

# Federal Republic of Yugoslavia

## AT A GLANCE

### Main Objectives and Activities

#### Serbia and Montenegro

Protect and ensure respect for the rights of refugees, returnees and internally displaced persons (IDPs) and sustain the most vulnerable among them; promote and assist the voluntary repatriation of refugees to Croatia and Bosnia and Herzegovina, and undertake local integration activities for those refugees who choose not to return; engage local authorities to identify potential local settlement sites and resolve land allocation issues, thereby improving the chances of local integration for those refugees who cannot return; in keeping with UNHCR criteria, arrange the resettlement of approximately 6,500 refugees to third countries; streamline project implementation and identify alternative funding resources by engaging other humanitarian and development agencies in the search for sustainable solutions to the problems of refugees and IDPs.

#### Kosovo

Provide protection for refugees, returnees, displaced persons and local residents-at-risk; promote an environment which allows people to exercise their right to return or to remain, through UNHCR's presence and confidence-building measures such as bus services, community dialogue and the provision of legal aid; co-ordinate and manage voluntary repatriation to and from Kosovo, including the repatriation of remaining vulnerable groups; provide humanitarian assistance for the most vulnerable people, including those unable to return to their homes; support regional contingency planning, monitoring possible instability in the region which could lead to further population displacement; foster the development of civil society and institutions, thereby promoting non-discrimination; ensure, through advocacy and co-ordination with the United Nations Interim Administration Mission in Kosovo (UNMIK),



a progressive handover of specific activities to the new UNMIK structures responsible for reconstruction, social services and longer-term development.

Main Refugee Origin/Type of Population	Persons of Concern			
	Total in Country	Of whom UNHCR assisted	Per cent Female	Per cent under 18
Croatia (Refugees)	289,900	289,900	-	-
Federal Republic of Yugoslavia (IDPs)	267,500	-	-	-
Bosnia and Herzegovina (Refugees)	190,000	190,000	-	-
Federal Republic of Yugoslavia (Returnees)	124,500	88,700	-	-
Residents-at-risk (Others of Concern)	85,000	85,000	-	-
Slovenia (Refugees)	3,200	3,200	-	-
FYR Macedonia (Refugees)	1,300	1,300	-	-

Income and Expenditure (USD)				
Annual Programme Budget				
Revised Budget	Income from Contributions <sup>1</sup>	Other Funds Available <sup>2</sup>	Total Funds Available	Total Expenditure
107,926,053	57,427,417	36,437,759	93,865,176	89,027,200

<sup>1</sup> Includes income from contributions earmarked at the country level.

<sup>2</sup> Includes allocations by UNHCR from unearmarked or broadly earmarked contributions, opening balance and adjustments.

The above figures do not include costs at Headquarters.

## Impact

### Serbia and Montenegro

- During the year, some 230,000 refugees and 210,000 IDPs benefited from food aid programmes.
- Through procedures organised by UNHCR, 2,358 refugees from Serbia and 65 from Montenegro returned to Croatia (while up to 10,000 may have returned spontaneously).
- During the year, UNHCR registered IDPs in co-ordination with the authorities. The results showed that some 212,000 IDPs were living in Serbia and Montenegro.
- Local settlement was supported through the provision of permanent housing for 164 families (92 self-help units and 72 fully-constructed buildings). Some 25,000 persons were supported through vocational training and income generation projects.
- 4,354 refugees obtained resettlement in third countries, out of a total of 9,857 applications. A further 635 persons received approval for departure in 2001.
- Over 40,000 refugees and IDPs were given free legal advice in more than 40 legal counselling offices. Legal actions were filed on behalf of 623 refugees and 58 relatives of persons killed during the conflict in the former Yugoslavia. These resulted in 137 trials. At the same time, IDPs from Kosovo filed 2,670 complaints of violations of property rights.

### Kosovo

- 60,000 families in 1,100 communities received materials for basic repairs. More than 12,000 roofing kits were distributed. Over 500 pre-fabricated homes and 500 rigid shelters were assembled in several devastated villages.
- Provision was made for host families to accommodate 9,600 ethnic Albanian IDPs from southern Serbia and Kosovo.
- 32 refugees repatriated voluntarily and 64 were resettled in third countries.
- Fresh food was provided throughout the year to 2,345 refugees and internally displaced members of ethnic minorities.
- 2,000 health workers and 8,000 women received special training on gender-based violence.
- Through the Kosovo Women's Initiative, psycho-social assistance was provided for more than 10,000 children and their families.
- Bus services organised by UNHCR served 250,000 passengers in isolated minority communities in Kosovo, while telephone services were provided free of charge to more than 13,000 individuals in these communities.
- Free legal aid and information were provided for displaced persons, minorities, returnees and other local residents at risk. The total number of beneficiaries was 6,737, of whom 36 per cent belonged to minority groups.



