1. Basic Information

1.1 Désirée Number: RO-0104.03

1.2 Title: Civil Society

1.3 Sector: Democratisation

1.4 Twinning Component: N/A

1.5 Location: Romania

2. Objectives

2.1 Overall Objectives:
- To improve the capacity and the credibility of the sector in order to better serve the community needs and interests
- To strengthen the NGOs in the field of Democracy, Human Rights and Rule of law
- To support the NGOs projects of relevance to acquis implementation and to certain social need priorities

2.2 Project purpose:
To support the NGOs in order to be able to best address the needs of the community through:
1. Multiply / strengthen the network of citizens advice bureaux
2. Develop credibility and capacity of the sector
3. Strengthen the NGOs in the field of Democracy, Human rights and Rule of law
4. Promote the implementation of the acquis communautaire and encourage the inclusion of individuals and groups who risk being economically, socially or politically marginalised

2.3 Accession Partnership and NPAA priority
The continuing development of civil society is seen as important for the consolidation of a democratic and pluralist society in Romania.

3. Description

3.1 Background and justification:

1. The NGO sector has to play an important role in responding to the needs of the citizens. There is a lack of information and advice services, especially outside big cities. In this context it is necessary to multiply and strengthen the network of Citizens' Advice Bureaux (CABs) which will offer information and advice services. In the same time, an effective system of NGO resource centres would enhance access to information for small NGOs and/or those outside main cities. Each NGO was set up for a specific mission and is specialised in some areas of activity. The experience proved that it is difficult for NGOs to set up and keep functioning a resource centre which is supposed to
enhance access to information for other NGOs acting in different fields of activity. The resource centres can be done through an extension of scope for existing CABs to serve also the local NGO communities in areas where specialised NGO resource centres do not exists. In this way CABs will be able to offer advice and information to citizens and to NGOs (citizens representatives).

2. In spite of the fact that civil society / NGOs has to play an important role in solving the community needs, the sector is often characterised as untrustworthy, fragmented and lacking collective responsibility. That is why support to improve competence and integrity of the sector as well as its capacity to be able to serve the interests of the citizens is considered a priority.

3. There is a lack of civic education, lack of interest of citizens regarding their rights, duties and implications of their decisions. Support to strengthen NGO sector in the field of Democracy, Human Rights and Rule of law is needed.

4. The development of a democratic society is intrinsically linked to the development of an open civil society, the so-called third sector which complements the activities of the state and market economy. Functioning NGOs and NPOs have a key role in articulating the demands of citizens through active participation and consciousness raising. Typically many elements of the acquis communautaire are based on the existence of thriving and active NGOs/NPOs (such as consumer movements, environmental initiatives, social health associations etc). Without the activities of these NGOs/NPOs, the acquis could not find popular acceptance or be implemented fully. Therefore support for strenghtening institutional capacity of NGOs/NPOs in sectors relevant to acquis implementation, particularly so in the fields of consumer protection and environmental protection is needed. In the same time NGO/NPO activities in social and health field require support.

3.2 Linked activities:

There were funds directed to NGOs under the programme RO 9406 -Civil Society Development Programme. The programme aimed to strengthen the capacity of the NGO sector in Romania. The Civil Society Development Foundation was set up in order to implement the above mentioned programme. The Civil Society Development Programme activities were divided into three components as follows:
- direct assistance for Romanian NGO initiatives for institution building and programme development
- assistance for initiatives by the Foundation to improve the present conditions and environment for NGO work
- assistance for the development of the Foundation for the benefit of the NGO sector.

There were funds for Citizens Information Centres and advice centres under Phare Democracy Programme. The projects proved that the citizens need advice bureaux not only in the field of relationships with local administration but also in other fields such as legal advice, advice for victims of abuse etc. In the same time, citizens from rural areas have a big need of information and advice services.
There are funds directed to NGOs under RO-0004.02 Civil Society Programme. The programme aims to:

- create citizens advice services including advice for victims of abuse, legal advice etc and a network of citizens advice bureaus all over the country
- develop the capacity of the administration to co-operate with the civil society representatives
- offer further support to reinforce the sustainability of the NGO sector

There were funds allocated to NGOs under the Phare LIEN programme which aimed to stimulate citizens’ initiative and to strengthen the capacity of non-governmental and non-profit organisations working in the social sector, in favour of disadvantaged groups (women, elderly, children, Roma, disabled, ill, unemployed, homeless, etc). Activities financed under this programme ranged from social reintegration of the marginalised groups, professional re-conversion, to promotion of social and medical protection systems. The past experiences proved that there are big needs in the social area and NGOs need to improve their services and develop their capacity in order to better serve the needs of the citizens.

