

 Early Warning System

EIB-20170979

CONNECTED SCHOOLS IN SERBIA



Quick Facts

Countries	Serbia
Financial Institutions	European Investment Bank (EIB)
Status	Approved
Bank Risk Rating	U
Voting Date	2020-11-16
Borrower	REPUBLIC OF SERBIA - MINISTRY OF TRADE, TOURISM AND TELECOMMUNICATIONS, MINISTRY OF EDUCATION, SCIENC
Sectors	Education and Health
Investment Type(s)	Loan



Project Description

According to the bank website, the project supports the national digital education investment programme, by improving the digital infrastructure and teaching materials in schools, notably with the provision of new digital equipment, the upgrade of the academic network and central locations and the rollout of Wireless Local Area Network (WLAN), as well as providing teachers with training in digital skills.

The scope of the project includes deployment of wireless local area network (Wifi) composed of installation of equipment (passive and active) and cabling within existing school premises, provision of digital teaching equipment, provision of digital content and capacity building of teachers and school leaders.



Investment Description

- European Investment Bank (EIB)



Contact Information

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ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary General of the EIB, via email to the dedicated email address complaints@eib.org, by completing the online complaint form available at the following address: <http://www.eib.org/complaints/form>, via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check: http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at: <http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces>



Bank Documents

- [Environmental and Social Data Sheet \(ESDS\)](#)