## WORKING ENVIRONMENT

### The Context

#### Serbia and Montenegro

The electoral victory of the Serbian Democratic opposition on 24 September paved the way for a transition to a new democracy. The new Government took significant steps towards the integration of the Federal Republic of Yugoslavia into the international community. The country joined the UN, the Stability Pact for South Eastern Europe and the OSCE and applied for membership of the Council of Europe, the IMF and the World Bank. Relations between Serbia and its federal partner, Montenegro, improved. As a result, all international sanctions were lifted, with the exception of those relating to former President Milosevic and his associates. However, the economic situation remains desperate: the energy sector and the health and social welfare systems are on the brink of collapse.

At the end of 2000, there were an estimated 483,900 refugees in the Federal Republic of Yugoslavia (including 14,900 in Montenegro). Repatriation and resettlement to third countries, as well as the recent re-registration of refugees in Montenegro, resulted in a reduction of numbers from 500,700 to 483,900. The planned registration of refugees in Serbia had to be postponed until March 2001 due to the elections and subsequent change in government.

#### Kosovo

The lack of security in Kosovo resulted in more IDPs (mainly Serb, but also Roma and other non-Albanians) arriving in Serbia. However, the registration of the internally displaced population in Serbia (March/April 2000) and in Montenegro (November 1999) showed a reduction in the numbers of IDPs, from an estimated 250,000 persons to 227,500. In this context, UNHCR drew up a Framework for Return document in consultation with all concerned parties. It summarises the existing situation and analyses the difficulties faced by those intent on returning.

By the end of December 2000, well over 880,000 refugees had returned to Kosovo, more than 199,000 of them through organised return under joint UNHCR/IOM auspices. UNHCR's assistance in 2000 started with large projects geared towards the completion of winter activities initiated in 1999. In the second half of 2000, some of the activities related to the majority population were transferred to the relevant civil administration departments of UNMIK.

### Constraints

#### Serbia and Montenegro

The voluntary repatriation of refugees continued to be hindered by several problems. These included late and inefficient implementation of property restitution in the countries of origin, damage to or destruction of refugees' property, and complicated bureaucratic requirements. The biggest obstacle to the return and integration of refugees, however, was the lack of employment opportunities after ten years of war and economic mismanagement which shattered the economies of Bosnia and Herzegovina, Croatia and the Federal Republic of Yugoslavia. Significant budget cuts, amounting to 40 per cent of the initial 2000 budget, forced UNHCR to prioritise its activities. Between October and December 2000, many projects were suspended or slowed down. Legal counselling was affected, as were local settlement and local integration projects. The number of beneficiaries of the housing project was reduced from 420 to 164 families. Given the significance of the housing project for the local integration process, this was a serious setback.

#### Kosovo

As hundreds of thousands of ethnic Albanian refugees returned to Kosovo, approximately 215,000 people, mostly Serbs and Roma, fled to Serbia and Montenegro. Local residents at risk (predominantly members of ethnic minorities, estimated to be some 100,000 persons) faced daily intimidation, isolation and violence. Along with other international and national organisations, UNHCR continued to promote the principle of inter-ethnic tolerance, which proved to be a major challenge. Certain areas of Kosovo, including Mitrovica, Gnjilane and other ethnically-mixed areas, were extremely tense and fraught with violence. Meanwhile, there were between 60,000 and 70,000 ethnic Albanians residing in southern Serbia. This area also remained tense, with regular incidents of violence and a sharp deterioration of security in November. At the end of 2000, it was estimated that there were some 15,000 ethnic Albanian IDPs from southern Serbia in Gnjilane and Pristina.

### Funding

As a response to diminishing financial resources, UNHCR prioritised its activities at the beginning of the year in order to reduce the programme budget. The effect severely dented UNHCR's capacity to respond to the needs of its beneficiaries. Shelter for minorities was particularly affected. Despite efforts to raise bilateral funds for UNHCR's implementing partners, no

direct contributions were made available in time to meet these needs before winter.