3. 3 Results:

1. Citizens advice bureaux network will be extended by establishing new CABs and strengthened by continuing support for existing CABs. In addition the association of CABs will be supported in order to ensure its furthered development. The existing CABs will be supported to act also as NGOs resources centres to provide free and easy access to information on issues of concern to the NGO sector.

- Further support will be provided for the already existing CABs and the network in order to diversify the areas and the quality of services, to become able to support the new CABs in their geographical areas and to reach sustainability (headquarters, activities).
- Set up new CABs, especially outside the big cities following the experience and model of the existing CABs. Support will be provided for headquarters, activities, equipment, information services and training for staff etc.
- Develop a new service especially in the existing CABs in order to act as resource centre for NGOs. Support will be provided for training of staff, dissemination of information and training for the NGOs in theregion and in rural areas, promotion of volunteering, public awareness on the NGO sector

2. The capacity and credibility of the sector will be developed through: set up self regulation of the Sector, design mechanism of application, self-regulatory body, training, projects in partnership (NGOs - local authorities and/or business community)

- Self regulation activities of the Sector will be supported. Activities that will involve a wide consultation of the sector will be particularly encouraged and that will provide for a sustainable mechanism of promotion of standards and their implementation. Support will be provided for the establishment of one sector-wide self regulatory mechanism and for seminars, working groups, experts aimed at the promotion and dissemination of standards of good practice and their adoption by the NGOs
- Training for NGOs in fields where needs were identified. Support will cover training sessions, experts, publications
Projects in partnership between NGOs – local authorities and/or business community based on local needs and resources will be supported. Support will represent match funds to cover resources not available locally.

3. The NGOs in the field of Democracy, Human Rights and Rule of Law will be strengthened through support for: civic education activities, independent professional media.

- Civic education activities, implemented at national level, targeted on children and youth will be supported. Priority will be given for projects in partnership with formal education system or media. Support will be provided for: activities, promotion, publications.

- Projects by specialised NGOs for promoting an independent professional media will be supported.

4. NGO projects implemented encouraging the inclusion of individuals and groups who risk being economically, socially or politically marginalised, and fulfilling social and environmental objectives in line with the acquis communautaire.

Support for activities in the following fields:

- environmental protection
- socio-economic development (such as promotion of workers’ rights and Social Dialogue; promotion of consumer interests and strengthening of associations representing cooperatives, mutuals and other organisations with a socio-economic role)

- Support for activities in the social sector, which aim at contributing to the social reintegration and/or to promote sustainable health and social support for marginalised groups of the population (such as members of minority groups, handicapped, elderly, homeless, street or abused children, illiterate, unemployed, victims of addictions, of AIDS, victims of cruelty, women, etc).

3.4 Activities:

1. a) Call for proposals for the existing CABs for the following types of projects (grants):
   - strengthening the existing ones and the network in order to be able to offer support for the new CABs
   - develop a new service – Resource centre for NGOs in areas where specialised NGO resource centres do not exists. Will be developed this new service especially in the first CABs set up.

   b) Call for proposals for the following type of projects (grants):
   - setting up new CABs following the model in the network,

2. Call for proposals for the following types of projects (grants):
   - Development and implementation of self regulation for the NGO Sector, mechanism of application including the establishment of self-regulatory body
   - training for NGOs,
   - projects in partnership (NGOs - local authorities and/or business community) based on local needs and resources,

3. Call for proposals for the following types of projects:
   - civic education activities targeted at children and youth
   - promotion of independent professional media,
4. Call for proposals for the following types of projects:
- Projects relevant to the adoption and implementation of the acquis in environmental protection, socio-economic development (such as promotion of workers’ rights and Social Dialogue; promotion of consumer interests and strengthening of associations representing cooperatives, mutuals and other organisations with a socio-economic role)
- Projects in the social sector, which aim at contributing to the social reintegration and/or to promote sustainable health and social support for marginalised groups of the population (such as members of minority groups, handicapped, elderly, homeless, street or abused children, illiterate, unemployed, victims of addictions, of AIDS, victims of cruelty, women, etc).

4. Institutional Framework
- The Civil Society Development Foundation, was set up to implement the 1994 Civil Society Development Programme, has experience in grants for NGOs, and has good contacts with other umbrella organisations. CSDF already has the necessary structure and experience in order to implement the components of this project. The CSDF is implementing the 2000 Phare programme for Civil Society. The components of the 2000 Phare programme for Civil society are directly linked or complementary to the components proposed in 2001 Phare programme for Civil Society.

5. Detailed Budget

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<th>Phare</th>
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<th>National</th>
<th>IFI*</th>
<th>TOTAL</th>
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6. Implementation Arrangements

6.1 Implementing Agency
The Central Finance and Contracting Unit will be Implementing Agency responsible for selection procedures for projects, contracting, payments and financial reporting.

