

TACSO Support to EIDHR call PADOR – Training and Help Desk Support

TACSO office started the support to the EIDHR call through the first round of half day informative/training sessions on PADOR registration in nine locations of Kosovo for 96 CSOs. (82 Albanian and 14 Serbian CSOs)

The training was attended by 96 CSOs

In terms of time, this process started on the 14th of April and ended on the 31st of May. During this period support and mentoring was provided in additional various forms (direct support, FAQ, informative e-mails and phone) and more than once to a particular CSO in 68 cases to 35 CSOs.

The first phase consisted of trainings on the ground with a target to reach grassroots NGOs and further continued through -mail, phone and direct support through working hours conducting PADOR registration as such.

PADOR 2nd phase– TACSO HELP DESK Support- How?

- ✓ **FAQ – TACSO Web site - Responded to 13 NGOs - PADOR**
- ✓ **Support Hours – Time table every day from 12-14 and from 17-19**
- ✓ **direct support at TACSO office – 14 NGOs**
- ✓ **Via Email - 15 NGOs**
- ✓ **Via Phone – 30 NGOs**

Help desk support provided 68 times to 35 CSOs

CALL	TACSO Help Desk Service
<u>EIDHR-Call – up to 31 may 2010</u>	<u>Dissemination of the information to more than 500 email addresses</u>
	<u>Guidance and advice via email to 23 NGOs</u>
<u>SEP – CALL (Socio Economic Partnership)</u>	<u>Dissemination of the information to more than 500 email addresses</u>
	<u>Replied to 13 requests for partnership</u>

Information Sessions - training on PADOR registration

Prishtina, April 7th, 2010 – The main purpose of Technical Assistance for Civil Society Organisations (TACSO) an EU- funded project is to increase and improve the capacities and actions of CSOs and to improve the democratic role of CSOs. Having identified the priority needs of the civil society from which training programs are designed and delivered, TACSO Kosovo Office will be providing support to ECLO –EIDHR call for proposals with **Information Sessions -training on PADOR registration** - to support the registration of NGOs in PADOR for all the interested NGOs that are willing to apply for EIDHR grants during the first phase (Concept Note) of the application process.

The PADOR Registration training will be delivered on the third day of the training, as part of the training sessions to CSOs on EIDHR 2009 & 2010 call for proposals, organised by the European Commission Liaison Office in Kosovo. Training sessions will be delivered in nine (9) cities in Kosovo in Albanian and Serbian languages.

Place	Date	Time	Location
1 Mitrovica/ë North	14 April, 2010	14:00-17:00	Trepca building-ex KTA
2 Mitrovica/ë South	14 April, 2010	14:00-17:00	Restaurant Garden
3 Graçanicë/Gračanica	17 April, 2010	14:00-17:00	Izol prom - auto skola
4 Gjilan/Gnjilane	17 April, 2010	14:00-17:00	Hotel Kristal
5 Shtërpcë/Štrpce	21 April, 2010	14:00-17:00	Community Center
6 Prishtinë/Priština	24 April, 2010	14:00-17:00	Villa Germia
7 Prizren	28 April, 2010	14:00-17:00	Hotel OK
8 Peja/Peć	01 May, 2010	14:00-17:00	Hotel Royal-Dukagjini
9 Gjakova/ Đakovica	05 May, 2010	14:00-17:00	Hotel Jupa

List of Participants in specific locations:

PADOR Registration training 14.04.10 in Mitrovica South

No.	Name and Surname	Institution/ Organisation	Place	Contact Info	Email address
1	Ardiana Osmani	CBM	Mitrovica South	044-753-819	ardiana.osmani@cbmitrovica.org
2	Esma Azemi	IADK	Mitrovica South	045-279-233	esma.azemi@iadk.org
3	Blerim Qela	CTPD	Mitrovica South	044-331-873	blerim.q.ctpd@gmail.com
4	Albert Zejnullahu	BEC	Vushtrri	044-157-409	albert_zejnullahu@hotmail.com
5	Ramadan Uka	EKO Trepca	Mitrovica South	044-141-110	ramadan_uka@hotmail.com

