



Triple A for Citizens

Access to information, Advice & Active help

EuropeAid/132438/C/ACT/Multi
2012/306-166

Project objectives:

The **general objective** echoes the opening paragraph of the call for proposals: to enhance “the role of civil society in giving citizens a voice and holding governments to account”. By enhancing the connection to citizens, the project will strengthen the role of civil society. Citizen information and legal advice services are able by aggregating the complaints and evidence they receive, to influence government policy on key reforms and their implementation (priority no. 1 in the call). The aim is to spread the citizens’ advice concept to Western Balkans and Turkey.

The project foresees in:

1. mapping the existing provision of citizens information and advice services and producing a feasibility study;
2. launching 10 pilot projects to demonstrate the value of advice services to citizens and policy makers alike; ^
3. building a regional partnership based on twinning with other EU countries and a wider alliance of CSOs interested in citizens’ advice

Main activities

In the 6th month inception period, there will be a mapping of existing advice services run by CSOs services on the one hand and a feasibility study for the setting up of citizens’ advice services on the other. The regional partnership will then issue a call for proposals for organisations which wish to add a citizens’ advice dimension to their work and come together to do so, or create a new service. Implementation will be through twinning arrangements within the partnership: Romania – Croatia and Kosovo, UK – Turkey and Serbia, Republic of Ireland– Bosnia and Herzegovina.

Project partners:



Associates:



Results

A regional forum of citizens’ advice services should encourage the mentioned process. Main goal is to challenge a myth that citizens are passive and indifferent to becoming involved or defending their rights and entitlements, particularly in post-communist countries.

The benefit will be to challenge a myth that citizens are passive and indifferent to becoming involved or defending their rights and entitlements, particularly in post-communist countries. This has been a way to explain a certain disconnect between CSOs and citizens. The final beneficiaries are the citizens who become better informed and able to defend their rights.

The final beneficiaries are citizens who become better informed and able to defend their rights. Stakeholders are the beneficiaries of the projects and other CSOs which gain legitimacy from connecting to citizens and advocating on their behalf and policy makers by knowing more how reforms are working (or not) and perceived on the ground. Demonstrating this win-win situation should encourage a multiplier effect to spread citizens’ advice beyond the 10 pilot projects.



THIS PROJECT IS FUNDED BY THE EUROPEAN UNION
Instrument for Pre-accession Assistance (IPA) Civil Society Facility (CSF)
 The views expressed in this publication do not necessarily reflect the views of the European Commission





European Citizen Action Service (ECAS)

Adress : Avenue de la Toison d'Or, 77, 4th Floor
1060 Brussels
Belgium

Tel : +32 (0) 2 548 04 90

E-mail: kenan.hadzimusic@ecas.org

Web: <http://www.ecas-citizens.eu/>

ECAS was created in 1991 as an international non-profit organisation, independent of political parties, commercial interests and the EU Institutions. Our mission is to enable NGOs and individuals to make their voice heard within the EU by providing advice on how to lobby, fundraise, and defend European citizenship rights. ECAS is a large cross-sectoral European association bringing together members from different areas of activity: civil liberties, culture, development, health and social welfare, as well as general civil society development agencies.

Main projects:

