



RESURSNI CENTAR

Centar za razvoj nevladinih organizacija

GUIDE

TO PROVIDING SERVICES TO CIVIL SOCIETY ORGANISATIONS



This document was created through the project Resource Centre for Civil Society Organizations in Montenegro implemented by the Centre for Development of Non-Governmental Organizations in partnership with NGO Bonum, NGO Democratic Centre of Bijelo Polje (BDC), NGO New Horizons, NGO Hope and financed by the European Union. Its contents are the sole responsibility of Centre for Development of Non-Governmental Organizations and do not necessarily reflect the views of the European Union.



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Introduction

The Resource Centre for Civil Society Organizations in Montenegro is a joint project of the Centre for the Development of Non-Governmental Organizations (CRNVO) and our partners CRNVO of Local Resource Centres: NGO Bonum from Pljevlja, NGO HOUP from Herceg Novi, New Horizon from Ulcinj and Democratic Centre of Bijelo Polje, which is supported by the European Union. Associates on this project are the Ministry of Public Administration, The Office for European Integration as well as the Union of Municipalities of Montenegro.

Resource Centre, as a new format within our organization will for the next three years be a service centre for daily support to all civil society organizations, as well as individual activists in the form of capacity building programs, help desk services, research, organization of public gatherings, fairs and conferences and similar activities. Parallel with the provision of a whole range of services, we will work on legal and other changes, which enable the smooth functioning of NGOs, and intensively seek the application of these solutions.

The overall goal of the Resource Centre is strengthened civil society organizations that actively contribute to the development of participatory democracy in Montenegro. While the specific goal of the RRC is to improve the capacity of civil society organizations to be effective, responsible and independent actors and contribute to creating an environment that fosters the development of a civil society.

Within the Resource Centre for Civil Society Organizations, a number of capacity building programs will be organized, so as large number of public events and meetings. At the same time the Civil Society Organizations have the right to use the help desk services of the Resource Centre for Civil Society Organizations as well as the services of local resource centres.

The Service Guide provides information on the help desk services of the Resource Centre and local resource centres, the type of services and the way they are used, the evaluation of services and user records.

Resource Centre remains open and first address to all civil society organizations and individuals who plan to contribute to the development of society in all segments in the form of associations and organizations.



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Catalog and method of service delivery by Resource Centre

Resource Centre's beneficiaries are:

- NGO
- Local governments
- State authorities
- Donors
- Corporate societies
- Citizens and citizens
- The media

Resource Centre CRNVO and local resource centres: NGO "Democratic centre of Bijelo Polje" in Bijelo Polje, NGO "Bonum" in Pljevlja, NGO "New horizons" in Ulcinj and NGO "Hope" in Herceg Novi, provide their beneficiaries with the following services:

1. Help-desk

All services under this type of support (apart from a daily review of NGO activities) are available for interested parties from **10-14h from Monday to Thursday**.

This service relates to the following types of NGO support:

a) Support the establishment of NGOs

Interested individuals and legal entities who wish to establish an NGO, will receive relevant advisory councils, forms of registration required, procedures for opening a bank account, text of NGO law and other necessary information and specific instructions. Since the forms for establishing associations and foundations are complete, and they involve the filing out of segments that exclusively depend on the decision of interested parties, CRNVO will not prepare complete acts on behalf of interested persons, but will certainly provide all necessary advice on how this should be done.

b) Legal and financial advice for work of NGO

Interested non-governmental organizations will receive legal and financial advice on daily business. These issues include labor relations, tax issues and other legal issues that apply to the work of NGOs.

c) Consultations in the preparation and realization of projects (domestic local and national calls for project proposals submission, projects financed from EU funds, calls by other donors)





This service includes giving general comments and suggestions to a full working version of the project proposal. Projects should be delivered exclusively by e-mail. CRNVO can provide advice on the overall compatibility of the project proposal with the specific call, project objectives, and the amount of the budget.

Note: This service excludes the ability of CRNVO and local resource centres to write project proposals for other organizations.

d) Daily information related to all public calls for NGOs, events, news related to NGOs via CRNVO e-mail list

This service involves providing important information for the work of NGOs on a daily basis. The information refers to public calls from state authorities in relation to the preparation of public policies (strategies, laws, etc.), events organized by state and local government bodies, information on calls for grants for NGOs and other relevant information.