## ACHIEVEMENTS AND IMPACT

### Protection and Solutions

#### Serbia and Montenegro

Information campaigns increased general awareness of refugee issues among the authorities and the general population. Regular meetings were held with the Office for Displaced Persons and Refugees (ODPR) in Croatia to enforce implementation of the Protocol on Organised Returns, signed between the Federal Republic of Yugoslavia, Croatia and UNHCR. As a result, ODPR now processes all applications within 30 days. Returnee numbers to Bosnia and Herzegovina increased dramatically, as compliance with property repossession regulations improved. Go-and-see visits to Croatia sponsored by UNHCR enabled refugees to resolve personal matters and were an incentive to return. A significant number of refugees decided to file voluntary repatriation applications after such visits. In addition, UNHCR organised a major media campaign promoting return to Croatia, which resulted in an increased number of applications for return. The UNHCR office in Belgrade directly conducted refugee status determination activities. Material assistance for the recognised refugees was provided through one implementing partner, while emergency medical care was made available through local hospitals and clinics. UNHCR successfully assisted in the evacuation of extremely vulnerable persons from Kosovo to Serbia and Montenegro. It also assisted in obtaining personal documents for vulnerable IDPs and for non-Albanians remaining in Kosovo. Starting in the summer of 2000, go-and-see visits were organised for small groups of IDPs to selected locations in Kosovo.

#### Kosovo

Lack of security and freedom of movement remained the fundamental problems affecting minorities in Kosovo, leaving them socially and physically marginalised. Significant efforts were made to advocate non-discriminatory treatment of ethnic minorities, including full access to public and administrative services and assistance for all residents of Kosovo. UNHCR and OSCE continued to produce joint assessment reports on the situation of ethnic minorities in Kosovo. Three such comprehensive reports were released in 2000. UNHCR initiated a Humanitarian Dialogue with the Roma, Ashkalia and Egyptian (RAE) communities in

Kosovo, which resulted in the adoption of a joint declaration at the conclusion of the Humanitarian Round Table meeting held in April. This was an important step forward, as the declaration was signed by Kosovo Albanian leaders and endorsed by the Kosovo Transitional Council and Interim Administrative Council. It stressed the importance of creating the necessary conditions for RAE communities to live in peace in Kosovo and to enable the return of all RAE refugees and IDPs. A Platform for Joint Action was also established to this end. Carefully prepared go-and-see visits were organised by UNHCR for IDPs and refugees to their original homes in Kosovo and, in a few cases, UNHCR assisted refugees to return to their homes. Moreover, UNHCR staff visited IDPs and refugees to brief them more extensively about the situation in their places of origin.

With the aim of exploring the safe and sustainable return of ethnic Serbs to Kosovo, a Joint Committee on Return (JCR) of Kosovo Serbs was established in May. UNHCR chaired the Steering Committee of the JCR and assumed secretarial responsibilities. The Framework for Return 2001 was prepared by the end of 2000, to be adopted by the JCR in 2001. It sets out the basic principles that must guide organised and spontaneous returns of displaced persons to their places of origin in Kosovo and discusses in detail how to create conditions conducive to a safe and sustainable return.

### Activities and Assistance

#### *Community Services:*

**Serbia and Montenegro:** Over 200,000 refugees and IDPs living in collective centres and private accommodation throughout Serbia benefited from various community service activities. Psycho-social support and educational and recreational activities focused on the mental well-being of the beneficiaries. The special needs of children and adolescents were addressed by experts, psychologists and social workers. Roma children, as an especially vulnerable category, were involved in all activities and special attention was paid to their needs. Activities for the elderly were organised to help them become more self-reliant and to minimise their sense of isolation. UNHCR's funding for mental health services was later directed towards general psychosocial support delivered through a local women's NGO.

**Kosovo:** One hundred and seventeen temporary community shelters provided accommodation and basic services such as heating, food, water and electricity for some 19,000 persons. The centres, which were used to

host Kosovo Albanians, were handed over to the UNMIK Department of Health and Social Welfare on 1 July. Thirteen NGOs implemented a variety of activities under the Kosovo Women's Initiative, including psychological and social support, clinic-based and community reproductive health education, mitigation of sexual and gender-based violence, micro-credit and income generation, skills training, capacity building and legal assistance. All groups received awareness training on legal rights, human rights, women's rights, domestic violence, registration and voting. A total of 219 projects were approved in 2000. More than 40,000 women were directly assisted. The indirect beneficiaries numbered approximately 75,000.

#### *Crop Production:*

**Serbia and Montenegro:** Over 10,000 refugees living in collective centres benefited from small-scale agricultural production activities. Although only a small percentage of beneficiaries participated actively, and made a small income from surplus production, all involved were able to enjoy additional fresh food.

