase II | Transport | 1.5 | France - Lithuania |
| | Harmonisation of national legislation with EU legislation for placing on the market and control of Plant Protection Products and implementation of new legal provisions | Agriculture | 1.3 | UK |
| | Capacity Building and Technical Support to Renewal of Viticulture Zoning and Control of Production of Wine with Designation of Origin | Agriculture | 0.9 | Italy |
| TOTAL IPA 2008 Twinning | | | 8.95 | |

| | IPA | Sector | Budget | Twinning Partner Member States |
|--------------------------------|---|-------------|------------|--------------------------------|
| 2010 | Implementation of Strategy for fight against drugs-supply reduction component | JHA | 1.5 | |
| | Equipment and courier service supply and capacity building of Serbian National Referent Laboratories Directorate in food chain | Agriculture | 1.5 | The Netherlands |
| | Establishment of Efficient System for Prevention and Suppression of Illegal Migrations on the Territory of the Republic of Serbia | JHA | 1.0 | |
| | Strengthening the Serbian Environmental Inspectorate and Relevant Stakeholders | Environment | 1.8 | Austria |
| TOTAL IPA 2010 Twinning | | | 5.8 | |



RTA ASSISTANT

It is said that the successful implementation of a Twinning project requires the commitment of two Project Leaders, appointed in the MS and the BC administrations respectively. Project leader in Twinning projects is always joined by at least one full-time expert, known as the Resident Twinning Adviser (RTA), from a MS to work on a day-to-day basis with the beneficiary institution in the BC and follow the implementation of the Twinning project. The RTA is the backbone of a Twinning project. He or she is supported in his or her MS administration for logistics, accounting and administrative tasks. This support should allow the RTA to concentrate on the essence of the project.^[1]

In order to fully complete his/hers tasks in less time consuming way and to integrate as much as possible in the beneficiary institution, it is common to hire RTA assistant.

The RTA should have a full time project assistant at his/her disposal on a daily basis, for the purposes of translation, interpretation and general project duties.

Note that project assistants remunerated by the project may not have or recently (past six months) have had any contractual relation with the beneficiary administration.

The recruitment of a suitable project assistant may commence before the signing of the Twinning Contract and particulars

may be inserted in the Twinning work plan. A minimum of three candidates must be assessed/interviewed.^[2] The RTA and project leaders are responsible for the recruitment of the RTA assistant.

You can find an assistant by publishing an advertisement on internet websites or in daily newspapers. The two most popular websites offer free publishing of advertisements:

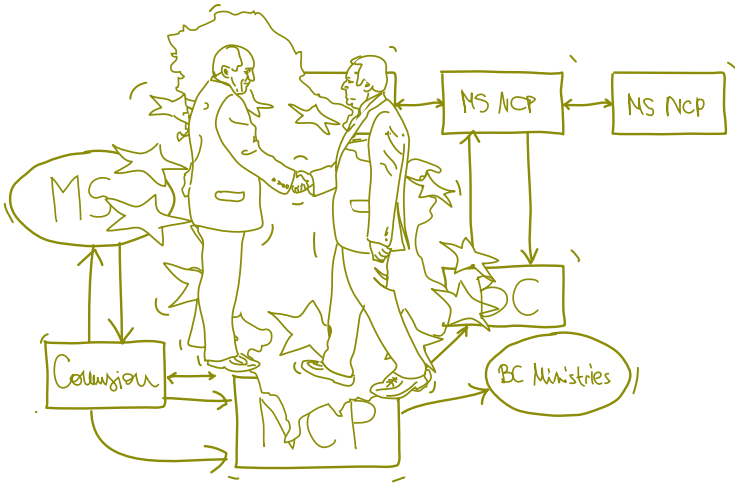
<http://poslovi.infostud.com/>
<http://www.poslovi.rs/>

If you choose to publish an advertisement in daily newspapers you can do so in "Politika". An advertisement could cost from 534€ (1/4 of a black and white page) to 3512€ - (1 page in full color on Friday) and it will be distributed nationwide.

An average gross salary for RTA Assistants in the last two years in Serbia has been around 1200 euro. On the basis of previous hiring procedures, suitable candidates possessed organizational skills, fluency in language spoken by the RTA as well as in high proficiency English and Serbian. Certain knowledge on the matters that will be dealt with during the project would be an asset. Please note that the assistant is responsible for his/her own tax and social insurance and these are not covered by the project.

[1] **Twinning manual**, Page 15, Revision 2009

[2] **Twinning manual**, page 82, Revision 2009



NATIONAL CONTACT POINT

Coordination of Twinning Programme in Serbia is done with the cooperation of the Delegation of the European Union and European Integration Office of the Government of Serbia.

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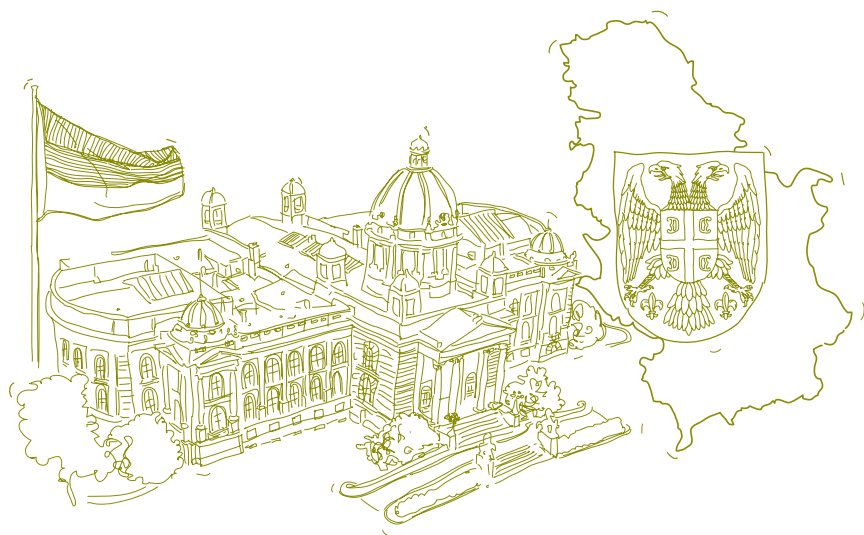
ivukasinovic@seio.gov.rs



Specifically, the BC NCP has the following role^[1]:

- The central point of communication between the Commission and the BC.
- Also the central contact point for other BC and MS NCPs;
- Channeling information to BC Ministries and other relevant bodies and coaching them on the process and development of Twinning projects and the subsequent contracts.
- Co-ordination of administration of all Twinning activities in the BC and resolving any horizontal administrative obstacles;
- Training the BC administrations involved in Twinning in the procedural, financial and technical provisions of the Twinning manual Attending Commission meetings with other BC and MS NCPs.

[1] **Twining manual**, page 20, Revision 2009



INTRODUCTION TO THE COUNTRY

The Republic of Serbia is a democratic state. Its history and achievements make it an integral part of modern civilisation. Apart from Serbia proper, the Republic of Serbia contains two autonomous provinces: Vojvodina and Kosovo-Metohija.

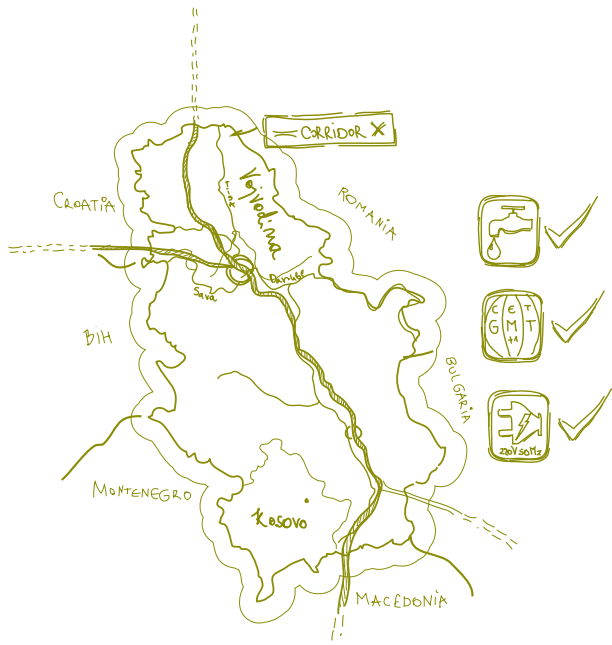
The political system in Serbia is based on parliamentary democracy. Local government is organized on the principle of local self-administration through municipal or city assemblies, government and administrative bodies. The national legislature of Serbia is a unicameral assembly of 250 deputies elected in direct general elections for a period of four years. The deputies in the National Assembly elect the Government of the Republic of Serbia, which, together with the President of the Republic, represents the country's executive authority. The judiciary is independent.

Belgrade is the political and administrative capital of Serbia. With a population of 1.6 million, it is the country's administrative, economic and cultural centre. The city is of major importance in traffic and communications. It is one of the oldest cities in Europe and since ancient times it has been an important traffic focal point, an intersection of the roads of Eastern and Western Europe.

Belgrade is also the capital of Serbian culture. It has the greatest concentration of science and art institutions of national importance. It is the seat of the Serbian Academy of Science and Arts, founded in 1886 as the Serbian Royal Academy; Serbian National Library, founded in 1832; National Museum, founded in 1841 and National Theatre, founded in 1869. The city is also the headquarters of Belgrade University, founded in 1808 as the Great School, and the University of Arts.