In order to register on the e-mail list user should send a blank e-mail to the address: crnvo-subscribe@googlegroups.com, or sign up via the front page of the website. After that, user will automatically receive an e-mail that the application has been received. Then user should reply to this message (reply + send). When someone wants to send an notice, question, etc. to the list members, it is done by sending an e-mail to crnvo@googlegroups.com.

Rules of using the CRNVO e-mail list

- The CRNVO e-mail list was established in 2001 in order to exchange information between NGOs, but also information related to the environment in which NGOs operate in Montenegro. The e-mail list should provide better information on available project calls, public debates, opportunities for participation in public sector institutions, legal obligations of NGOs, available training, events organized by NGOs, initiatives, and other information of importance to NGOs.
- The specific goal of establishing the CRNVO e-mail list is to encourage dialogue between beneficiaries, exchange views and attitudes regarding issues related to the work and activities of NGOs.
- Users of the CRNVO e-mail list are predominantly NGOs, but also other legal and natural persons who are interested in obtaining and disseminating information related to NGOs.
- All users of the list have the same rights in terms of timely information - all information at the same time comes to all users of the list.
- Rules for the users of the list are the following:

➤ It is not allowed to invoke the violation of the Constitution of Montenegro;





- It is not allowed to use hate speech, spread religious, national, gender and other forms of discrimination;
- User shall not place inappropriate content
- It is not permitted to insult and expose unconfirmed information in relation to NGOs and their members;
- It is not permitted further mutual accusations against the users of the list in dispute before court cases in relation to that particular question;
- No campaigns targeted against any NGO list user;
- It is not allowed to use vulgar and inappropriate expressions;
- It is not allowed to privatize the e-mail list in order to exchange private information between the users of the list

- CRNVO reserves the right to exclude users who do not comply with these rules from the list.
- Users of the list who are excluded from it can contact the CRNVO directly to explain the reasons for the exclusion from the list.

e Issues related to communication and cooperation between the Government of Montenegro and NGOs This service refers to the possibility of obtaining all acts regulating communication and cooperation between the Government and NGOs (strategies, laws, regulations, decisions, etc.) including clarifications of certain regulations.

The user can receive this information by sending an email to crnvo@crnvo.me, or by calling +382 20 219 121 within the specified time frame for help desk services.

f Issues related to communication and cooperation between local self-governments and NGOs

This service refers to the possibility of obtaining all acts regulating communication and cooperation of local governments and NGOs (strategies, decisions, etc.) including clarifications of certain regulations.

The user can receive this information by sending an email to crnvo@crnvo.me, or by calling +382 20 219 121 within the specified time frame for help desk services.

g Networking and building partnerships at national and local level

This service relates to the opportunity to obtain information on other non-governmental organizations at the national and local level working in the same areas in order to encourage cooperation. Also, this service should help NGOs in seeking partner organizations with which it is possible to achieve project and strategic cooperation.

The beneficiaries can receive this information by sending an email to crnvo@crnvo.me, or by calling +382 20 219 121 within the specified time frame for help desk services.

i Information on donors

This service refers to the opportunity to obtain information about the donors. This service includes providing information on current donors for NGOs in Montenegro, contact details and information on the priorities, methods of financing, deadlines, submission of application forms ect.





The user can receive this information by sending an email to crnvo@crnvo.me, or by calling +382 20 219 121 within the specified time frame for help desk services.

1. Support in communicating with the public

Civil society organizations have been enabled to support the organization / preparation of press conferences and similar events (trainings, workshops, meetings) in the premises of national and local resource centres equipped for this purpose. NGOs can get support in preparing press releases and communication with the media.

2. Mentoring support of NGOs in preparing initiatives, comments and suggestions related to public policies concerning the cooperation of NGOs and state bodies, NGO participation in decision-making, as well as transparency and accountability of civil servants.