#### *Domestic Needs/Household Support:*

**Serbia and Montenegro:** UNHCR distributed the following items to refugees and IDPs living in private and collective accommodation: roofing sheets, plastic sheeting, heaters, cooking stoves, kitchen sets, beds, mattresses, blankets, sleeping bags, baby baths, winter tents with stoves, jerry cans, plastic bags, laundry soap, hygiene kits, sanitary items and clothes. Collective centres were equipped with new windows, doors, chairs, tables, kitchen equipment (refrigerators, freezers, electric stoves) and bathroom equipment (wash basins, toilets, boilers, showers, as well as washing machines). In addition, over 60,000 cubic meters of firewood were distributed to 19,884 refugee and IDP families in private accommodation during the first winter period.

**Kosovo:** During the year, UNHCR distributed throughout Kosovo the following items: plastic sheeting, tents with stoves, multi-purpose stoves, beds, mattresses, blankets, sleeping bags, bed sheets, baby care items, children's clothes, coats, gloves, hygiene kits, sanitary items, jerry cans, kitchen sets, soap, washing powder, umbrellas, raincoats, rubber boots, clothes (women's underwear, sweaters, socks) and shoes. A total of some 2,700 cubic meters of timber was distributed, along with tools and additional materials, for vital work on houses vulnerable to the harsh winter weather conditions.

#### *Education:*

**Serbia and Montenegro:** Over 5,000 refugees benefited from a variety of vocational training courses in Serbia, ranging from car mechanics to hairdressing. Many of the beneficiaries found work immediately as a direct result of their training.

#### *Food:*

**Serbia and Montenegro:** In addition to the distribution of bulk rations, approximately 37,000 beneficiaries in collective centres, specialised institutions and student dormitories were provided with three meals a day (including at least one hot meal). In addition, bottled baby food was provided for 586 infants during October and December.

**Kosovo:** UNHCR co-operated with WFP to co-ordinate the distribution of food and non-food items. The number of recipients of food aid fell from 1.5 million in the period immediately following the conflict to some 900,000 from January to May, requiring the distribution of some 15,000 metric tons of food per month. The number of food aid recipients was later reduced to 600,000, following needs assessments carried out by WFP earlier in the year. Despite the phasing down of winter emergency aid activities, food delivery programmes continued to target local residents at risk, such as minorities and exceptionally vulnerable persons. From January to June, UNHCR provided fresh food, such as milk, fruits and vegetables, eggs and meat, for some 6,540 beneficiaries in 12 hospitals and social centres in Kosovo. Some 50,000 vulnerable displaced persons, local residents at risk and persons accommodated in various temporary community shelters received fresh food. From the second half of 2000, there was a radical shift in the function of food aid. Having been a mainstay of humanitarian intervention, it now became a component of the social welfare system. Common beneficiary lists were drawn up, with UNHCR and WFP remaining responsible for co-ordinating the food aid and distribution component, while UNMIK's department of social welfare was responsible for the provision of cash allowances. Implementation took place through the Centres for Social Work (CSW) and other food aid partners. The question of unrestricted access to the CSWs for members of minority groups was recognised as a problem, and was monitored closely to ensure that food aid was provided as needed. Fresh food was provided for some 3,500 isolated and dispersed members of minorities in urban centres and enclaves throughout Kosovo who, due to the prevailing security situation, had no access to fresh food. Food was also provided for 2,370 minority IDPs and refugees accommodated in community shelters.

### *Health/Nutrition:*

**Serbia and Montenegro:** Approximately 2,000 of the most vulnerable refugees received 24-hour hospital care in specialist units in Serbia, and roughly 20,000 refugees and IDPs benefited from various health-related activities. Regular visits were organised for elderly refugees and IDPs in need of medical attention living in collective centres and villages. In Montenegro, the UNHCR-funded emergency primary health care service for Roma IDPs in the Konik area was handed over to WHO. Overall, roughly 4,500 refugees and IDPs visited UNHCR-funded health facilities every month (of whom 2,000 required medical assistance or drugs).

**Kosovo:** Reproductive health care was provided for over 25,000 persons, including local residents at risk, and special efforts were made to improve the mortality and morbidity rate among mothers and newborn babies. At the same time, municipal support structures and communities were restructured and streamlined, especially in rural areas. Under the Kosovo Women's Initiative, a series of reproductive health programmes dealt with safe motherhood, family planning, healthy families, STD/HIV and domestic violence in Pec and Prizren. A five-module obstetrics course was attended by 329 nurses and midwives.