Belgrade enjoys the status of a special district in Serbia with its autonomous authorities of Belgrade mayor and the city government. Its territory is divided into 17 municipalities. Official website of the City of Belgrade www.beograd.rs





GENERAL INFORMATION

Weights

Time zone: Belgrade lies in the central European time zone CET (GMT + 1hour)

The summer daylight saving time is observed from the end of March to the end of October (GMT+ 2hours)

Electricity: Voltage 220V and a Frequency 50 Hz. Plugs are continental European standard.

Tap water is safe to drink. Bottled drinking water is always available either in large or small bottles of various brands. Majority of them is controlled by the reference laboratories licensed by the Ministry of Health.



Position/Relief/Climate

Serbia is located in the central part of the Balkan Peninsula, on the most important route linking Europe and Asia, occupying an area of 88,361 sq. km. Serbia is in the West European time zone (one hour ahead of Greenwich time). Its climate is temperate continental, with a gradual transition between the four seasons of the year.

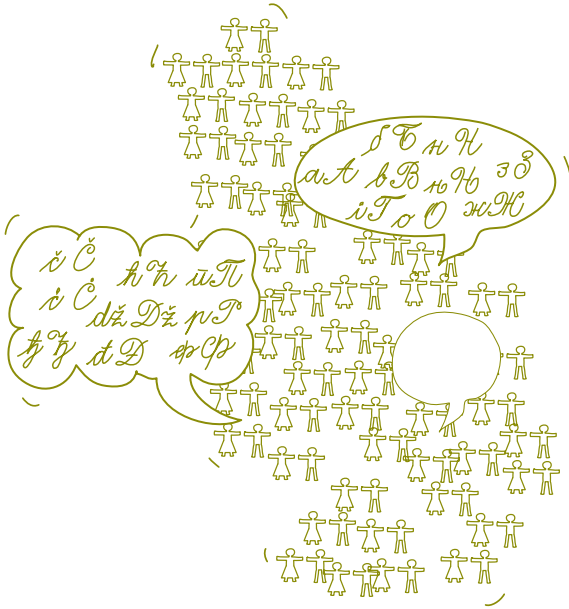
Serbia is referred to as the crossroads of Europe. The international roads and railways passing down its river valleys make up the shortest link between Western and Central Europe, on the one side, and the Middle East, Asia and Africa, on the other.

These roads follow the course of the valley of the river Morava, splitting in two near the city of Nis. One track follows the valleys of the rivers Southern Morava and Vardar to Thessaloniki; the other, the river Nisava to Sofia and Istanbul.

Serbian rivers belong to the basins of the Black, Adriatic and Aegean Seas. Three of them, the Danube, Sava and Tisa, are navigable. The longest river is the Danube, which flows for 588 of its 2.857 kilometer course through Serbia. The Danube basin has always been important for Serbia. With the commissioning of the Rhine-Main-Danube Canal in September 1992, the Black Sea and the Near and Far Eastern ports have come much nearer to Europe. Serbia is linked to the Adriatic Sea and Montenegro via Belgrade-Bar railway.

Northern Serbia is mainly flat, while its central and southern areas consist of highlands and mountains. The flatlands are mainly in Vojvodina (the Pannonian Plain and its rim: Macva, the Sava Valley, the Morava Valley, Stig and the Negotin Marches in Eastern Serbia). 55 per cent of Serbia is arable land, and 27 per cent is forested. Of its mountains 15 reach heights of over 2,000 meters, the highest being Djeravica in the Prokletija range (2,656 m).

The length of Serbia's border is 2.114,2 km. To the East Serbia borders with Bulgaria, to the North East with Romania, to the North with Hungary, to the West with Croatia and Bosnia and Herzegovina, to the South West with Montenegro and to the South with Albania and Macedonia.



POPULATION

Language Religion

The ethnic composition of the population of the Republic of Serbia is very diverse. The majority of the citizens are Serbs but another 37 ethnicities also live on its territory. All citizens have equal rights and responsibilities and enjoy full ethnic equality.

The official language in Serbia is Serbian and the script in official use is Cyrillic, while Latin script is also used. In the areas inhabited by ethnic minorities, the languages and scripts of the minorities are in official use, as provided by law. The official language is Serbian but English is generally spoken, so foreign visitors could use it.

The dominant religion of Serbia is Christian Orthodox. The Serbian Orthodox Church, which has been autonomous since 1219, has played an important role in the development and preservation of the Serbian national identity. Beside the Christian Orthodox population, there are also other religious communities in Serbia: Islamic, Roman Catholic, Protestant, Jewish and others.



Learning Serbian

Although RTA will have personal assistant fluent in his/hers native language, any attempt at learning Serbian will be welcomed by host institution and people in Belgrade.

Two options exist for learning Serbian, private course and tutors or at:

SERBIAN TRANSLATORS' ASSOCIATION

(Udruženje naučnih i stručnih prevodilaca Srbije)

Address: Kičevska 9, Belgrade;

Phone: +38111 442-729,

email: upit@prevodi.org.rs

You can also take classes in language schools:

INSTITUTE FOR FOREIGN LANGUAGES

Address: Gospodar Jovanova 35,

Phone: +381 11 2625-427

email: www.isj.rs

ZADUŽBINA ILIJE M. KOLARCA

Address: Studentski trg 5,

Phone: +381 11 263 50 73

email: www.kolarac.rs

BERLITZ

Address: Avalska 9,

Phone: + 381 11 308 74 66

email: www.berlitz.co.rs

- Etc.



WHAT YOU NEED TO KNOW UPON ENTERING SERBIA

To make your visit a pleasurable experience and avoid possible misunderstandings and unnecessary delays at the border, it would be useful to remind you of the main rules to be followed and the obligations to be complied with in going through the customs. Always stick to the golden rule: Declare everything you have in your luggage or on you.

Declaring items brought into the country



When crossing the border of Serbia, each traveler is required to declare and show, if asked, to the customs officer all items he/she is bringing into the country.

Personal luggage and items for personal use or use of family members are declared orally (unless the customs officer has not explicitly asked for a declaration to be made in writing). Exceptions in this respect are articles that are being imported or exported temporarily. Such articles are, as a rule, declared in writing. Beside personal luggage, the goods to be imported or exported include household effects and non-commercial goods intended to cater for the needs of members of the family.

Personal Luggage

Personal luggage may contain any items that the traveler is carrying on his/her journey and are needed for that purpose, such as clothes, shoes, toiletries, food items and other articles intended for

personal use. Quantities of these luggage items will vary depending on the purpose of journey, sex, occupation, season or other circumstances relating to the journey and stay of the traveler in this or in a foreign country.

Customs Clearance

The goods imported should be cleared through the customs, in normal or shortened procedure.

A specific feature of shortened procedure is that it is simple and the traveler does not have to wait long for the items to be cleared at the border crossing point.

Such customs clearance procedure is applied to items intended for personal or household use the value of which does not exceed EUR 3,000. If they are in excess of that value, normal procedure is applicable.



According to current regulations, the passengers may be cleared through shortened procedure; goods are liable to custom duty and import value up to three thousand Euros during each trip. The rate of duty in this case is unique and is 10 percent of the value of the goods, which along with the 18 percent VAT and other taxes represents about 32 percent of the value of the goods. If the goods are cleared by the application of the shortened procedure, customs officer shall fill in the prescribed form Calculation of import duties for goods brought in by passengers.



Bringing foreign currency into Serbia is free, but the amount is limited. When you are leaving the country you can bring up to 10,000 Euros per person without any special authorisation. Foreign nationals and Serbian nationals who live and work abroad for more than one year, can bring a higher amount based on the certificate of entry of foreign currencies that are signed when entering the country; or the confirmation of the bank raised foreign currency exchange account or passbook. The duty of every passenger crossing the border with the amount higher than 10,000 Euros is to report to the customs authorities. Turnover of payment cards is free.



Items that the traveler fails to declare up to the point when the customs officer asks him/her to show the items are considered as undeclared items. Such items will be confiscated until the relevant procedure is completed.

Exemption from import taxes

Travelers are exempted from import taxes on:

- personal luggage;
- articles for personal use and use of family members up to a total equivalent value of EUR 100 in the local currency (This does not apply to foreign travelers);
- books and publications of a scientific, educational or cultural nature and documents;

- own publications imported by researchers, writers and artists;
- decorations, medals, plaques, sporting or other trophies or items awarded as prizes abroad at competitions, exhibitions or events of international importance;
- farm or livestock products from the border zone that are brought in by citizens living in the border zone.



Articles not to be imported

Travelers should not import any of these:

- any commercial goods;
- narcotic drugs, poisons or any other toxic substances;
- arms and ammunition (except for temporary import of hunting weapons with corresponding rounds of ammunition in case of organized game shooting);
- pesticides;
- any material that contains substances that are harmful to public health and interests of the country.



WARNING

*Goods used by self-employed persons or in a gainful occupation, whatever the value of goods, are to be cleared through customs according to normal procedure, after the necessary legal requirements have been met.



*Pet animals may be imported into the country, if furnished with a clean-bill-of-health document from the country of export upon entering.