- IMPACT European Centre for Cross-Sectoral Partnership Office in Brussels:
Since September 2009, ECAS is hosting the IMPACT European Centre for Cross-Sectoral Partnership, whose purpose is to represent the National Foundation for Civil Society Development in Croatia (NFCSD) and the Croatian Civil Society Organizations in Brussels.
- Your Europe Advice:
The Your Europe Advice service is a Europe – wide service that offers citizens specific and tailored information and advice on their rights under internal market rules – as well as signposting where appropriate to an authority or other body (official or independent, at EU, national, or local level that should be able to resolve the problem concretely).
ECAS has successfully been running the YEA for DG Market since 2002. The YEA service was first launched in 1996 as part of the EC information campaign “Citizens First” aiming at raising citizen’s awareness of their rights in the Single Market and helping them to exercise their rights in practice. This YEA consists of a multilingual team of over 50 lawyers, which handles over 12,000 questions each year. It is the single largest database Europe works for the citizen.
The main topics the YEA covers are: working in another EU country; living in another EU country; studying in another EU country; buying goods and services in the Single Market; travelling in the EU; enforcing your rights; equal opportunities for men and women, and data protection.
- ECI Link
The ECI-link is an awareness raising and training project whose **goal** is to alert more citizens and organisations to this new opportunity (European Citizens’ Initiative, which came into effect on 1 April 2012) to set the European agenda.
- European Civil Society House
The “European Civil Society House” project **objective** was to showcase and produce a prototype of a virtual and physical European Civil Society House (ECSH), an ECAS recent initiative, supported by the European Parliament (EP) which voted a new budget line no.150667 (however without an amount yet) for the creation of the ECSH. The house will be occupied by European associations in the areas of citizens’ rights, civil society development and citizens’ participation, seeking to share know-how, skills, resources and common facilities.
To respond to the concern that a house in Brussels might be too centralizing, ECAS has developed a virtual house in parallel, to be accessible from anywhere in the EU, providing a resourceful and dynamic online platform, with help-desks and other online facilities to associations and individuals, bringing them closer to the EU and making them more connected across borders, allowing them to build a community of their own.
- Carrousel Project
The **aim** of the Carrousel project is to consult the citizens in four countries (Hungary, Bulgaria, France, Poland), on the mechanisms available to them to make their voice heard with the EU Institutions:
 - European Citizens’ Initiative (ECI);
 - Access to documents from the European institutions;
 - Petitioning the European Parliament;
 - Referral of a case to the European Ombudsman;
 - Complaints to the European Commission.
- Other projects:
 - European Citizens’ Panel – New Democratic Toolbox for New Institutions
 - Visa facilitation in the Western Balkans: Monitoring of the New Agreements
 - Monitoring visa regimes of the EU member states towards Turkey
 - NGO capacity building programme – Information, Training and Scholarship (ITS).



National Foundation for Civil Society Development

Adress: Štrigina 1a, 10000 Zagreb, Croatia

Tel: +385 1 2399100

E-mail: zaklada@civilnodrustvo.hr

Web: <http://zaklada.civilnodrustvo.hr/frontpage>

The National Foundation for Civil Society Development was founded with the basic aim of promoting and developing the civil society in the Republic of Croatia. In order to fulfil its basic aim, the Foundation offers expert and financial support to programs which encourage the sustainability of the not-for-profit sector, inter-sector cooperation, civil initiatives, philanthropy, voluntary work, and which improve the democratic institutions of society and other programs which fulfil the basic aims of the Foundation.

From 2004 onwards, the NFCSD has been successfully taking part in various international projects, in cooperation with partners and organisations from abroad. As the strongest grant making organization in Croatia, the NFCSD continues to provide support services to CSOs. The NFCSD program operates through focal points in key regions and provides various types of training, networking, technical assistance, and clearinghouse services. As of the beginning of 2011, the Government of the Republic of Croatia recommended NFCSD to enter the Operating Structure established for management and implementation of assistance under IPA Component IV – Human Resources Development as an Implementing body, and eventually the European Social Fund structure in the same role. Since all the necessary audits (including the external one from Brussels) were accomplished in the positive way, the formal accreditation is expected very soon.



Association for Democratic Initiatives (ADI)

Adress: Zmaja od Bosne 8, 71000 Sarajevo, Bosnia and Herzegovina

Tel: + 387 33 262 415

E-mail: elma.demir@adi.org.ba

Web: <http://www.adi.org.ba/>

Association for Democratic Initiatives (ADI) is a non-governmental organization working on political and economic development, the rule of law, protection of human rights, and EU integrations in Bosnia and Herzegovina by fostering participatory and direct democracy practices and instigating partnerships between the civil society, governmental institutions and the private sector. ADI realizes its objectives through proposing policy solutions, implementing projects and advocacy campaigns, and organizing educational trainings. Particularly, ADI's efforts are directed towards building institutional capacities of civil society organizations and promotion of their role in the society.

During its 10 years of existence, ADI has worked on diverse national and regional projects dealing with political and economic development issues, the rule of law, protection of human rights, and EU integrations in Bosnia and Herzegovina. In this way, ADI has extensive experience in instigating citizen participatory mechanisms and has acted as advocate for strengthening human rights protection and better access to legal information in the country and the Balkans.



