

 Early Warning System

EIB-20230860

AIR TRAFFIC CONTROL UPGRADE II



Quick Facts

Countries	Montenegro, Serbia
Financial Institutions	European Investment Bank (EIB)
Status	Approved
Bank Risk Rating	U
Voting Date	2024-12-23
Borrower	Serbia and Montenegro Air Traffic Services SMATSA LLC
Sectors	Communications, Transport
Investment Type(s)	Loan
Investment Amount (USD)	\$ 36.42 million
Project Cost (USD)	\$ 85.32 million



Project Description

According to the Bank's website, the project will upgrade SMATSAs current air navigation control software to a state of the art air traffic control system. This upgrade will enable the promoter to maintain the highest operational and safety and security standards in air traffic control, consistent with the EUROCONTROL European ATM masterplan and the Single European Sky (SES) regulations. The project scope comprises the software and hardware upgrade of the TopSky system, including the network equipment for interconnecting all the components on SMATSAs main air traffic control center in Belgrade, as well as other company locations in Podgorica, Tivat, Batajnica, Kraljevo and Nis. Related services are also included in the project include: system design, software development, factory acceptance testing, installation, integration, training, site acceptance testing and support for operational transition.

The aim is to modernise the ATC infrastructure in Serbia and Montenegro in accordance with the Single European Sky (SES) regulations, a central element of European air transport policy. SES infrastructure is included in the priority Trans-European Transport Networks (TEN-T), making the project eligible for EIB financing as a Priority Project in Neighbouring countries - extended TEN-T.



Investment Description

- European Investment Bank (EIB)



Private Actors Description

Serbia and Montenegro Air Traffic Services SMATSA LLC is a Serbian air traffic control service company based in Belgrade, Serbia. It covers the air traffic in Serbia and Montenegro.



Private Actor 1	Private Actor 1 Role	Private Actor 1 Sector	Relation	Private Actor 2	Private Actor 2 Role	Private Actor 2 Sector
-	-	-	-	Serbia And Montenegro Air Traffic Services SMATSA LLC	Client	-



Contact Information

No contacts available at the time of disclosure.

ACCESS TO INFORMATION

You can submit an information request for project information at: <https://www.eib.org/en/infocentre/registers/request-form/request-form-default.htm>

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>