Pets brought into Serbia for a tourist stay up to 30 days will not be quarantined and must have the health import license issued in the country from which they arrive and the book of vaccination. However, if pets are brought in for the period exceeding 30 days, and/or are permanently imported, they must be quarantined and the import permit issued by the competent authority.

Persons who are temporarily entering the customs territory of the Republic of Serbia, without place of residence (foreign citizens and our citizens living more than a year abroad) can temporarily import items for personal needs that they will use during the trip and/or sport activities. These are all things, new or used, which is required for the personal use while traveling, taking into account all the circumstances of the journey, excluding goods of commercial nature. For all mentioned goods there possibility is foreseen of an oral declaration of goods entering our country.

Goods for personal use and sporting purposes, which may be temporarily imported with total relief from import duties by private individuals, was determined in the Istanbul Convention Annexes for these commodities in particular Annex B.6 (Personal belongings of passengers and goods imported for sports pur-



poses) with the addition, which is a specified contribution.



If the value of import duties is high or if there is a serious risk, customs house may request the submission of written declaration.

Temporary Import and Export of Motor Vehicles

Foreign nationals and residents living abroad may enter the country in a vehicle bearing foreign registration plates and drive it as long as the reasons (visit, holiday, business) for it exist.



Foreign nationals and local nationals living abroad can come to our country with foreign vehicle registration plates and use it for the durations of the reasons of their visit (visits, vacations, business obligations).

Foreign nationals residing in the country longer than three months (for the purpose of education, marriage, business obligations ...) can temporarily import a vehicle with exemption from payment of duties under the following conditions:

1. If the vehicle meets the requirements prescribed by the Regulation on the import of motor vehicles (Official Gazette of RS, no.106/2005, 27/2009 and 57/2009) - at least Norm Euro 3 is necessary;
2. that person is allowed to stay in the country longer than three months.



REGISTRATION OF FOREIGN NATIONALS AND TEMPORARY PERMISSION TO STAY

The organizations, institutions as well as individuals providing services to foreign nationals, and persons with whom foreign nationals are staying as visitors are obliged to register their stay with the competent authorities (according to the place of residence of the foreign national – the police department) within 12 hours from the moment of rendering service, i.e. of providing accommodation, or from the moment of their arrival as a visitor.

A foreign national who is not using the services of accommodation provision as indicated above is obliged to register with the competent authorities and to inform of the change of address the day following the day of the arrival to Serbia, i.e. within 24 hours from the moment of changing the place of abode or the address.

Serbian European Integration Office in cooperation with the Ministry of Interior, Department for Foreigners, has collected the following information on the type and character of stay and work permits required for resident Twinning advisers and other project participants, in accordance with legal regulations in the Republic of Serbia:

Article 30 of the Foreigners Law (*“Official Gazette of RS”, no. 97/08*) prescribes that a foreign citizen may be granted temporary stay on the basis of realization of professional activity.

Having in mind that resident Twinning advisers and other project participants will

be engaged in project realization in cooperation with other state authorities, it will be necessary for them to provide, along with the request for approval of temporary stay in the Republic of Serbia, a letter from the relevant ministry confirming and explaining the need to hire foreign citizens during such engagement. The validity period of such temporary stay is maximum one year.

In addition to the above-mentioned and in line with Article 28 of the Foreigners Law, a foreign citizen is also bound to provide evidence of sufficient means of subsistence and evidence of health insurance.

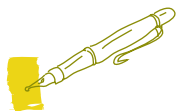
The request for permanent stay is submitted to the relevant Police Administration according to the foreigner’s place of residence. Having in mind that this category of persons will most likely reside in Belgrade, it will be necessary that they address the Ministry of Interior, Foreigners Office for the city of Belgrade, 35 Savska Str., in order to regulate their stay in the Republic of Serbia. The costs relating to the application for residence permit include a fee of 11,000.00 RSD and submission fee of 200.00 RSD.

Please note that a foreign citizen shall submit the application for temporary residence permit in person to the relevant Police Administration, in presence of a person authorized by the ministry which is hiring a foreign citizen in the Republic of Serbia. In order to obtain temporary residence permit they need to submit the following documents:



Letter from the Delegation of the European Commission in Belgrade proving that he/she is engaged in a project and the verified translation by the sworn-to-court interpreter;

Letter from the Beneficiary institution proving that he/she is engaged in a project;



Notification of residence – relevant police department has to be notified on the presence of the foreign citizen staying in Serbia within 12 hours of his/her arrival.

Organizations and individuals who provide services to foreigners with accommodation charge are obliged to get notification of residence;

Filled-in application form for temporary residence permit which is filled in on the spot.

The form - application for issuance the permit for temporary stay can be found on the website of the Ministry of Interior:

<http://www.mup.gov.rs/cms/resursi.nsf/zahtev%20za%20odobrenje%20privremenog%20boravka.doc>

The form can be filled in electronically, in Word, and then printed, but they have to be signed by hand. Three identical forms have to be submitted together with the other documents.

We were informed by the RTA's who have recently gone through this procedure that you may also be asked on the spot to provide further information if you are going to stay in Serbia with your spouse. In order to obtain the resident permit she/he needs to submit also these documents:

- valid travel document
- notification of the flat/residence (white paper)
- two photographs (4x3 cm, colored, enface)
- CV in Serbian
- filled forms (three of them)
- proof of paid submission fees for temporary stay
- health insurance
- marriage certificate (translated in Serbian by the verified sworn-to-court interpreter and a photocopy of the original)





HOUSING

RTAs are reimbursed for their housing expenses within limits set in each BC. These limits are calculated on the basis of family size and average rent paid for equivalent housing for Commission staff on posting to the delegation in the relevant BC.^[1]

You can find an apartment in Belgrade with the assistance of real estate agencies or on your own contacting directly owners advertised in local newspapers. Apartments are rented usually on euro basis and rent depends on location, the size of the apartment, quality of the apartment and the building facilities, availability of parking spaces etc. When choosing an apartment, bear in mind that there is a lack of parking spaces in Belgrade and also it is recommended to check if there is central heating.

As mentioned, monthly rents can differ based on part of the city they are in or if they are furnished or not; the price for furnished apartments could be from 400 Euros for one bedroom apartment (60 m²) to 3000 Euros for 3 bedroom apartment (180 m²) with 2 parking spaces, with air-condition and central heating in the centre of the city. Rents do not include monthly bills (electricity, telephone, cable TV and internet) and those can range from 100 – 150 Euros.

Desirable housing locations are residential areas of Dedinje and Senjak where most of the diplomats' residences are located as well as central part of the city municipalities of Vračar and Stari Grad. New Belgrade is also popular with broader streets, lots of parks and its proximity to two rivers.

[1] **Twinning manual**, page 125, Revision 2009

Real Estate in Belgrade:

| Name of Real Estate Agency | Address of Real Estate Agency |
|--------------------------------------|--|
| Ambassador M | +381113690117 +381113690119, Sitnička 29, www.ambassadorm.com |
| Colliers International | +381113065205, Bulevar Mira 20, serbia@colliers.com |
| Eurent | +381112623395, Dobračina 21, www.eurent.rs |
| Eurodiplomatic | 18, Dravska Street, Phone: +381 11 308 68 79, +381 11 308 68 78 +381 65 308 68 78 11000 Belgrade |
| EuroRent – Real Estate Agency | +381113230422, Stanoja Glavaša 8, www.eurorent-belgrade.com |
| Gradac Exclusive | +381113244240, Krunska 32, |
| Hitprom | +381113245565, Majke Jevrosime 14, www.hitprom.co.rs |

Press Advertisements

You can also find an apartment and directly communicate with owner advertised in local papers. The largest number of housing advertisements can be found in weekly press "Oglasi" (www.oglas.rs) and "Halooglas" (www.halooglas.com). Please note that these sites are in Serbian, so you may need the assistance of a Serbian speaker.

Everything necessary for the house or apartment can be found on online shopping site www.svezakucu.rs (only in Serbian) and on web portal: www.webstrane.com (available both in Serbian and English).

Hotel accommodation

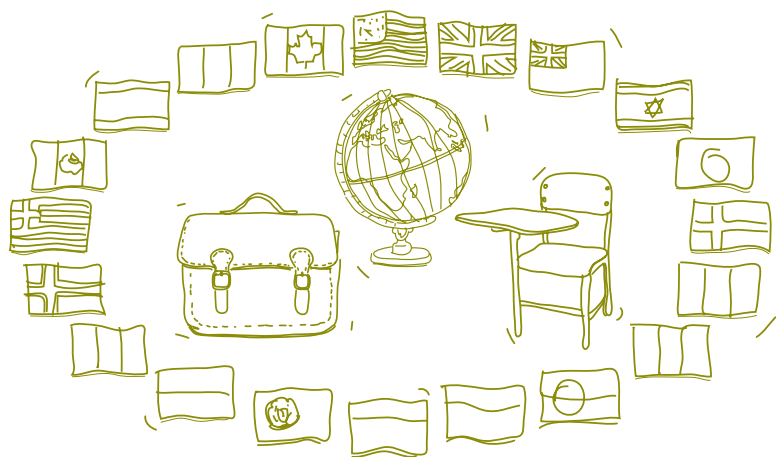
RTAs are entitled to stay in hotel accommodation for up to 30 days, whilst looking for permanent accommodation. This period may be extended subject to prior approval by the administrative office / the Commission.