PADOR Registration training 14.04.10 in Mitrovica North

No.	Name and Surname	Institution/ Organisation	Place	Contact Info	Email address
1	Miodrag Miticovic	AKTIV	North Mitrovica	063-412-049	N/A
2	Zuzic simic		North Mitrovica	N/A	N/A
3	Momcilo Arlov	CCSD	North Mitrovica	038 65-629	Momcilo.Arlov@CCSD-kosovo.org
4	Sasa Gvozdic	NVO u Misija	North Mitrovica	065 8164796	pepezmica02@yahoo.com
5	Knezevic katarina	NVO u Misija	North Mitrovica	064 9936915	katarinaknezevic83yahoo.com

PADOR Registration training 17.04.10 in Gracanica

No.	Name and Surname	Institution/ Organisation	Place	Contact Info	Email address
1	Stolic Slavica	Opstinski sluzbenik za povratak	Gracanica	064 451-70-21	s.stolic@yahoo.com
2	Simijonovic Goran	CYED	Gracanica	065-648-00-92	goransimijonovic@gmail.com
3	Sinisa Subaric	Sluzbenik za promene i evropske integracije	Gracanica	045-273-942	subaric.sinisa@gmail.com
4	Nevenka Rikalo	NDR Zena	Gracanica	044-839-986	

PADOR Registration training 17.04.10 in Gjilani

No.	Name and Surname	Institution/ Organisation	Place	Contact Info	Email address
1	Fatmire Haliti	CDIU	Gjilan	N/A	fatmire.haliti@gmail.com
2	Gresa Rustemi	CDIU	Gjilan		gresa_rr@hotmail.com
3	Selim Selimi	SHKBHG	Gjilan	N/A	selim.678@hotmail.com
4	Bujar Murseli	Urat Ballkanike	Gjilan	N/A	bujarmurseli@gmail.com
5	Liridona Ukshini	Elena Peshkopia	Gjilan	N/A	liridona_22@hotmail.com
6	Blerina Jakupi	Elena Peshkopia	Gjilan	N/A	j_blerina@hotmail.com
7	Shaban Terziu	Lansdowne	Gjilan	N/A	omp_lansdowne@yahoo.com

PADOR Registration training 24.04.10 in Prishtina

No.	Name and Surname	Institution/ Organisation	Place	Contact Info	Email address
1	Mejreme Asllani	Qendra per hulumtime ne Kosove	Prishtina	044-670-408	mea_644@hotmail.com
2	Doruntina Shatri	SH.M.A Greenfield	Prishtina	044-620-446	epa_greenfield@hotmail.com
3	Albulena Gashi	OJQ Islamic relief	Prishtina	044-454-136	albulena84@gmail.com
4	Fatma Rastelica	BSPK	Prishtina	045-284-237	Fatma.Rastelica@bspk.com
5	Dafina Malaj	BSPK	Prishtina	044-527-272	bspk@bspk.org
6	Agim Vatovci	HDPK	Prishtina	044-377-377	gimi_mda@yahoo.com
7	Adem Ademi	Shkolla XXI	Prishtina	044-157-310	N/A
8	Ajshe Nuhiu	Vita-Jeta	Prishtina	044-277-421	ajshenuhiu@yahoo.com
9	Sanije Grajgevc	Aureola	Prishtina	044-502-578	aureola_p95@hotmail.com
10	Islam Ilazi	VDP	Lipjan	044-361-554	iilazi@hotmail.com
11	Merita Shehu	SASK	Prishtina	044-264-560	shehumerita@yahoo.com
12	Flora Pervitaj	FSSHK	Prishtina	044-295-034	flora.pervizaj@fsshk.net
13	Sadije Dulahu	SHG Lulishtja	FSH. Dabishec	044-374-412	sadiedulahu@hotmail.com
14	Arjeta Blakaj	Instituti I kosoves per politika zhvillimore	Prishtina	038-239-010	institute_politika@yahoo.com
15	Safete Beqiri	Instituti I kosoves per politika zhvillimore	Prishtina	044-151-115	institute_politika@yahoo.com
16	Fitim Sadiku	OJQ Polis	Lipjan	044-727-621	fitimsadiku@hotmail.com
17	Agron Syla	KUDP Worl Bank-Project Kosovo youth development	Prishtina	044-231-380	agron.s.syla@gmail.com
18	Selman Hoti	SHkKSH-Interpret	Prishtina	044-127-564	deafkosova@hotmail.com
19	Rukije Gashi	SHkKSH-Interpret	Prishtina	044-185-178	deafkosova@hotmail.com
20	Enver Rrustemi	SHkKSH-Interpret	Prishtina	044-655-503	deafkosova@hotmail.com
21	Resmije Dervishi	QMGF	Prishtina	044-946-608	resmijedervishi_k@hotmail.com
22	Mevlude Murtezi	CIPOF	Kline	044-313-880	murtezi.rtm.ks@gmail.com
23	Xhemajl Berisha	IPS	Drenas/Skenderaj	044-339-715	xhimikodra@hotmail.com
24	Hamit Bajraktari	KVRL	Drenas	044-361-728	miti1988@hotmail.com
25	Blerta Cerova	QMGF	Prishtina	044-185-251	blertacerova@gmail.com
26	Adelina Sokoli	Kosovo Law Center- KLC	Prishtina	038-247-163	info@klc-ks.org

