Early Warning System

EBRD-12480

Serbia: Establishment of the Business Inspections Contact Center

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Quick Facts

Countries	Serbia
Financial Institutions	European Bank for Reconstruction and Development (EBRD)
Status	Approved
Bank Risk Rating	U
Voting Date	2019-12-20
Borrower	Government of Serbia
Sectors	Law and Government, Technical Cooperation

Project Description

According to the Bank's website, this project finances technical cooperation to support the establishment of a comprehensive contact centre where businesses and citizens will be able to report irregularities in industry practices in order to suppress the existing grey economy that is currently present in Serbia. Additionally, this project will support the establishment of a Book of Inspection Practices that will enable learning from experience for further improvement of overall inspections oversight.

Specifically, this will require: (i) engagement of operations, expert associates and web administrators to perform activities that would enable Contact centre and the Book of Inspections Practice to be a valid tool; and (ii) promotion of the contact centre to inform and stimulate business entitites and citizens to report irregularities

Investment Description

- European Bank for Reconstruction and Development (EBRD)

Contact Information

No contact information available at time of writing.

ACCOUNTABILITY MECHANISM OF EBRD

The Project Complaint Mechanism (PCM) is the independent complaint mechanism and fact-finding body for people who have been or are likely to be adversely affected by an European Bank for Reconstruction and Development (EBRD)-financed project. If you submit a complaint to the PCM, it may assess compliance with EBRD's own policies and procedures to prevent harm to the environment or communities or it may assist you in resolving the problem that led to the complaint through a dialogue with those implementing the project. Additionally, the PCM has the authority to recommend a project be suspended in the event that harm is imminent. You can contact the PCM at pcm@ebrd.com or you can submit a complaint online using an online form, http://www.ebrd.com/eform/pcm/complaint_form?language=en. You can learn more about the PCM and how to file a complaint at http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism.html.