During this period, the RTA receives his/her standard 50% subsistence allowance, and will also receive an additional 100% per diem, which is intended to cover his/her hotel and living costs. Each person accompanying the RTA (i.e. spouse and dependent children) will receive a 50% per diem during this period to cover hotel and living costs. The claim for these extra per diem allowances must be substantiated by a hotel invoice.^[1]

[1] **Twining manual**, page 125, Revision 2009



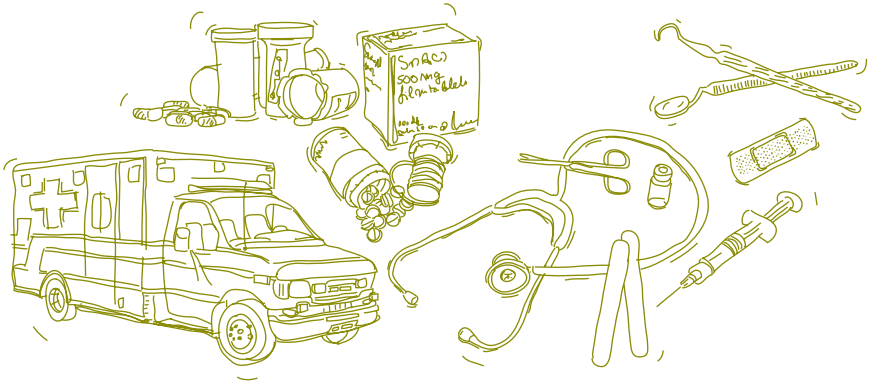
| Name of Hotel | Address of Hotel |
|------------------------------------|--------------------------------------|
| <i>Aleksandar Palas</i> | Kralja Petra 13-15, +381113305300 |
| <i>Beograd Continental</i> | Vladimira Popovica 10, +381113113333 |
| <i>Hyatt Regency</i> | Milentija Popovica 5, +381113011234 |
| <i>Zlatnik</i> | Slavonska 26, +381113167511 |
| <i>Slavija Lux</i> | Svetog Save 2, +381112441120 |
| <i>Best Western Hotel M</i> | Bulevar JNA 56a, +381113090401 |
| <i>Best Western Hotel Šumadija</i> | Šumadijski trg 8, +381113554255 |
| <i>Majestic</i> | Obilićev venac 28, +381113285777 |
| <i>Moskva</i> | Balkanska 1, +381112686255 |
| <i>Palace</i> | Topličin venac 23, +38112185585 |
| <i>Park</i> | Njegoševa 4, +381113234723 |
| <i>Prag</i> | Narodnog fronta 27, +381113610422 |
| <i>Rex</i> | Sarajevska 37, +381113611862 |
| <i>Le Petit Piaf</i> | Skadarska 34, +381113035252 |
| <i>Etc.</i> | |



INTERNATIONAL SCHOOLS

Accredited International Schools in Serbia

| Name | Age | Profile | Web site |
|---|---------------|---|--|
| International Nursery School Belgrade | 15 months – 7 | | www.insb.edu.rs |
| Anglo American School Belgrade | 7 – 19 | UK and USA program | www.angloamericanschool.net |
| Britannica International School Belgrade | 3 – 18 | UK program | www.britinterschool.com |
| British International School Belgrade | 4 – 18 | UK program | www.british-int-school.org.uk |
| Chartwell International School Belgrade | 3 – 14 | UK program | www.chartwellinternational.org |
| Crnjanski High School | 7 – 18 | Serbian and IBDP Swiss program | www.crnjanski.edu.rs |
| École Française de Belgrade | 3 – 17 | French program | www.efb.rs |
| Deutschen Schule Belgrad | 3 – 18 | German program | www.dobelgrad.com |
| The International School of Belgrade | 3 – 18 | USA and International educational program | www.isb.rs |
| Scuola Italiana Milena Pavlovic Barilli | 3 – 18 | Italian and Serbian program | www.mpbarilli.com |
| Prima International School | 2 – 18 | UK program | primainterschoolbelgrade |



EMERGENCY SERVICES

Hospitals and Dental Services

00-24 DAILY

Emergency Center, Pasterova 2
(Clinical Center of Serbia),
tel: +381 11 3618 444, +381 11 3618 444

Emergency Service,
Bulevar Franse D'Eperea 5,
tel: 94

Emergency Service
- Adult Ambulatory Care,
tel: +381 11 3615 001,
+381 11 3615 001 ext. 119

Dental Service DZ Vracar,
Kneginje Zorke 15,
tel: +381 11 2441 413, +381 11 2441 413

Dental Service DZ Stari Grad,
Obilicev venac 30,
tel: +381 11 2635 236, +381 11 2635 236

07.00 PM - 07.00 AM

Emergency Service:

Children's Ambulatory Care,
Bulevar Franse D'Eperea 5,
tel: +381 11 3615001,
+381 11 3615001 ext. 129

Night Ambulatory Care Zemun,
Karadjordjev trg 4,
tel: +381 11 2600 192, +381 11 2600 192

Night Ambulatory Care Stari grad,
Kralja Petra 10a,
tel: +381 11 3282 351, +381 11 3282 351

Night Ambulatory Care Novi Beograd,
Nehruova 53,
tel: +381 11 1769 794, +381 11 1769 794

Belgrade Pharmacies on Duty

00-24 DAILY

Prvi maj, Kralja Milana 9,
tel: +381 11 3241 349, +381 11 3241 349

Sveti Sava, Nemanjina 2,
tel: +381 11 2643 170, +381 11 2643 170

Zemun,
Zemun, Glavna 34,
tel: +381 11 2618 582, +381 11 2618 582

Bogdan Vujosevic, Goce Delceva 30,
tel: +381 11 2601 887, +381 11 2601 887

Miroslav Trajkovic, Pozeska 87,
tel: +381 11 2543 877, +381 11 2543 877

Gornji grad,
Lazarevac, Dr Djordja Kovacevica 27,
tel: +381 11 8129 610, +381 11 8129 610

07:00 AM - 07:00 PM DAILY

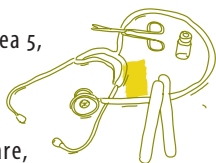
Dr Simo Milosevic,
Patrisa Lumumbe 41,
tel: +381 11 2085 615, +381 11 2085 615

Braca Kovac,
Krivolacka 4,
tel: +381 11 3087 321, +381 11 3087 321

Djuro Djakovic,
Majke Kujundzia bb,
tel: +381 11 3047 314, +381 11 3047 314

Radomir Nikolic,
Srpskih udarnih brigada 6,
tel: +381 11 3055 641, +381 11 3055 641

Batajnica,
Batajnica, Josipa Broza 4,
tel: +381 11 8480 354, +381 11 8480 354
(Sunday and holiday 07-14)





NATIONAL HOLIDAYS

Holidays in Serbia – non-working days

1 and 2 January – New Year

7 January – first day of Orthodox Christmas

15 February – Serbian Statehood Day (also Orthodox Church celebrates Visitation of the Virgin – Sretenje)

1 and 2 May – International Labour Day

Orthodox Easter – from Good Friday to the second day of Easter

Employees have the right not to work in the following days of religious holidays, as follows:

1. Orthodox – Saint's day (Slava);
2. Catholics and members of other Christian religious communities - on the first day of Christmas and in the days of Easter holiday from Good Friday inclusive with the other day Easter, according to their calendar;
3. Members of the Islamic community - the first day of Ramadan Bayram, the first day Kurban Bayram;
4. The members of the Jewish community - the first day of Yom Kippur.

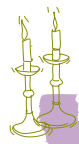


The Serbian Orthodox Church counts its Christian holidays according to the old – Julian calendar, differing from the Gregorian calendar by 14 days.



Slava (Saint's day), a special day to Serbian people dates from the ninth century. When Serbs accepted Christianity each family started to celebrate its saint protector. Slava (Saint's day), is traditionally handed over in the family. It is besides Orthodox Christmas and Easter, the most important holiday of every Serbian family, it is non working day for people who celebrate it.

Some of most celebrated Saint's Days are St. John (20 January), St. George (Djurdjevdan, 6 May), St. Archangel Michael (21 November), St. Nicola (19 December) etc.



Holidays but working days:

27 January (St. Sava) – Spirituality Day

9 May – Victory Day

28 June – St. Vitus Day

On public holidays only after-hours shops and offices are open.





WORKING HOURS

Banks and post offices:

- weekdays 08.00-19.00
- Saturdays 08.00-15.00
- Sundays, only 24-hour duty branches



Food stores:

- weekdays 06.30-20.00 (in some cases up to 21.00)
- Saturdays 06.30-18.00 (in some cases up to 21.00)
- Sundays closed (in some cases 07.00-13.00)

Markets are open every day 06.00-17.00

Shops in shopping malls are open 09.00-20.00

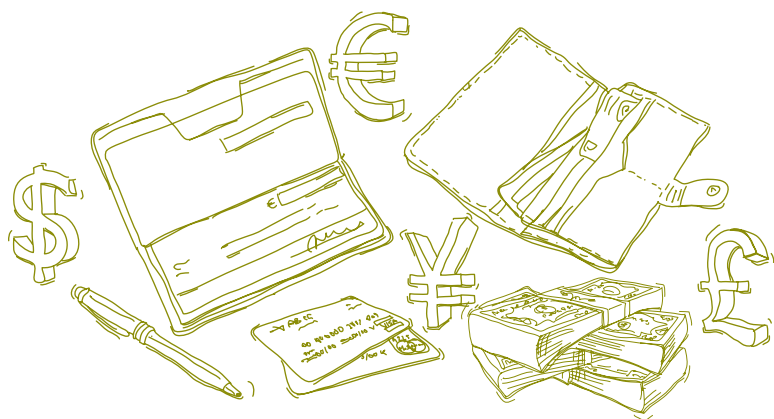
Department stores:

- weekdays from 08.00-20.00
- Saturdays 08.00-15.00
- Sundays closed



Shops in **Kneza Mihailova** street are also open on Sundays.