PADOR Registration training 28.04.10 in Prizren

No.	Name and Surname	Institution/ Organisation	Place	Contact Info	Email address
1	Visar Mazreku	ISPE	Prishtine	044-416-064	visarmazreku@ispe-institut.org
2	Furtuna Mehmeti	ISPE	Prishtine	049-402-699	furtunamehmeti@ispe-institut.org
3	Rrezarta Gashi	PMSH	Prizren	044-423-405	rreze_arta12@hotmail.com
4	Njomëz Karavidaj	PMSH	Prizren	044-432-356	njomëz.karavidaj@p,sh-ks.org
5	Dorela Boci	Down Syndrome	Prizren	044-754-935	boci.dorela21@gmail.com
6	Zihnie Gurmani	ECMI-Kosovo	Prishtine	044-191-653	info@ecmikosovo.org
7	Shpresa Siqeca	OJQ Shtjefan Gjeqovi	Prizren	044-906-652	shpresasiqeca808@yahoo.com
8	Flutura Hoxha	OJQ Dokufest	Prizren	044-228-834	flutura@dokufest.com
9	Fahrije Gjokaj	QKUP	Prishtine	044-258329	farijegjokaj@hotmail.com
10	Miftar Kryeziu	Etnologt e rinje	Prishtine	044-653-680	miftarkryeziu@hotmail.com
11	Radoljub Grkovic	SHL-Kosova	Orahovac	044-854-560	rgrkovic@yahoo.com
12	Mumin Ahmeti	EKOS-SAN	Prizren	044-337-531	mumo24565@hotmail.com
13	Amir Jakupi	Relax	Prizren	044-151-191	norelax@hotmail.com
14	Mejdin Saliji	VKBIK	Prizren	044-317-201	Vkbiosova@hotmail.com
15	Ismet Rustemovi	Kosmopolit	Prizren	044-415-991	kosmopolit@hotmail.com