In order to support NGOs at the local and national level in preparing the initiatives, comments and suggestions related to public policies, as well as encouraging greater participation of NGOs in the decision-making process, mentoring support is provided by the team of state and local resource centres. Mentoring is a process in which national and local resource centres follow the initiative of NGOs from the very beginning, through drafting to the submission and achievement of the end result, providing support at every step.

3. Basic and advanced training for members of non-governmental organizations

The training will be conducted in accordance with the available resources, based on the identified needs through the questionnaire and the criteria for selecting the participants. Trainings will be realized by the Resource Center Trainers Team. Training will be carried out in the following areas: (basic level):

- Fundraising for the work of NGOs
- Writing a project proposal
- Strategic (long-term) planning
- Public advocacy, lobbying, coalition building
- Management of non-governmental organizations
- Project management
- Monitoring and evaluation
- Mechanisms for citizen participation in the decision-making process at the local and national levels
- Cooperation between state administration bodies, local self-government units and non-governmental organizations
- Organizational management





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Methods of communication

Interested parties who chose email correspondence and the receiving of services through this channel should contact the e-mail addresses of national and local resource centres using a form which is below.

In order to cover as much of the territory of Montenegro as possible, national and local resource centres will provide services for NGOs from a number of municipalities listed below:

NGO CDNGO (Podgorica, Nikšić, Cetinje, Kolašin, Danilovgrad):

e-mail: crnvo@crnvo.me

telephone: +382 20 219 121, 219 120

NGO Bonum (Pljevlja, Žabljak, Šavnik):

e-mail: bonum@t-com.me

telephone/fax +382 52 321 732

NGO Democratic Centre of Bijelo Polje (BDC) (Bijelo Polje, Mojkovac, Berane, Plav):

e-mail: nvobdcbp@gmail.com

telephone/fax: +38268 571 321; Mob: +38269 256 213

NGO Hope (Herceg Novi, Kotor, Tivat, Budva)

e-mail: nvonada@t-com.me; gkhn@t-com.me

telephone/fax: +382 31 321 444; Mob: 069 755 095;

NGO New Horizons (Ulcinj, Bar)

e-mail: horizon@t-com.me

telephone: +382 68 300 603



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Method for delivering feedback

National and local resource centres have the obligation to respond to a written electronic request for service within 72 hours and communicate further instructions regarding the provision of the service.

Form for service beneficiary

| Name and surname / Name of organization | The mark and description of the requested service |
|--|---|
| Contact telephone | |
| E-mail address | |
| Type of service (mark with an X in the column on the right) | |
| <i>Support in the establishment of NGO</i> | |
| <i>Legal and financial advice for the work of NGO</i> | |
| <i>Consultations in the preparation and realization of projects (domestic local and national calls for project proposals submission, projects financed from EU funds, calls by other donors)</i> | |
| <i>Daily information related to all public calls for NGOs, events, news related to NGOs via CRNVO e-mail list</i> | |
| <i>Issues related to communication and cooperation between the Government of Montenegro and NGOs</i> | |
| <i>Issues related to communication and cooperation between local self-governments and NGOs</i> | |
| <i>Networking and building partnerships at national and local level</i> | |
| <i>Information for interested parties in relation to national policies in certain areas</i> | |
| <i>Information on donors</i> | |
| <i>Support in communicating with the public</i> | |
| <i>Mentoring support of NGOs in preparing initiatives, comments and suggestions related to public policies</i> | |
| <i>Basic and advanced training for members of non-governmental organizations</i> | |





Records of service provision

CRNVO and local resource centres keep track of the services provided during the year. Data on services provided are an integral part of the annual report on the work of national and local resource centres.

Individual questionnaire

| | |
|---|--|
| Name and surname / Name of organization | |
| Address | |
| Contact telephone | |
| E-mail address | |
| Type of service (detailed description) | |
| The final result of consultations / Comment | |
| Consultations provided by | |
| Type of consultations (meeting, phone call, e-mail) | |
| Date and time | |





QUESTIONNAIRE FOR THE BENEFICIARIES OF THE RESOURCE CENTRE FOR NON- GOVERNMENTAL ORGANIZATIONS

This questionnaire is designed to examine the satisfaction of beneficiaries of the Resource Centre for Non-Governmental Organizations (hereinafter: RC) in relation to the quality of the services provided.