After-hours shops are open Sundays 07.00-11.00



BANK AND CURRENCY

The official currency is the dinar (RSD).

Coins: 1, 2, 5, 10, 20 dinars

Paper bills: 10, 20, 50, 100, 200, 500, 1000 and 5000 dinars.

Currency exchange is performed by all banks, post offices and exchange offices.

For updated version of exchange rate please check the website of the National Bank of Serbia (www.nbs.rs)



Most banks issue MAESTRO/VISA/EUROCARD/MASTERCARD, which you can use outside of the country. Credit cards such as VISA, AMERICAN and DINERS are usually accepted in shops, restaurants and petrol stations but it is advisable to check beforehand.

Bank accounts can be opened in numerous banks in Serbia. You need your passport and permit for temporary stay in order to open an account.

ATMs

In all major shopping centers, bank branches and in public locations there are ATMs from which you can withdraw cash 365 days of the year, 24 hours a day. In some places you can also buy electronic top-ups for your mobile phone and the Internet.



1. BANCA INTESA AD BEOGRAD

Adress: Milentija Popovića 7 b,
11070 Novi Beograd
Phone: (381) 11-201-1200 11-201-1200 ,
310-8888
Fax: (381) 11-201-1207 11-201-1207
Web site: www.bancaintesabeograd.com
SWIFT: DBDBRSBG

2. BANKA POŠTANSKA ŠTEDIONICA AD BEOGRAD

Adress: Kraljice Marije 3, 11000 Beograd
Phone: (381) 11-302-4100 11-302-4100
Fax: (381) 11-337-6777 11-337-6777
Web site: www.posted.co.rs
SWIFT: SBPORSBG

3. ERSTE BANK AD NOVI SAD

Adress: Bulevar oslobođenja 5,
21000 Novi Sad
Phone: (381) 21-480-9402 21-480-9402 ,
080-0201201
Fax: (381) 21-489-0651 21-489-0651
Web site: www.erstebank.co.rs
SWIFT: GIBARS22

4. EUROBANK EFG AD BEOGRAD

Adress: Vuka Karadžića 10, 11000 Beograd
Phone: (381)11-080-0111144
Fax: (381) 11-333-2338 11-333-2338
Web site: www.eurobankefg.co.rs
SWIFT: EFGBRSBG

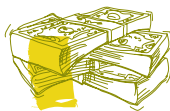
5. FINDOMESTIC BANKA AD BEOGRAD

Adress: Kosovska 10, 11000 Beograd
Phone: (381) 11-333-6000 11-333-6000
Fax: (381) 11-323-1775 11-323-1775
Web site: www.findomestic.co.rs
SWIFT: FIDMRSBG

6. HYPO ALPE - ADRIA - BANK AD BEOGRAD

Adress: Bulevar Mihajla
Pupina 6, 11070
Novi Beograd
Phone: (381) 11-222-6000
11-222-6000,

080-0303303
Fax: (381) 11-222-6555 11-222-6555
Web site: www.hypo-alpe-adria.co.rs
SWIFT: HAABRSBG



7. KOMERCIJALNA BANKA AD BEOGRAD

Adress: Svetog Save 14, 11000 Beograd
Phone: (381) 11-308-0100 11-308-0100,
308-0150 308-0150
Fax: (381) 11-344-1335 11-344-1335 ,
344-2372 344-2372
Web site: www.kombank.rs
SWIFT: KOBRRS BG

8. PIRAEUS BANK AD BEOGRAD

Adress: Milentija Popovića 5 b, 11000
Beograd
Phone: (381) 11-302-4000 11-302-4000
Fax: (381) 11-302-4040 11-302-4040
Web site: www.piraeusbank.co.rs
SWIFT: PIRBR SBG

9. RAIFFEISEN BANKA AD BEOGRAD

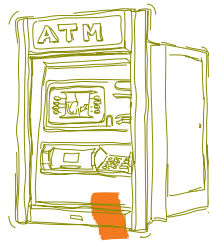
Adress: Bulevar Zorana Đinđića 64 a,
11070 Novi Beograd
Phone: (381) 11-320-2100 11-320-2100,
320-2777, 320-2777
Fax: (381) 11-220-7019 11-220-7019
Web site: www.raiffeisenbank.rs
SWIFT: RZBSRSBG

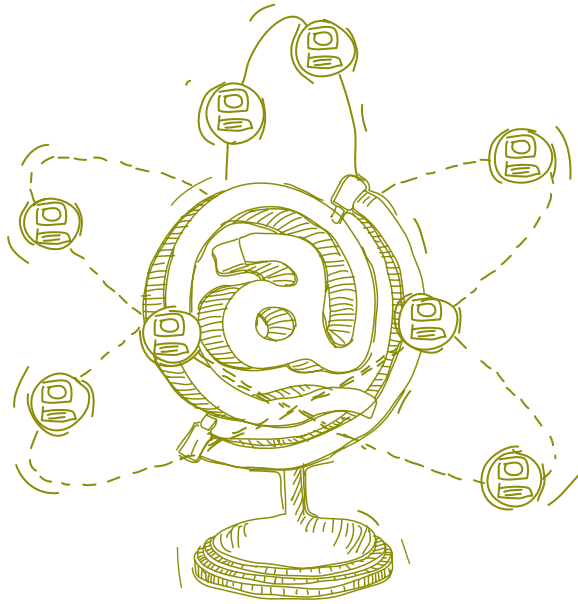
10. SOCIETE GENERALE BANKA SRBIJA AD BEOGRAD

Adress: Bulevar Zorana Đinđića 50 a
i 50 b, 11070 Novi Beograd
Phone: (381) 11-301-1555 11-301-1555 ,
301-1400 301-1400
Fax: (381) 11-313-2885 11-313-2885
Web site: www.societegenerale.co.rs
SWIFT: SOGYRSBG

11. VOLKSBANK AD BEOGRAD

Adress: Bulevar Mihajla Pupina 165 g,
11070 Novi Beograd
Phone: (381) 11-201-3200 11-201-3200
Fax: (381) 11-201-3201 11-201-3201
Web site: www.volksbank.co.rs
SWIFT: VBOERSBG





INTERNET

Internet access in the last 5 years in Serbia has been quite developed and now there is a choice of different access types. In Belgrade we recommend either (A)DSL or Cable internet; WiFi and Dial-up connections are also available.

ADSL providers:

BeotelNet, Kumodraška 241,
tel. 3955-000, 3955-000, www.beotel.net

EUnet, Dubrovačka 35/III,
tel. 330-5633, 330-5633, www.eunet.rs

Telekom Srbija, Trg Nikole Pašića 7,
tel. 3342-458, www.telekom.nadlanu.com

PTTnet, Katićeva 14-18,
tel. 3619-147, 3619-147, www.ptt.rs

VeratNet, Gavrića Principa 58,
tel. 3065-329, 3065-329, www.verat.net

YUBC, Braće Jugovića 16/I,
tel. 3343-694, 3343-694, www.yubc.net

ADSL flat rate options:

1M/128 kbit/s from 16€
2M/192 kbit/s from 25€
4M/256 kbit/s from 33€
6M/384 kbit/s from 43€
8M/512 kbit/s from 52€
16M/768 kbit/s from 62€

Prices vary in different parts of Serbia, and depending on type of services offered.

Cable service providers:

SBB - Serbia Broadband, Kralja Petra 45,
tel. 330-5252, www.sbb.rs

KBC, Jevrejska 11/6,
tel. 38 35 496, 38 35 496, www.kbcnet.rs

PTTnet, Katićeva 14-18,
tel. 3619-147, 3619-147, www.ptt.rs

Cable flat rate options:

4 mbit/s from 15€
8 mbit/s from 22€
12 mbit/s from 30€
16 mbit/s from 36€



Internet cafés:

Biblioteka grada Beograda, Zmaj Jovina 1,
tel. 630-627

Internet kafe, Svetogorska 18
Internet kafe, Vuka Karadžića 12,
tel. 637-721

IPS, Makedonska 4, tel. 323-3344, 323-3344

Maverik, Dom omladine, Makedonska 22,
tel. 322-2446, 322-2446

Net Kafe, Branka Krsmanovića 18a,
tel. 340-7965, 340-7965

Plato, Akademski plato 1,
tel. 303-0633, 303-0633

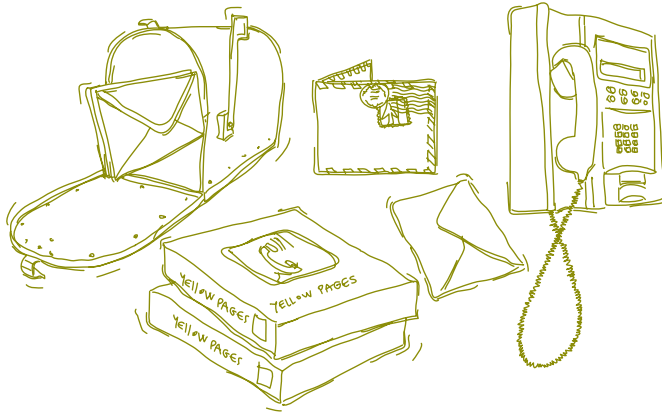
Platonet, Vasina 19, tel. 323-1560, 323-1560

S-Soft, Zetska 5, tel. 323-1560, 323-1560

Yellow Yard, Kumanovska 6,
tel. 344-1123, 344-1123

Hotspots

Hotspots are locations where there is wireless Internet access, and they exist in various public places. SBB Café Network (www.sbb.rs) covers several dozen cafés in Belgrade where you can enjoy wireless access to the Internet via your laptop.