PADOR Registration training 01.05.10 in Peja

No.	Name and Surname	Institution/ Organisation	Place	Contact Info	Email address
1	Valmire Havolli	Mbrojtja Ekologjike e Kosovës	Prishtine	044-565-354	valmirehavolli@hotmail.com
2	Enis Shatri	Liria-I Istog	Istog	N/A	enisshatri@hotmail.com
3	Fabiam Ferizaj	Liria-I Istog	Istog	044-723-076	fabian@liria-i.org
4	Haska Govori	Abstract	Peje	044-394-196	organizata.abstract@gmail.com
5	Shehrije Qerkinaj	Diakonie Training Center	Mitrovica	049-684-201	info@diakonie-kosovo.org
6	Gjyle Halili	Q.R. Ardheria Kline	Kline	044-395-393	gjylehalili@live.com
7	Albert Lekaj	Q.R. Ardheria Kline	Kline	044-281-467	albert_lekaj@hotmail.com
8	Shukrije Statovci	KHF, KP	Prishtine	044-199-464	shukistatovci@gmail.com
9	Abaz Rudari	KHF, KP	Prishtine	044-159-064	abazi.pr@hotmail.com
10	Lazime Halili	KHF, KP	Prishtine	044-126-940	lazime_halili@hotmail.com
11	Mirjam Palsma	KHF, KP		044-819-514	palsman@gmail.com
12	Xhevdet kasumi	KHF, KP	Prishtine	044-222-121	xhevdetkasumi@hotmail.com
13	Shemsije Seferi	OJQ Alma	Peja	N/A	shemsijeseferi@hotmail.com

PADOR Registration training 05.05.10 in Gjakova

No.	Name and Surname	Institution/ Organisation	Place	Contact Info	Email address
1	Merita Gjoshi	OJQ Handicap Kosova	Gjakovo	044-584-111	merita_gjoshi@yahoo.com
2	Drita Shehu	Shoqata e Muhagjireve	Gjakovo	044-352-234	drita_shehu@yahoo.com
3	Ardiana Qela	SHE-ERA	Gjakovo	0390-323-194	ardianaqela@gmail.com
4	Drenusha Mula	Shoqata e Intelektualeve "JAKOVA"	Gjakovo	044-744-534	drenushamula@hotmail.com
5	Kujtim Rrahmani	OJQ Arteza	Gjakovo	044-187-918	arteza2001@yahoo.com
6	Freskina Mula	Children for Tomorrow	Gjakovo	044-466-799	freskinamula@hotmail.com
7	Ertan Sejfullahu	EVSB	Gjakovo	049-386-385	ertani_s@hotmail.com
8	Kreshnik Kendusi	MAK	Gjakovo	044-207-249	k_kendusi@yahoo.com
9	Nysret Krasniqi	Diakonie-Kosova	Mitrovica	028-535-620	info@diakonie-kos.org
10	Ndrec Perlleshi	OJQ Dobljarja	Gjakovo	044-122-787	ndrecperlleshi@hotmail.com
11	Xhafer Kadrija	Shoqata e te verberve	Gjakovo	044-154-712	xhafer_kadrija@hotmail.com
12	Halil Ahmeti	Shoqata DRINI	Gjakovo	044-122-756	drini-gj.sh@hotmail.com
13	Shkodran Gaxherri	KDC Gjakova	Gjakovo	044-120-020	shkodrang@yahoo.com
14	Destan Krasniqi	KDC Gjakova	Gjakovo	044-189-532	destan_k@hotmail.com
15	Bahrije Deva Vehapi	OJQ SHEPF	Gjakovo	044-152-051	shepfjakov@yahoo.com
16	Arbnore Shehu	OJQ SHEPF	Gjakovo	044-159-480	nora-nora2@hotmail.com
17	Bleta Rogova	OJQ Stellwings-Kosova	Gjakovo	045-312-439	bleta_rogova@hotmail.com
18	Fisnik Pozhegu	EVSB	Gjakovo	044-188-044	fispozhegu@hotmail.com
19	Lulzim Krasniqi	OJQ OPFAKKOS	Rahovec	044-153-423	drlulzim@hotmail.com
20	Arsim Berisha	OJQ OPFAKKOS	Rahovec	044-743-258	a_berisha@live.com
21	Alban Rafuna	RHP	Prishtina	044-655-566	Rh.pristina@gmail.com

PHASE 2 – Help Desk Support – TACSO- Kosovo Web site and mass communication through mail