### *Income Generation:*

**Serbia and Montenegro:** Nearly 5,000 refugee families benefited from income-generating activities offered by seven implementing partners in Serbia and Montenegro. Some 3,000 refugees who presented viable ideas and met the selection criteria were then given loans either to start up a business or to expand an already existing one. Another 1,700 vulnerable refugee families, who were not in a position to repay loans in the near future, but who presented viable projects, benefited from grants in kind. They would then at a later stage become eligible for a loan which could render their activity more sustainable. Approximately 50 per cent of loans were disbursed from a revolving fund.

**Kosovo:** Micro-credit loans were provided for low income, small business entrepreneurs to help them start small businesses or income-generation activities. Beneficiaries attended a one-day business training workshop prior to applying for credit. Initial loans were of approximately USD 750 per member. Second and third loans became available after repayment of the previous loan. Over 2,300 loans were approved, 55 per cent of them for women, amounting to a total value of USD 1,054,560.

### *Legal Assistance:*

**Serbia and Montenegro:** UNHCR assisted three implementing partners to run free legal counselling centres for refugees and IDPs. Some 40,000 clients were given free legal advice in over 40 offices countrywide. The majority of cases concerned issues of documentation from the country of origin and social security questions. During 2000, a total of 3,700 UNHCR provisional travel certificates were issued. Some 2,700 new applications for return were received and processed, while over 10,000 replies to requests were received from the Croatian Government.

**Kosovo:** Bus services were provided for isolated minority communities in Kosovo to improve their freedom of movement, thereby decreasing their isolation. Despite an attack on one of the buses in early February, which resulted in the death of two passengers, the service was very popular and some 250,000 passengers (over 32,000 in the month of August alone) benefited from it in 2000. In addition, UNHCR funded free telephone services for isolated communities. Over 13,200 persons benefited from this service in 82 locations in Djakovica, Mitrovica, Gnjilane and Pristina. Extensive returnee monitoring was carried out by a local NGO. Up to 350 returnee monitoring forms were completed and entered into a database each month and monthly reports compiled. An international NGO provided free legal aid and information for displaced persons, minorities, returnees and local residents at risk. To ensure easy access for all, two additional centres were established in April 2000, bringing the total to eight. In addition, an extensive outreach programme through mobile teams was developed in order to reach isolated minority communities. The total number of persons benefiting from this service during 2000 was 6,737, of whom 36 per cent belonged to a minority group. Property rights were one of the main issues raised. UNHCR, through a commercial contractor, carried out landmine marking and mine clearance activities in 35 areas all over Kosovo. A total of 540 square kilometres of land was cleared and 252 anti-personnel mines, 40 anti-tank mines and four pieces of unexploded ordnance were removed.

### *Livestock:*

**Serbia and Montenegro:** Over 2,000 refugees in 36 collective centres benefited from small-scale livestock projects such as poultry raising and pig breeding. The chicken projects had the effect of improving the diet of people living in collective accommodation.

### *Operational Support (to Agencies):*

**Serbia and Montenegro:** UNHCR promoted awareness of issues related to the return of refugees and IDPs

through public information campaigns in newspapers, radio and television. These included the participation of UNHCR staff in television talk-shows and the filming of two television broadcasts showing procedures for return to Croatia and assistance to spontaneous returnees to Bosnia and Herzegovina. Regular press briefings were carried out in Belgrade. UNHCR's 50<sup>th</sup> Anniversary in December 2000 was marked by a one-day exhibition and sale of refugee art and crafts.

**Kosovo:** An agreement was reached with UNV to provide up to 12 volunteers to strengthen UNHCR's operations in Kosovo. An assessment of the needs and resource requirements of women in Kosovo was completed in April.

#### *Sanitation:*

**Serbia and Montenegro:** UNHCR organised a camp management team for the newly completed Konik 2 camp in Podgorica and ensured the supply of water, waste disposal and routine cleaning for the Konik 1 and 2 sites. The involvement of the beneficiary population in camp management activities was encouraged.

#### *Shelter/Other Infrastructure:*

**Serbia and Montenegro:** Pending more significant progress towards durable solutions for the sizeable population of refugees and IDPs, basic humanitarian assistance programmes continued. In Serbia, about 37,000 people continued to be accommodated in collective centres, specialised institutions and student dormitories, while some 600 refugees benefited from the permanent housing programme. In Montenegro, some 40 UNHCR-funded collective centres accommodated 700 refugees and 3,000 IDPs. In addition, 1,800 refugees were accommodated in nine family settlements.