POST OFFICES

JP PTT saobraćaja "Srbija"

www.posta.rs

Information service: 0700-100-300

24 hour post office:

POŠTA BEOGRAD 6, Savska 2,
tel. 2645-392

Weekdays and Saturdays 08.00-19.00

Sundays and holidays 08.00-15.00

Other late opening post offices

(**Mon-Sat.** 08-19):

Takovska 2, tel. 3238-417, 3238-417

Zmaj Jovina 17, tel. 633-492

Šumadijski trg 2a, tel. 3541-159

Zemun, Glavna 8, tel. 316-2163

The basic post-code for Belgrade is 11000.

Express postal services:

POST EXPRESS, Takovska 2,
tel. 3607-607, 3607-607

DHL, Omladinskih brigada 86, tel. 310-5500

UPS, Aerodrom "Nikola Tesla",
tel. 209-4000, 209-4000 lok. 2112

TNT, Venizelosova 29,
tel. 3332-555, 3332-555

FEDEX, Autoput 22, tel. 3149-075

CITY EXPRESS, Kumodraška 240,
tel. 3093-000, 3093-000

KURIR-EXPRESS, Čelopečka 19/10,
tel. 2402-547, 2402-547

Land-line telephone services

TELEKOM SRBIJA

www.telekom.rs



INFO CENTRE - 9813

(weekdays 08.00-19.00)

Technical faults - 977 (07.00-21.00)

Directory enquiries - 988 (00-24)

Alarm call - 9811 (00-24)

Miscellaneous information - 9812 (00-24)

Customer Services

(08.00-19.00, **Saturdays** 08.00-14.00)

Bul. kralja Aleksandra 84

Radivoja Koraća 6

Obilićev venac 2

TELEPHONE DIRECTORIES

988 (private and business subscribers, one number per call)

www.webstrane.com (private and business subscribers, Internet telephone directory)

White Pages (Bele strane) (private subscribers, printed edition, delivered free of charge to your door)

Yellow Pages (Žute strane) (private subscribers, printed edition, delivered free of charge to your door)

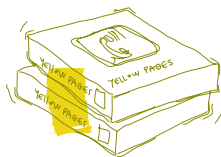


PUBLIC TELEPHONES

Public Halo call boxes can be used with **Halo cards** ('Halo kartica'), costing 200 or 300 dinars, each one containing 15 dinars-

worth of free calls. The card is printed with its price, which is also the amount of credit available for making calls. Halo phonecards can be purchased from kiosks, post office counters and retail outlets.

Important Phone Numbers



Police - 92

Fire brigade - 93

Emergency medical assistance - 94

Talking clock - 95

Telegrams by phone - 96

Booking of international calls - 901

AMSS roadside assistance - 987

Various sports information - 9814

Orthodox church festivals and customs - 9822

Weather data - 9823

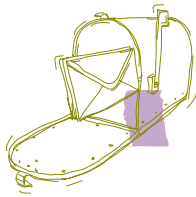
Loto and sports pools - 9844

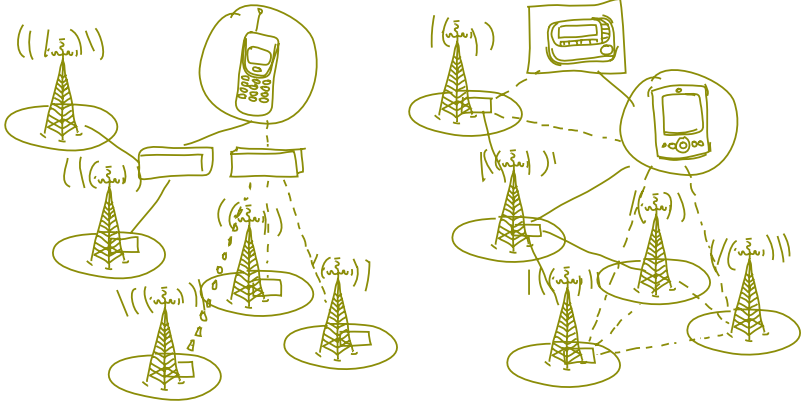
The dialing code for Belgrade for domestic calls is **011**.

The international dialing code for Serbia is **381**.

To dial Belgrade from abroad you must dial the appropriate international code, e.g. 00, followed by the dialing code for Serbia 381 and then the dialing code for the city (without the leading 0) 11.

In order to dial abroad from Belgrade you must dial international code 00, followed by the dialing code of the country, the dialing code of the town (without 0), and then finally the subscriber's number.





MOBILE TELEPHONE SERVICES

MOBILNA TELEFONIJA SRBIJE

Cara Dušana 58,

www.mts.telekom.rs

064 i 065 mobile networks

Customer helpline (00-24) 064-789

Offices:

Trg Nikole Pašića 7,

tel. 3342-270, 3342-270, 3342-082, 3342-082,
fax 3342-458

Bulevar umetnosti 16a,

tel. 3120-415, 3120-416, fax 3120-409

Bul. kralja Aleksandra 84,

tel. 3023-101, 3023-101, 3023-102, 3023-102,
fax 3023-110



TELENOR

Bulevar umetnosti 16a,

www.telenor.rs

062 i 063 mobile networks

Call centre (00-24) 063-9863, (00-24) 063-9863

Customer service centres:

Kosovska 49, Bul. Mihajla Pupina 113, Bul. umetnosti 16a, Knez Mihailova 52, Bul. umetnosti (Merkator shopping centre), Bul. Milutina Milankovića 86a (Vero shopping centre), Mis Irbijeve bb (Vero shopping centre)



VIP MOBILE

Omladinskih brigada 21,

www.vipmobile.rs

060 i 061 mobile networks

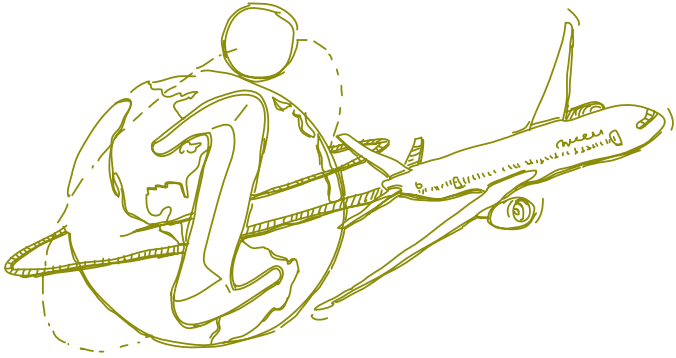
Customer helpline: 060-1234

Points of sale: Nemanjina 36, Bul. Mihajla

Pupina 165v, Kralja Milana 25, Knez

Mihailova 21, Glavna 11





TRAVEL INFORMATION

AIR COMPANIES
operating in Serbia

AEROFLOT (SU),
Knez Mihailova 30,
tel. 328-6064, 328-6064,
www.aeroflot.ru

AEROSVIT (VV),
Nikole Spasića 3,
tel. 328-3430, 328-3430,
www.aerosvit.com

AIR FRANCE (AF),
Knez Mihailova 30/II,
tel. 263-8222,
www.airfrance.com

ALITALIA (AZ),
Terazije 43/I,
tel. 324-5000, 324-5000,
www.alitalia.com

AUSTRIAN AIRLINES (OS),
Terazije 3/III,
tel. 324-8077, 324-8077,
www.austrian.com

AVIOGENEX (AGX),
Narodnih heroja 43,
tel. 260-0445,
www.aviogenex.com

BRITISH AIRWAYS (BA),
Knez Mihailova 30/IV,
tel. 328-1303, 328-1303,
www.britishairways.com

CZECH AIRLINES (OK),
Kralja Milana 6/I,
tel. 361-4590, 361-4590,
www.czechairlines.com

LUFTHANSA (LH),
Terazije 3/VII,
tel. 303-4944, 303-4944,
www.lufthansa.co.yu

MONTAVIA (GZP),
Admirala Geprata 8,
tel. 362-0690, 362-0690,
www.montavia.com

MONTENEGRO AIRLINES (YM),
Knez Mihailova 23/I,
tel. 262-1122,
www.montenegroairlines.com

OLYMPIC AIRLINES (OA),
Vasina 14/I,
tel. 303-6850, 303-6850,
www.olympicairlines.com