6.2 Non-standard aspects
Due to the specific nature of the Civil Society in Romania, a direct agreement will be required.

6.3 Contracts
• 1 Direct Agreement to support the project management will be signed by the Central Finance and Contracting Unit with the Civil Society Development Foundation Romania.

• Project management will include the elaboration of a strategy designed to achieve the expected results, preparation of the criteria for calls for proposals, organisation of evaluation / selection of projects, monitoring the implementation of the projects and providing information to potential participants in the programme. The project management costs will not exceed 7.25% of the total Project budget.

• Following the conclusion of this Direct Agreement the main activities of the Project will be implemented through a number of financing agreements between CFCU and the beneficiaries selected through competitive selection procedures managed by CFCU. CFCU will be supported by CSDF for the preparation and evaluation of calls for project proposals. The Delegation will participate as observer in all tender / selection / evaluation processes and will supervise closely the activity of CSDF. CSDF will not be eligible beneficiary of the project, other than through payments under the direct agreement contract specified above.

7. Implementation Schedule

7.1 Signature of Direct Agreement
March 2002
7.2 Start of tendering/call for proposals
May 2002
7.3 Start of project activity
October 2002
7.4 Project Completion
October 2004

8. Equal Opportunity

All four components are designed in the idea of equal opportunities and encourage equal participation and representation. In particular, the citizens advice bureaus will continue to offer services for victims of abuse and the experience proved that usually these victims are mainly women. The first component was designed especially in order to ensure a better information of the citizens regarding their rights and this will lead to equal participation of women.

9. Conditionality and sequencing

The first component is conditional on the results of the implementation of the first component of RO-0004.02 Civil Society Programme obtained until the start date of this project.

The direct agreement with Civil Society Development Foundation is conditional on the quality of implementation of the first three components of the RO-0004.02 Civil Society Programme and the implementation of ACCESS 2 (budget 2000) Programme until the start date of this project.

The new CABs have to follow the model and conditionality foreseen for the existing ones (partnership with local authorities, local authorities have to ensure the premises and office facilities for normal running of the citizens advise bureaux and / or to pay for the staff).

ANNEXES TO PROJECT FICHE
1. Logical framework matrix in standard format
2. Detailed implementation chart
3. Contracting and disbursement schedule by quarter for full duration of programme (including disbursement period)
### Annex 1: Logframe Matrix for project: RO0104.03

#### LOGFRAME PLANNING MATRIX CIVIL SOCIETY

<table>
<thead>
<tr>
<th>Project No.</th>
<th>RO 0104-03</th>
<th>Programme name: and number:</th>
<th>Contracting period expires: 30 November 2003</th>
<th>Disbursement period expires: 30 November 2004</th>
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<tr>
<td>Total Budget:</td>
<td>10.0 (MECU)</td>
<td>Phare contribution: 10.0 (MECU)</td>
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</table>

#### Wider Objective

- To improve the overall credibility of the NGO sector and its capacity to serve the community needs and interests
- To strengthen NGOs in the fields of democracy, human rights, and the rule of law
- To promote the implementation of acquis and encourage the inclusion of individuals and groups who risk being economically, socially or politically marginalised

#### Indicators of Achievement*

- Increased contribution of the NGO sector in the improvement of the quality of life in Romania.
- Improved record of democracy indicators such as protection of human rights (children, ethnic minorities), independence of the media, etc.
- Increased contribution of the NGO sector in the social field
- Increased contribution of the NGO sector in the implementation and adoption of the acquis

#### How, When and by Whom indicators will be measured

- Government of Romania and the European Commission through Progress Reports and Regular Reports (Commission’s opinion, AP, NPAA).
- Press and media coverage in the areas in which the project is expected to have impact
- Public opinion

#### Assumptions and Risks

- Continued progress in restructuring the economy, society and institutions in line with EU standards.
- Timely meeting of deadlines and milestones.
- Support and commitment of local authorities and other actors such as the business community, media

#### Immediate Objectives

- To develop NGO based citizens advice services

#### Indicators of Achievement*

- Increased number and improved quality of advisory

#### How, When and by Whom indicators will be measured

- Monitoring reports of grants awarded

#### Assumptions and Risks

- Political commitment guaranteed.
through the extension of the network of citizens advise bureaus.

- To increase capacity, credibility and sustainability of the NGO sector.
- To intensify the NGOs contribution to civic education, strengthening of free and independent media.
- To support NGO projects of relevance to acquis implementation and to certain social need priorities.

services provided to the citizens of Romania.

- Improved mutual cooperation among civil society, the local administration and the local business community in the target communities.
- Increased professional operation of the NGO sector.
- Improved citizens' understanding and commitment to democracy.
- More independent and professional media.
- Increased number of social services.