**Kosovo:** Some 1,200 rooms with host families were made available for the accommodation of Albanian IDPs from southern Serbia and for some vulnerable ethnic Albanian IDPs from Kosovo. Five hundred hard shelters were constructed to accommodate particularly vulnerable families, mostly in Mitrovica. This programme helped some 4,000 people to get through the winter.

#### *Transport/Logistics:*

**Serbia and Montenegro:** Activities included the warehousing, transport and delivery of humanitarian relief items, food, fuel, heating oil, coal and firewood and the operation of five fuel pumps. Over 3,400 tons of WFP food were distributed to 31,698 refugees in collective

accommodation in Serbia. In addition, 519 tons of relief items (including 217 tons from IFRC) were distributed to refugees and IDPs in private accommodation. In Montenegro, 2,465 tons of WFP basic food rations and 93 tons of relief items were distributed to refugees in private and collective accommodation. An implementing partner provided 35,700 people in 471 collective centres with 82,380 hygiene parcels, 113,605 bars of soap and 62,446 packs of sanitary items. In addition, UNHCR facilitated 63 voluntary repatriation movements to Croatia and arranged for the transport of agricultural machinery (604 tractors with trailers) and the returnees' belongings. UNHCR carried out a substantial programme of go-and-see visits (40 three-day visits for some 800 refugees). UNHCR also covered the costs of in-country transportation for all refugees in the resettlement process.

**Kosovo:** Following an agreement with WFP, local NGO partners carried out the distribution of food to vulnerable persons. Warehousing activities were reduced from a network of ten warehouses to three warehouses by the end of 2000. Transport of food, relief items and shelter materials continued, as well as a mechanical workshop and imported fuel supplies.

#### *Water:*

**Serbia and Montenegro:** UNHCR conducted an assessment of existing water and sanitation facilities, completed urgently needed repairs and gave communities the knowledge and resources to carry out maintenance and repairs themselves by training 30 volunteers and distributing tool kits and basic spare parts to ten IDP sites, camps and collective centres in central and northern Montenegro. Activities in this sector were handed over smoothly to a non-UN agency.

**Kosovo:** As part of its phasing-out strategy, in early January 2000 UNHCR gave the use of 71 large water and sanitation trucks to UNMIK. For a smooth hand-over, UNHCR covered operational expenses, including diesel, spare parts and other repairs, until mid-2000.

## ORGANISATION AND IMPLEMENTATION

### Management

Operations in Serbia and Montenegro were managed from offices in Belgrade, Kraljevo, Nis, Novi Sad and Podgorica. UNHCR had 144 staff working in Serbia and Montenegro (24 international and 120 national staff). In Kosovo, at the end of 2000, there were 173 staff (51 international and 122 national staff) working in seven UNHCR offices.

## Working with Others

In 2000, UNHCR funded 26 NGOs (17 international and nine local) to implement various assistance projects in Serbia and Montenegro. UNHCR also co-ordinated the work of other (separately funded) NGOs assisting refugees and IDPs. UNHCR worked in close co-operation with the Office of the Serbian Commissioner for Refugees; the Federal Ministry for Refugees, IDPs and Humanitarian Aid; and the Montenegro Office for Displaced Persons.

In Kosovo, UNHCR worked with 36 international NGOs. Throughout the year, UNHCR actively collaborated at all levels with the emerging central and municipal UNMIK governmental structures and Joint Interim Administration Departments and with KFOR, CivPol, OSCE, IOM, and UN agencies such as UNICEF, UNDP, UNFPA and UNIFEM.