SWISS INTERNATIONAL (LX),
Terazije 3/III,
tel. 303-0140, 303-0140,
www.swiss.com

TUNISAIR (TU),
Skadarska 19/III,
tel. 3233-174, 3233-174,
www.tunisair.com

TURKISH AIRLINES (TK),
Aerodrom "Nikola Tesla",
tel. 209-7225, 209-7225,
www.thy.com

TAXI ASSOCIATIONS:

Akademac taksi, 417-022

Alo taksi, 3564-555

Alfa taksi, 9807

Autotaksi, 107-290

Beotaksi, 970

Gold taksi, 329-1818 329-1818

Ekonomik taksi, 397-33-27 397-33-27

Žuti taksi, 9802

Zeleni taksi, 324-6088 324-6088

Joker taxi, 3971-174 3971-174

Lux taxi, 328-4444 328-4444

Maksis taksi, 9804

Naksi taksi, 2157-668

NBA taksi, 3185-777

Palma taksi, 192-728

Pepsi taksi, 488-2200

Pink taksi, 9803

Plavi taksi, 3555-999

Taksi As, 3283-333 3283-333

Taksi Bel, 9808



Taksi M, 316-2626

Taksi Čukarica, 555-333

Herc taksi, 2446-246 2446-246

City taxi, 394-0022 394-0022

Air Taxi (plane charter):

Air Pink, Jove Ilića 13,

tel. 391-0100, 391-0100,

www.airpink.com

Prince Aviation, Goce Delčeva 40-42,

tel. 303-2303, 303-2303,

www.princeaviation.com

Heli Taxi (helicopter charter):

Aeropot, Svetogorska 10,

tel. 3243-480, 3243-480

Shuttle Air, Aerodrom "Nikola Tesla",

tel. 3191-771 lok. 3584

Distance to Belgrade from the major European cities:

Amsterdam 1760km

Istanbul 928km

Rome 1280km

Athens 1090km

Copenhagen 2018km

Sarajevo 325km

Vienna 621km

London 2073km

Skopje 440km

Berlin 1489km

Ljubljana 528km

Sofia 380km

Bern 1361km

Munich 1020km

Salonika 700km

Brussels 1702km

Moscow 2211km

Stockholm 2622km

Budapest 383km

Oslo 2577km

Warsaw 1115km

Bucharest 619km

Prague 901km

Zagreb 390km





SHOPPING

Shopping chains:

DELTA CITY www.deltacity.rs

USCE www.usceshoppingcenter.com

MAXI www.maxi.rs

METRO www.metro.rs

LILLY www.lilly.co.rs

TEMPO www.tempocentar.com

Gifts and souvenirs:

THE BELGRADE WINDOW

(BEOGRADSKI IZLOG) Knez Mihailova 6
tel: 2631-721

BEOSUVENIR Zeleni venac tel: 2631-423

BEOSUVENIR Terazije underpass
(Terazijski prolaz) tel: 063-8406-458

FLOWERS AND ARTS Kosančićev venac 5
tel: 2638-257 www.flowersandarts.com

SINGIDUNUM Knez Mihailova 42 tel: 185-323

IPS "MAMUT" Sremska 2 tel: 639-060

MANAK'S HOUSE Gavrila Principa 5

Traditional souvenirs:

ZDRAVO ŽIVO, Nušićeva 3 (pasaž),
tel. 063 8785 988, www.zdravozivo.co.rs

ETNO DUĆAN, Studentski trg 13, tel. 328 1888

MILMA ART CENTAR, Sava Passenger Dock,
Karadorđeva, tel: 2634 840

ETNO MAGAZIN "GRAL", Zetska 13, tel: 3246 583

ETNO SALON, Braničevska 23,
tel: 3835 321, www.etnosalon.com

Antique shops:

EPOAVE Hotel "Hyatt Regency" tel. 311-1146

DE ANTIQUE SHOP Knez Mihailova 52
tel. 2622-275

NOSOROG Cara Uroša 12 tel. 2627-994

ZARIC Vuka Karadžića 9 tel. 185-347

AMBIJENTA Nikole Spasića 2 tel. 624-561

KONZUL Makenzijeva 19

DEDINJE Vladimira Gaćinovića 2c tel. 665-599

B.E.A.K. Makedonska 34 tel. 3221-852

Bookshops:

AKADEMIJA Knez Mihailova 35

BEOPOLIS Makedonska 22 tel. 322-9922
www.beopolis.co.rs

DERETA Knez Mihailova 46

IPS Beoizlog Trg Republike 5 tel. 328-1859
www.ips.co.rs

IPS Mercator Bulevar umetnosti 4

IPS Super Vero Bul. Milutina Milankovića 86a

PLATO Akademijski plato 1 tel. 3034-808
www.plato.rs

STUBOVI KULTURE Knez Mihailova 6 tel.
328-1851 www.stubovi.co.rs

THE OXFORD CENTRE Dobračina 27
tel. 2631-021



Jewelry shops:

ANDREJEVIĆ, Bul. kralja Aleksandra 130,
tel. 444 7361

ALEKSANDAR, Čumićevo sokače 36,
tel. 3243 345

MAESTRO JEWELLERS, Vladimira Popovića
10, tel. 311 1459

STEFANOVIĆ, Kolarčeva 9, tel. 322 2889

ZEPTER JEWELLERY, Kralja Petra I 32, tel.
328 1414



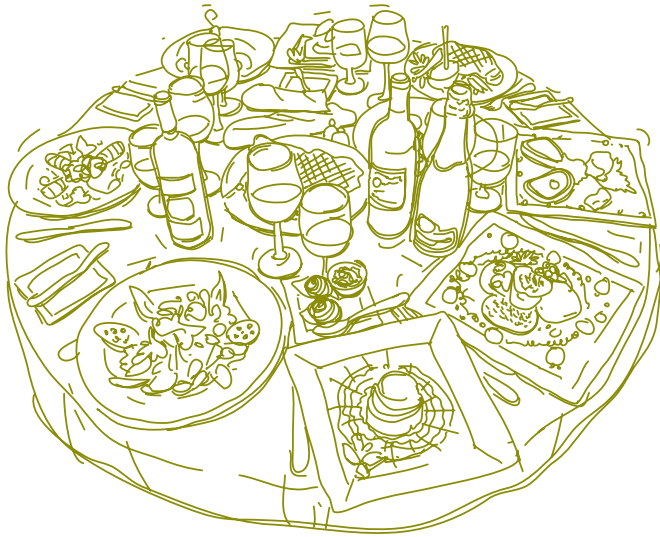
Children's shops:

TODOR Knez Mihailova 45

BEBA KIDS Knez Mihailova 49

IMAGO Dečanska 14





RESTAURANTS

Serbian cuisine is international cuisine created by the influences of many different cultures intertwining during the course of Serbia's history. Main ingredients of most of the dishes can be found in all European countries but there are not mixed into a meal anywhere else. Dishes served for lunch and dinners are mostly based on various meats but nowadays with numerous restaurants offer for vegetarians have been improved.

List of all restaurants in Belgrade you may find on the website of Tourist organization of Belgrade www.tob.co.rs

The menus in Belgrade's restaurants are usually also written in an international language, normally English. Restaurants are usually open between 08.00 and 23.00, but some are open from 12.00 to 01.00.

One of tourist attractions in Belgrade, street that you have to visit and experience Bohemian atmosphere is Skadarlija. The restaurants in Skadarlija traditionally offer local cuisine, but international food is also available. Nearly all of the restaurants have traditional live music.

DVA BELA GOLUBA, Bulevar despota Stefana 3, tel: 323-9079, Open: 09.00-01.00 (music from 20.00)

DVA JELENA, Skadarska 32, tel: 323-4885, 3242-944, 11.00-01.00 (music from 20.00)

IMA DANA, Skadarska 38, tel: 323-4422, 11.00-01.00 (music 20.00-01.00)

ŠKADARLIJA, Cetinjska 17, tel: 323-4983, 10.00-24.00, local cuisine

ŠEŠIR MOJ, Skadarska 27, tel: 322-8750, 10.00-24.00 (music 14.00-24.00)

TRI ŠEŠIRA, Skadarska 29, tel: 324-7501, 11.00-01.00 (music 20.00-01.00)

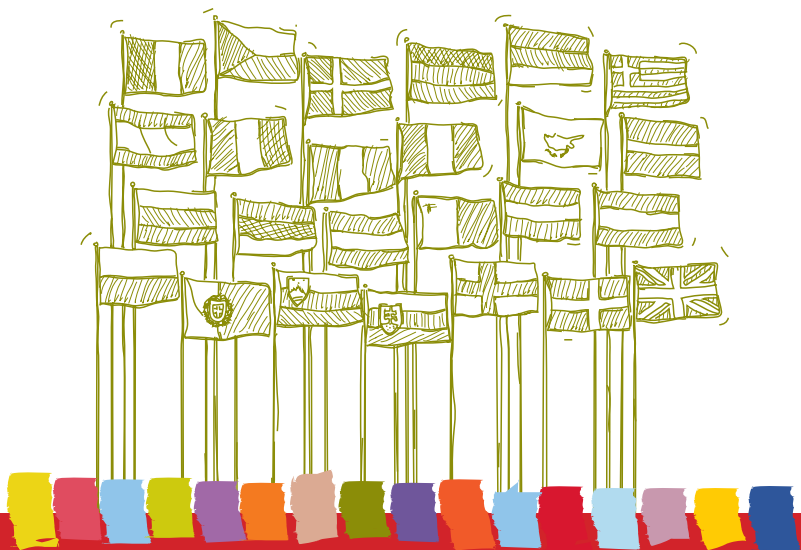


ZLATNI BOKAL, Skadarska 26, tel: 323-4834, 11.00-01.00 (music 20.00-01.00)

GULI, Skadarska 13, tel: 323-7204, 12.00-23.30, Mediterranean cuisine

IL BORGHETTO, Skadarska 11, tel: 3242-940, 10.00-24.00, Italian cuisine

CRNI GRUJA, Skadarska 30, tel: 3344-200, 11.00-01.00 (music till 01.00)
Etc.