Outputs | Indicators of Achievement* | How, When and by Whom indicators will be measured | Assumptions and Risks
--- | --- | --- | ---
- Extended and sustainable network of citizens advise services.
- Information, training and know how resources made available to NGOs outside major cities.
- Local community development projects developed in partnership by NGOs with local authorities and the business community.
- Self-regulatory.

- Over 50 operating citizens advise services all over Romania providing independent advice to Romanian citizens on such issues as employment opportunities, gender issues, social benefits, discrimination and domestic violence etc.
- Successful local partnerships providing direct benefits to the communities in which they are established.

- Regular progress reports by NGOs operating citizens advise services.
- Reports and monitoring documents by independent assessors will provide objective information on the operation and advisory services of the created facilities.
- Local administrations, NGOs, civil society organisations and the local population will evaluate the

- Efficient programme management.
- Fruitful co-operation between the different stakeholders at local level.
- Sufficient absorption capacity to implement the proposed projects successfully.
- Positive commitment of local authorities.
mechanisms of the NGO sector established and implemented
• Effective NGO projects in the area of civic education, free and independent media
• Effective NGO projects of relevance to acquis implementation and to social need priorities

<table>
<thead>
<tr>
<th>Inputs</th>
<th>Indicators of Achievement*</th>
<th>How, When and by Whom indicators will be measured</th>
<th>Assumptions and Risks</th>
</tr>
</thead>
</table>
| 10Meuro budget comprising:  
• Grants for new citizens advise services  
• Grants for existing citizens advise services  
• Grants for existing CABs to serve the needs of NGOs in the target community  
• Grants and technical assistance for NGO sector self-regulatory activities and training to improve NGO sector capacity and credibility  
• Grants for projects in the | • At least 40 existing CABs receive continuing support  
• At least 15 new citizens advise services  
• At least 10 CABs providing assistance to NGO sector in their target region  
• A sustainable network of CABs as an independent association able to provide training and information services to the member CABs  
• Self-regulations of the NGO sector adopted and implemented by at least 100 NGOs  
• Training courses for at least | • Activity reports by Civil Society Development Foundation  
• Activity reports by grantees and monitoring reports on their activity by CSDF  | • NGOs able to develop citizens advise services  
• NGOs with missions in the areas of democracy (civic education and human rights), and free and independent media |

• Positive assessment and increased support by the local population of the role of NGOs.
• Stronger democratic institutions that improve governance
• Successful projects in social area
• Successful projects of relevance to the acquis in the areas identified for this programme implementation

impact of the projects.
• The Government of Romania (through its specialised services in the area of relations with civil society) and the Commission will assess both the number and impact of the launched projects in qualitative and quantitative terms.
Annex 1: Logframe Matrix for project: RO0104.03

<table>
<thead>
<tr>
<th>following areas: civic education, free and independent media</th>
<th>500 NGOs from all over the country</th>
<th>* Must be quantified and measurable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Grants for projects in the following areas:</td>
<td>• At least three nationwide civic education activities / campaigns</td>
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<tr>
<td>- Adoption and implementation of the acquis in environmental protection, socio-economic development</td>
<td>• At least three projects that contribute to the development of free independent media</td>
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<tr>
<td>- social sector, which aim at contributing to the social reintegration and/or to promote sustainable health and social support for marginalised groups of the population</td>
<td>• Projects that contribute to the implementation of the acquis in the areas envisaged by this programme and social reintegration of marginalised groups of the population</td>
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<tr>
<td>• Technical Assistance for designing and managing the programme.</td>
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</table>
### Annex 2 - Detailed implementation chart for project: RO0104.03

RO 0104.03  -  Civil Society

<table>
<thead>
<tr>
<th>Calendar months</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
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<td><strong>Civil Society</strong></td>
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<td>1) Multiply / strengthen the network of citizens advice bureaux</td>
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<td>TA</td>
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<td>Call for proposals</td>
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<td>-new CABs</td>
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<td>- old CABS</td>
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<td>2) Develop credibility and capacity of the sector</td>
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<tr>
<td>Call for Proposals</td>
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<tr>
<td>3) Strengthen the NGOs in the field of Democracy, Human</td>
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- DJF - March 2001
- DJF - March 2002
- DJF - March 2003
- DJF - March 2004

13 -
<table>
<thead>
<tr>
<th>rights and Rule of law</th>
<th>TA</th>
<th>Call for Proposals</th>
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<td>4) Promote the</td>
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<td>and encourage the</td>
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<td>groups who risk being</td>
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D = Design
C = Contracting
I = Implementation
# CIVIL SOCIETY

## CUMULATIVE CONTRACTING AND DISBURSEMENT SCHEDULE (MEURO 10.0)

**DATE:**

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