## OVERALL ASSESSMENT

### Serbia and Montenegro

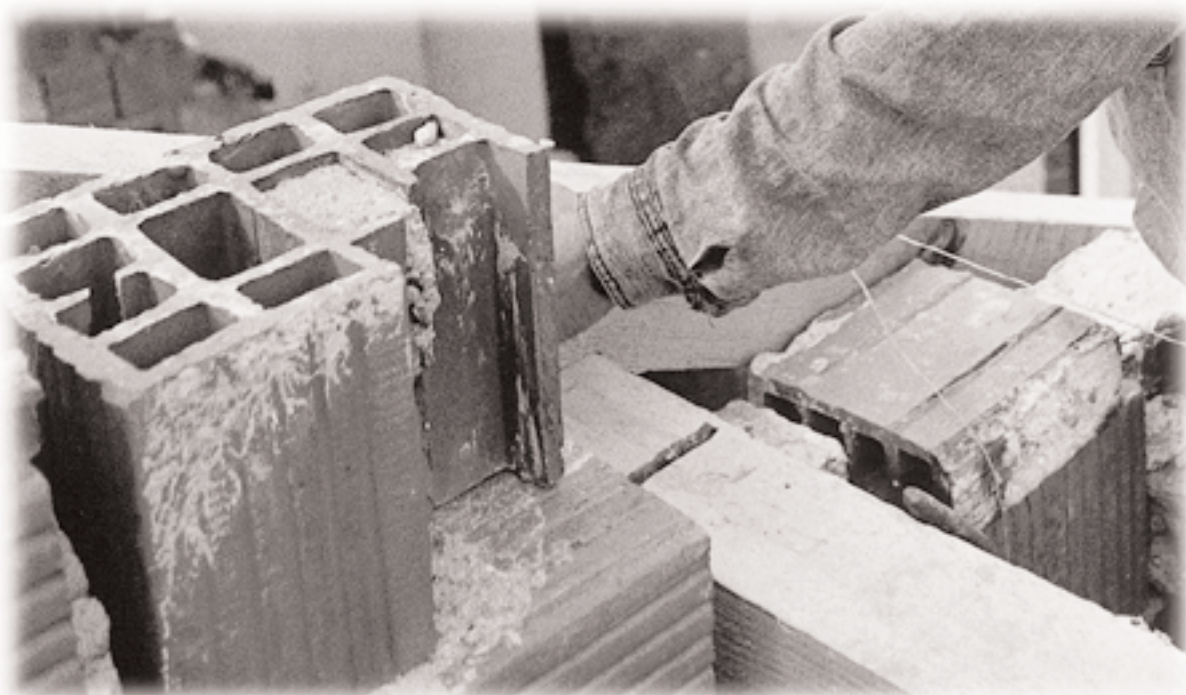
UNHCR made considerable efforts to improve its programme during 2000, to eliminate overlaps and to focus on its main objectives. Certain activities were outsourced if they were not directly related to UNHCR's mandate or not classed as essential or life sustaining. At the same time, consultations were held with NGOs in respect of the Stability Pact and the Council of Europe's Development Bank funding priorities, in order to identify alternative sources of funding and further reduce UNHCR's budgetary requirements. Communication between international agencies and the Government

improved, but the mechanisms for effective co-ordination of donor activities are still being restructured. With its recent democratic changes and re-established links with the international community, the Federal Republic of Yugoslavia could see economic improvements likely to benefit the refugee and IDP populations.

### Kosovo

As Pillar One of the UNMIK structure, responsible for humanitarian affairs, UNHCR was the lead UN agency in Kosovo. A humanitarian crisis was averted in Kosovo through effective inter-organisational mechanisms, assisted hugely by the efforts of the population to host many of the families in need of shelter and to prepare rapidly for winter. UNHCR was therefore able to report that nobody had died on account of inadequate protection against winter conditions. After successfully getting through the winter, UNHCR started focusing on the phasing down of activities in the transition from humanitarian relief to reconstruction and development, and the hand-over of many activities to the relevant departments established by UNMIK under the Joint Interim Administrative Structure.

Through effective co-ordination with UNMIK, IOM and other partners, more than 100,000 ethnic Albanians returned from exile (mainly from Western Europe) without any major problems. The Platform for Joint Action drew international attention to the difficult situation of the Roma and other minority communities in Kosovo. At the same time, contacts between minority communities and the administrative structures improved.





## Offices

### Serbia and Montenegro

#### Belgrade

Kraljevo  
Nis  
Novi Sad  
Podgorica

### Kosovo

#### Pristina

Djakovica  
Gnjilane  
Mitrovica  
Pec (Pejë)  
Prizren  
Urosevac (Ferizaj)

## Partners

### Serbia and Montenegro

#### Government Agencies

Montenegrin Commissioner for Displaced Persons  
Serbian Commissioner for Refugees

#### NGOs

*Alter Modus*  
American Refugee Committee  
CARE International Yugoslavia  
Catholic Relief Services  
Commission for Real Property Claims of Displaced Persons and Refugees  
Danish Refugee Council  
EMERCOM  
Handicap International  
Hi Neighbour  
Humanitarian Centre for Integration and Tolerance  
Humanitarian Law Centre  
International Council of Voluntary Agencies  
International Orthodox Christian Charities  
International Rescue Committee  
InterSOS  
Italian Consortium of Solidarity  
Japan Emergency NGOs  
Media Centre PRELOM  
Norwegian Refugee Council  
OXFAM  
Refugee Magazine ODGOVOR  
Serbian Democratic Forum  
*Stichting Voem*  
SUNCE  
Swiss Disaster Relief  
World Vision