Your ratings, suggestions and recommendations will help us improve our work to our mutual satisfaction.

Please, send the completed questionnaire to the e-mail address: crnvo@crnvo.me

Thank you in advance for your contribution.

1. Help-desk

a) Support in the establishment of NGO

How do you assess the advice and support of RC in the establishment of your NGO? (The lowest grade -1, the maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |

What should be done, in your opinion, to improve the quality of this RCs' service? Please describe.

b) Legal and financial advice for work of NGO

How do you assess the legal and financial advice of RC necessary for the operation of your NGO? (The lowest grade -1, the maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |

What should be done, in your opinion, to improve the quality of this RCs' service? Please describe





c Consultations in the preparation and realization of projects (domestic local and national calls for project proposals submission, projects financed from EU funds, calls by other donors)

How do you assess RC's advice in preparing projects that your NGO submit to domestic and international donors?? (The lowest grade -1, the maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |

What should be done, in your opinion, to improve the quality of this RCs' service? Please describe

How do you assess RC's advice in implementing your NGO project? (The lowest grade -1, the maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |

What should be done, in your opinion, to improve the quality of this RC's service? Please describe

d Daily information related to all public calls for NGOs, events, news related to NGOs via CRNVO e-mail list

How do you assess the quality of information related to public calls, events, news related to NGOs, which are distributed through the RC List (CRNVO)? (The lowest grade -1, the maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |

What should be done, in your opinion, to improve the quality of this RCs' service? Please describe





e Issues related to communication and cooperation between the Government of Montenegro and NGOs

How do you assess the quality of information you received from the RC in relation to acts regulating communication and cooperation between the Government and NGOs (strategies, laws, regulations, decisions, etc.) including clarifications and individual regulations? (The lowest grade -1, the maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |

What should be done, in your opinion, to improve the quality of this RCs' service? Please describe

f Issues related to communication and cooperation between local self-governments and NGOs

How do you assess the quality of information you received from the RC in relation to acts regulating communication and cooperation of local governments and NGOs (strategies, decisions, etc.) including clarifications and individual regulations? (The lowest grade -1, the maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |

What should be done, in your opinion, to improve the quality of this RCs' service? Please describe

g Networking and building partnerships at national and local level

How do you assess the quality of information that you received from the RC in relation to other non-governmental organizations at national and local level, which work in the same areas as your NGO, in order to encourage co-operation, establish a partnership, ie project and / or strategic cooperation? (The lowest grade -1, the maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |





What should be done, in your opinion, to improve the quality of this RCs' service? Please describe

h Information on donors

How do you assess the quality of information you received from the RC regarding current donors for NGOs in Montenegro, their contact information and information on priorities, methods of financing, deadlines, delivery of application form, etc.?? (The lowest grade -1, the maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |

What should be done, in your opinion, to improve the quality of this RCs' service? Please describe

2. Support in communicating with the public

How do you evaluate the quality of support that you received from the RC in relation to the organization / preparation of press conferences and similar events (trainings, workshops, meetings) in RCs' premises, as well as support in the preparation of press releases and communication with the media? (The lowest grade -1, the maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |

What should be done, in your opinion, to improve the quality of this RCs' service? Please describe

3. Mentoring support of NGOs in preparing initiatives, comments and suggestions related to public policies





How do you evaluate the quality of the mentoring support that you received from RC in relation to initiative of your NGO (drafting an initiative, up to submission and achieving the end result)? (The lowest grade -1, the maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |

What should be done, in your opinion, to improve the quality of this RCs' service? Please describe.

4. Basic and advanced training for members of non-governmental organizations

Note: Assessment of the quality of realized training for non-governmental organizations will be carried out immediately after the training itself.

5. Methods of communication

How do you assess the method of communication with the RC in relation to the provision of services (replying within 72 hours after the received written electronic request and the communication of further instructions regarding the provision of the service)? (lowest grade -1, maximum grade -5. Please mark with X)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| | | | | |

What should be done, by your opinion, to improve the quality of communication with the RC? Please describe.

6. Additional suggestions

If there are any other suggestions for improving the performance of the RC, please describe.





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