Civil Rights Program in Kosovo (CRP/K)

Adress: Radovan Zogovic nr.10 , Prishtine/Pristina, Kosovo

Tel: +381 38 243 610/611/612

E-mail: crp@crpkosovo.org; naim@crpkosovo.org

Web: <http://www.crpkosovo.org/index.html>

The Civil Rights Program in Kosovo (CRP/K) was founded by The Norwegian Refugee Council (NRC) 1999. CRP/K continued with its activities under this framework until 2004 when from 1 December of the respective year it has functioned as an independent non-governmental organization. As from this year, CRP/K conducts its activities as non-governmental human rights based organization and it is an implementing partner of the United Nations High Commissioner for Refugees (UNHCR), in implementation of the projects related to free legal assistance in the territory of Kosovo. CRP/K is an organization that provides free legal assistance and counselling for returnees, asylum seekers, displaced persons in Kosovo, persons at risk of statelessness and to persons who are considered to be vulnerable in realization of their civil rights. Such help is provided without discrimination of any kind.

CRP/K presents the beneficiaries in the procedures before court. CRP/K objective is to enhance the protection of human rights and freedoms, to address legal obstacles through representation of the interests of its beneficiaries, to facilitate access to gender and diversity sensitive

information and necessary documentation with the aim to promote equal access to services for all communities in Kosovo.



Law Centres Federation (LCF)

Address: 22 Tudor Street, London, United Kingdom

Tel: + 44 20 7842 0720

E-mail: julie@lawcentres.org.uk

Web: www.lawcentres.org.uk/

LCF was funded by the Legal Services Commission (LSC) UK to develop and establish 6 Law Centres in areas of need as identified by the LSC. In addition, LCF has and continues to work with organisations seeking to establish Law Centres. For example, in 2011, Harrow Law Centre and the Deaf Law Centre were newly established with guidance from LCF.

The Law Centres Network strives for a just and equal society where everyone's rights are valued and protected. We do this by supporting a national network of Law Centres that work with some of the most vulnerable and disadvantaged people in society. We are the national voice of Law Centres and their clients, representing them at all levels of government and in various national forums. We support our member Law Centres to help them achieve their full potential and be as sustainable as possible. We help to set up new Law Centres, initiate new services, and champion the model of free and independent legal advice and representation. We also support and develop special projects. Currently, these include legal services for young people, promoting equality and human rights and tackling discrimination. The Law Centres Network is run by a small staff team and a board of trustees drawn mostly from our member Law Centres.



Lawyers' Committee for Human Rights (YUCOM)

Address: Svetogorska 17, 11000 Belgrade, Serbia

Tel: + 381 11 33 444 25

E-mail: office@yucom.org.rs

Web: <http://www.yucom.org.rs>

The Lawyers' Committee For Human Rights (YUCOM) was founded in November 1997 (then called Yugoslav Lawyers Committee for Human Rights) as an expert, voluntary, non-governmental organization whose members are legal experts engaged in promoting and advocating the idea of the rule of law and uphold of human rights, raising public awareness, conceiving, designing and leading civic initiatives, rendering legal assistance to victims of human rights violation, as well as developing co-operation with national and international organizations involved in human rights protection and promotion. YUCOM is recognized as an organization advocating human rights and promoting active participation of citizens in legal initiatives. It has profiled itself and gained much recognition as a human rights defenders' organization.

Since its founding in 1997, YUCOM's activities were generally divided into three main areas: Local Community Legal Aid Network (LCLAN) program – now Legal Aid Program, Citizen's Legislative Initiatives (CLI) program – now Advocacy Program, and Human Rights Resource Center (HRRC) and Documentation Center activities.



National Association of Citizens Advice Bureaux (NACAB Romania)

Address: Petru Maior Street 9, Bucharest, Romania

Tel: + 40 21 313 40 06

E-mail: ioan.tanase@robcc.ro

Web: <http://www.robcc.ro/en/>

The National Association of Citizens Advice Bureaux (NACAB) was founded in 2002, under the Phare Programme – Strengthening Civil Society. The Association benefited from the support of the Romanian Government (the Department of Liaison with the Political and NGO Environment) and of the British Government (the Department of International Development).

It is a nongovernmental, non profit organization, founded to support and to direct the activities of the Citizens Advice Bureaux (CABs), and is made up of 38 NGOs that founded CABs and CAB branches in more than 60 localities in Romania, both in urban and rural environments.

NACAB coordinates the activities of the CABs, promotes the network of the CABs at the national level, and represents the network of the CABs in relation with public authorities and aims at elaborating documents with potential of impact in what concerns public policy making and social services sector, based on information furnished by the CABs. It is made up of 38 NGOs that founded CABs. NACAB's Mission is to consolidate the Romanian society by offering services of information/advice and by promoting the interests of all citizens in the decision making process.