#### Other

International Federation of Red Cross and Red Crescent Societies  
International Organisation for Migration  
United Nations Volunteers  
World Food Programme

### Kosovo

#### Government Agencies

Civil Administration  
Department of Economic Affairs and Resources Administration  
Joint Interim Administration Structure, Department of Health and Social Welfare

#### NGOs

*Acteurs de Solidarité*  
Action Against Hunger  
Action by Churches Together  
Adventist Development Relief Agency  
*Agence d'aide à la coopération technique et au développement*  
American Refugee Committee  
Care International  
Caritas (Spain)  
Catholic Relief Services  
Centre for Protection of Women and Children  
*Centro Regionale d'Intervento per la Cooperazione*  
Children's Aid Direct  
Concern Worldwide  
Council for the Defence of Human Rights and Freedoms  
*Caritas Secours International* (Belgium)  
International Catholic Migration Commission  
International Consortium of Solidarity  
International Rescue Committee  
Japanese Emergency NGOs  
*Malteser Hilfsdienst*  
Mercy Corps Europe  
Mercy Corps International  
Mine Tech (commercial contract)  
*Motrat Qiriaz*  
NORMA  
Norwegian Church Aid  
Norwegian Refugee Council  
OXFAM  
People in Need  
*Première Urgence*  
Relief International  
Samaritan's Purse  
*Solidarité*  
*Télécoms Sans Frontières*  
Triangle  
World Vision

#### Other

European Union Office for Reconstruction  
International Federation of Red Cross and Red Crescent Societies  
International Organisation for Migration  
Mother Theresa Society  
Organisation for Security and Co-operation in Europe  
United Nations Interim Administration Mission in Kosovo  
United Nations Volunteers  
World Food Programme

Financial Report (USD)				
Expenditure Breakdown	Current Year's Projects		Prior Years' Projects	
		notes		notes
Protection, Monitoring and Co-ordination	16,869,786		9,196	
Community Services	8,249,781		5,349,225	
Crop Production	230,427		315,395	
Domestic Needs / Household Support	4,016,525		6,293,854	
Education	60,381		2,160,831	
Food	7,735,285		2,057,761	
Health / Nutrition	2,170,856		2,084,533	
Income Generation	3,625,980		1,409,590	
Legal Assistance	4,345,977		3,599,995	
Livestock	198,040		165,371	
Operational Support (to Agencies)	1,968,374		2,091,044	
Sanitation	55,067		38,882	
Shelter / Other Infrastructure	5,440,972		16,018,523	
Transport / Logistics	9,359,190		9,099,914	
Water	38,863		399,579	
Instalments with Implementing Partners	14,312,149		(25,459,096)	
Transit Account	29,153		26,814	
<b>Sub-total Operational</b>	<b>78,706,806</b>		<b>25,661,411</b>	
Programme Support	3,839,874		933,897	
<b>Sub-total Disbursements / Deliveries</b>	<b>82,546,680</b>	(3)	<b>26,595,308</b>	(6)
Unliquidated Obligations	6,480,520	(3)	0	
<b>Total</b>	<b>89,027,200</b>	<b>(1) (3)</b>	<b>26,595,308</b>	
<b>Instalments with Implementing Partners</b>				
Payments Made	56,553,394		26,720,163	
Reporting Received	42,241,245		52,179,259	
<b>Balance</b>	<b>14,312,149</b>		<b>(25,459,096)</b>	
Oustanding 1 January	0		29,412,300	
Refunded to UNHCR	0		3,949,634	
Currency Adjustment				
<b>Oustanding 31 December</b>	<b>14,312,149</b>		<b>3,570</b>	
<b>Unliquidated Obligations</b>				
Oustanding 1 January	0		33,218,670	(6)
New Obligations	89,027,200	(1)	0	
Disbursements	82,546,680	(3)	26,595,310	(6)
Cancellations	0		6,623,360	(6)
<b>Oustanding 31 December</b>	<b>6,480,520</b>	<b>(3)</b>	<b>0</b>	

Figures which cross reference to Accounts:

(1) Annex to Statement 1

(3) Schedule 3

(6) Schedule 6