EMBASSIES IN SERBIA

AUSTRIA

Embassy of the Republic of Austria -
Austrian Embassy Belgrade
Address: Kneza Sime Markovica 2, 11000
Beograd
Phone: 3031956, 3031956, 3031964, 3032437

BELGIUM

Embassy of the Kingdom of Belgium - Royal
Belgian Embassy Belgrade
Address: Krunska 18, 11000 Beograd
Phone: 3230018, 3230018, 3247587, 3230016

BULGARIA

Embassy of the Republic of Bulgaria -
Bulgarian Embassy
Address: Bircaninova 26, 11000 Beograd
Phone: 3613980, 3613980

CYPRUS

Embassy of the Republic of Cyprus - Cypriot
Embassy Belgrade
Address: Diplomatska kolonija 9, 11000
Beograd
Phone: 3672909, 3672909, 3672725, 3671594

CZECH REPUBLIC

Embassy of the Czech Republic - Czech
Embassy Belgrade
Address: Bulevar Kralja Aleksandra 22,
11000 Beograd
Phone: 3230133, +381 11 3230133, 3230134

DENMARK

Embassy of the Kingdom of Denmark -
Danish Embassy Belgrade
Address: Neznanog junaka 9A, 11000
Beograd
Phone: +381 11 3679501 +381 11 3679501

FINLAND

Embassy of the Republic of Finland -
Finnish Embassy Belgrade
Address: Bircaninova 29, 11000 Beograd
Phone: +381 11 646322 +381 11 646322

FRANCE

Embassy of the Republic of France - French
Embassy Belgrade
Address: Pariska 11, 11000 Beograd
Phone: +381 11 3023500 +381 11 3023500,
3023561

GERMANY

Embassy of the Federal Republic of
Germany - German Embassy Belgrade
Address: Kneza Milosa 74-76, 11000
Beograd, Serbia
Phone: +381 11 3064300 +381 11 3064300
German Consulate: Bircaninova 19a,
Phone: +381 11 30064400

GREAT BRITAIN

Embassy of the United Kingdom of Great
Britain and Northern Ireland - British
Embassy Belgrade
Address: Generala Zdanova 46,
11000 Beograd
Phone: +381 11 645055 +381 11 645055

GREECE

Embassy of the Hellenic Republic - Greek
Embassy Belgrade
Address: Francuska 33, 11000 Beograd
Phone: +381 11 3226523 +381 11 3226523
Consular Section: Strahinjica Bana 76,
Phone: +381 11 3241507 +381 11 3241507

HOLLAND

Embassy of the Kingdom of the Netherlands
- Dutch Embassy Belgrade
Address: Simina 29, 11000 Beograd
Phone: +381 11 3282332 +381 11 3282332

HUNGARY

Embassy of the Republic of Hungary -
Hungarian Embassy Belgrade
Address: Krunska 72, 11000 Beograd, Serbia
Phone: +381 11 2440472 +381 11 2440472
Consular Section:
Vladete Kovacevica 3, Belgrade,
Phone: +381 11 3691972 +381 11 3691972

ITALY

Embassy of the Italian Republic - Italian
Embassy Belgrade
Address: Bircaninova 11, 11000 Beograd,
Serbia
Phone: +381 11 3066100 +381 11 3066100

POLAND

Embassy of the Republic of Poland - Polish
Embassy
Address: Kneza Milosa 38,
11000 Beograd, Serbia
Phone: +381 11 2065301 +381 11 2065301,
2065318, 3616585
Economic - Commercial Division:
Address: Vladimira Popovica 6, app 401
Phone: +381 3112340

PORTUGAL

Embassy of the Republic of Portugal -
Portuguese Embassy
Address: Vladimira Gacinovica 4,
11000 Beograd
Phone: +381 11 2662895 +381 11 2662895,
2662894, 2662897

ROMANIA

Romanian Embassy in Belgrade
Address: Kneza Milosa 70, 11000 Beograd
Phone: +381 11 3618327 +381 11 3618327,
3618359 (Consular Section)

SLOVAKIA

Embassy of the Slovak Republic - Slovak
Republic
Address: Bulevar umetnosti 18,
11000 Beograd
Phone: +381 11 2223800 +381 11 2223800

SLOVENIA

Embassy of the Republic of Slovenia -
Slovenian Embassy Belgrade
Address: Pariska 15, 11000 Beograd, Serbia
Phone: +381 11 3282225 +381 11 3282225,
3282610
Consular Office: Phone: +381 11 3038470
+381 11 3038470
Economic Section: Phone: +381 11 3282687
+381 11 3282687

SPAIN

Embassy of the Kingdom of Spain - Spanish
Embassy Belgrade
Address: Prote Mateje 45, 11000 Beograd
Phone: +381 11 34440231, 3440232
Commercial Section: Vojvode Supljika 40,
11000 Beograd, Phone: +381 11 3406832
+381 11 3406832

SWEDEN

Embassy of the Kingdom of Sweden -
Swedish Embassy Belgrade
Address: Ledi Pedzet 2, 11040 Beograd
Phone: +381 11 2069200 +381 11 2069200



**WHAT ONE NEEDS TO KNOW
BEFORE LEAVING SEBIA**

Travelers are not allowed to export

- any commercial goods;
- narcotics;
- arms and ammunition;
- gold bullions and nuggets.



Items of Historical, Artistic or Cultural Significance

Items having historical, artistic or cultural value as well as rare natural beauty under protection may be exported only with the permission of the Serbian Ministry of Culture.

The permission is granted upon prior agreement of the competent authorities (i.e. Institute for the Protection of Cultural Sites).

The group of items of this class includes:

- any items forming real cultural property (monuments, historical architectural cores, archeological sites and places of interest) or parts thereof;
- movable cultural property (works of art or history, archival materials, film footage, old and rare books, etc.);
- heritage enjoying prior protection (e.g. registration material, objects of

fine and applied arts, archeological, ethnographic and natural science items, rare or historically valuable items related to technological development, old coins and postage stamps, etc);

- protected species of wild animals and plants.



Wildlife Trophies

Trophies of wild animals may be exported if accompanied by:

- permission of the relevant authority in the Republic for stuffed animals and parts thereof;
- game shooting certificate in the case of other trophies.

Wildlife trophies mean:

- antlers of deer or roe buck;
- moufflon or chamoix horns;
- wild boar's teeth;
- deer's teeth and fangs;
- skulls and hide of bear, wolf, lynx or wildcat;
- skulls of fox or badger;
- stuffed animals and parts thereof.



*If plants, plant products, animals, animal products or inputs are imported or exported, it is necessary to provide a proper certificate to the effect that the plants, animals or their products have a clean bill of health issued by the country of origin or

the receiving country. Depending on the products involved, this certificate may be sanitary, veterinary or phytopathological.

For vehicles with foreign registration plates, on entering into Serbia, the competent authorities (Automobile Association), and not the customs authorities, charge the amount of compulsory insurance.

Carnet de passages en douane is not requested by the Serbia customs authorities for freight vehicles with German registration plates.



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http://ec.europa.eu/enlargement/pdf/financial_assistance/institution_building/final_version_of_the_manual_2009_clean_en.pdf

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Official website of the European Integration Office of the Government of Serbia (SEIO), www.seio.gov.rs

Law on Foreigners, *“Official Gazette of RS”, no. 97/08,*
<http://www.mup.gov.rs/cms/resursi.nsf/Law%20on%20Foreigners.doc>

Rights and Obligations of Foreign Citizens, *Ministry of Interior,*
http://www.mup.gov.rs/cms_eng/home.nsf/inf-for-foreigners.h

Official website of Tourist Organization of Belgrade, www.tob.rs

Europe Glossary, http://europa.eu/scadplus/glossary/community_acquis_en.htm

“Customs Guide for travelers” by Idrija Hadžibegović, 2004, *Customs Review “Zelnid”*
The Regulation on Customs-approved Treatment of Customs Goods, *the Customs Release of Goods and Collection of the Customs Debt, “Official Gazette of RS”, no.127/2003, 20/2004, 104/2004*

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CIP - Каталогизacija y publikaciji
Nародна библиотека Србије, Београд

338.48(497.11)(036)

VUKAŠINOVIĆ, Ivana, 1980-
Twinning for Winning / [Ivana
Vukašinović]. - Belgrade : Republic of
Serbia, Government, European Integration
Office, 2011 (Belgrade : Rossi). - 79 str. :
ilustr. ; 21 cm

Tiraž 500. - Bibliografija: str. 79.

ISBN 978-86-84979-40-9

a) Србија - Водичи
COBISS.SR-ID 181692172



**Republic of Serbia
Government
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