National Association of Citizens Information Services (NACIS)

Address: New Street 1, Longford, Ireland

Tel: + 353 1 761 07 7239

E-mail: deirdre.casey@citinfo.ie

Web: <http://www.nacis.ie/>

The National Association of Citizens Information Centres and Services is the national representative body of Citizens Information Services and Citizens Information Centres. The Association acts as the voice of the CIS and CIC and is committed to supporting the development of an independent, professional, non-judgmental information and advocacy service.

The National Association of Citizens Information Centres and Services is the representative body of such structures and organisations. It represents CIC\CIS nationwide and supports them in their task of providing information on a range of issues such as social welfare, disability, health, residency, employment, family law, etc.

NACIS is committed to the development of an independent, professional and supportive information and advocacy services. The Association acts as the voice of the CIC\CIS and their clients – the public – as regards information needs on a wide range of issues. NACIS acts as the independent voice of CIC\CIS nationally and is committed to the promotion of active citizenship in its widest understanding. Notwithstanding the above, NACIS respects the independence and autonomy of individual CICs\CISs

Association of Civil Society Development Centre (STGM)

Address: Tunus Caddesi 85/8, Kavaklıdere-ANKARA, Turkey

Tel: + 90 312 4424262

E-mail: bilgi@stgm.org.tr

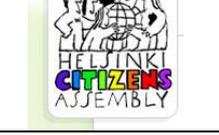
Web: <http://www.stgm.org.tr/tr>



STGM which is the only civil body in Turkey working nation-wide on the capacity building of civil society was established on 20 April 2004 by a group of civil activists who were influential in domains such as human rights, women, youth, culture, religious rights and environment. In addition to its central office in Ankara which became active in 2005, the centre has its 4 local support centres in the provinces of Adana, Denizli, Diyarbakır and Eskişehir. Main areas of work of STGM are:

- Training and institutional coaching supports for local CSOs
- Supporting CSO networks
- Providing technical assistance for CSOs on campaigning, strategic planning, project development, lobbying, advocacy etc.
- Legal advice for CSOs
- Publications
- Conferences and seminars for CSOs
- Implementation of three grant schemes (preparation of the guidelines, promotion of the grant schemes by organizing pre-grant conferences, making nation-wide announcements via e-groups, web page, meetings, etc.)

The vision of Association of Civil Society Development Centre is a 'Strong and Democratic Civil Society.' The mission of the STGM targeting the attainment of a strong and democratic civil society is to carry out advocacy, campaign, research, training and lobbying activities in its priority target areas.

Associates	
	<p>Association of Consumers in Serbia – APOS Zmaj Jovina 26, PC LUPUS, 21 000 Novi Sad, Serbia</p> <p><u>Contact person:</u> Edina Popov; apos@apos.org.rs</p>
	<p>Association for promotion of human rights and media freedoms “CENSORSHIP PLUS” / “CENZURA PLUS” ŠetališteBačvice 10, 21000 Split, Croatia</p> <p><u>Contact person:</u> Neda Milišić, nedam@cezura.hr</p>
	<p>Association of Consumers “Klub potrosaca” TC Tuzla Ul. Klosterska br. 3,75000 Tuzla, Bosnia Herzegovina</p> <p><u>Contact person:</u> Gordana Bulic, g.bulic@bih.net.ba</p>
	<p>Euclid Network 1 New Oxford Street, London UK</p> <p><u>Contact person:</u> Mr. Filippo Addarii, Filippo.addarii@euclidnetwork.eu</p>
	<p>Helsinki Citizens' Assembly Refik Saydam Cad. Dilber Ap. 39/10, Şişhane, Beyoğlu 34430 Istanbul, Turkey</p> <p><u>Contact person:</u> Emel Kurma, info@hyd.org.tr</p>
	<p>Metamorphosis, Foundation for Internet and Society (Метаморфозис фондација за интернет и општество) ul. Apostol Guslarot br. 40, 1000 Skopje, Macedonia</p> <p><u>Contact person:</u> Bardhyl Jashari, bardhyl@metamorphosis.org.mk</p>
	<p>Türkiye Üçüncü Sektör Vakfı Bankalar Caddesi No.2, Minerva Han Kat.5, 34420 Karaköy/İSTANBUL, Turkey</p> <p><u>Contact person:</u> Tefvik Başak Ersen, basak@tusev.org.tr</p>



THIS PROJECT IS FUNDED BY THE EUROPEAN UNION
Instrument for Pre-accession Assistance (IPA) Civil Society Facility (CSF)



The views expressed in this publication do not necessarily reflect the views of the European Commission