PADOR Required Documents and Information

INFORMATION TYPE AND CATEGORIES

- Administrative Data and Organisation Profile (Name/Address/Contacts/Registration Data of the organisation)
- Sectorial Experience (fields of experience/intervention/Years of Experience/Number of Projects/Estimated Amount)
- Geographical Experience (Regions/Countries operated/ Years of Experience/Number of Projects/Estimated Amount)
- Crossed Information (Sectorial Experience vs. Geographical Experience)
- Financial Health (Financial Data: Revenue/Net Earnings/Balance etc.)
- Financing Sources (Source of funding/Fee paying members/Percentage of the source towards total financing)
- Audit (Name of the Approved Auditor/Audit Validity End Date)
- Staff (Number of Paid and Unpaid staff/ Percentage on staff gender)
- Board of Directors (Name/Profession/Function in the Board/Nationality/Year joined)
- Strategy and Methodology (Descriptive data up to 20,000 characters on How to choose a Country/Project/Partner etc.)

DOCUMENTS TO BE UPLOADED

- Organisation Statute in English (SCANNED: if original in other languages, official translated copy)
- LEF Document (if possessed for organisations having previously signed a contract with EC)
- Financial Statements (SCANNED: Balance Sheet, Cash Flow and Income Statement – all in one document)
- Audit Reports (SCANNED: Originals)

REFERENCE DOCUMENTS

- Organisation's Registration Certificate
 - Organisation's Profile/Brochure
 - Organisation's Financial Statements
 - Organisation's Statute
 - Organisation's Project References
-

FAQ – through TACSO- Kosovo – Web Site and mass communication

FAQ:

1. *If an organisation is a result of a spin-off of an older and experienced organisation, does PADOR provide space for explanation of previous and extensive experience of the newly established organisation (i.e. previous projects implemented prior to spin-off)?*

- a. Yes, although there is no dedicated field for this type of data, Strategy and Methodology page offers 20,000 characters space for descriptive data on Strategies/methodologies/philosophies and approaches of your organisation (How to choose a country/region, a project, a partner - Conditions to create a strong partnership, ownership, etc.)
- b. Yes, because the *Registration Date* field (on Profile page of PADOR) is not interlinked with the Sectorial and Geographical page of the registration. Thus, even though your organisation is registered recently, you can still provide data on your organisation's previous experience dating later than the official registration date.

2. *How can I know that my organisation is registered to PADOR?*

- a. *If you are registering for the first time* >> After completion of all the required (mandatory) fields on PADOR registration form you should submit all the data by signing it (the last step of registration). Upon signing of the data PADOR will automatically generate the EuropAid ID, placed on the top of the page, which will turn from N/A to a similar format of *KO-YYYY-XXX-1234567890*.
- b. *If you have previously registered* >> After logging in to PADOR portal, check the top of the page for the section titled EuropAid ID, and the code (i.e. *KO-YYYY-XXX-1234567890*) following this field is your organisation's ID, meaning you are already registered. If the section notes N/A, this means that you have not filled in all the required fields and you will need to double-check the data entered.

3. *How can I access PADOR, if I have forgotten my password?*

- a. Start on the PADOR homepage and click on "You have forgotten your ECAS password"
- b. Click on « Don't yet have a password » or « Forgot your password »
- c. The domain for accessing PADOR is always "EXTERNAL"
- d. Introduce your username or "login e-mail" (that you have provided previously as Personal login on the "Identification" screen (see point 1.4.2. of the Quick Guide)
- e. Click on "Request ECAS password"
- f. Consult your "login e-mail" address (also check your spambox) and continue
- g. Write down your username, create your password and click on "Submit"

After following the above steps, your password will be reset.

4. Not having an EuropeAid ID (PADOR ID), can my organisation use a temporary code for the application, referred to as Temporary LEF Code (note on PADOR: Temporary LEF codes are assigned to organisations that have never received European grants)?

- a. No, Temporary LEF codes are assigned to organisations that have never received European grants. In PADOR temporary LEF codes are not visible. They appear "N/A".
- b. A temporary LEF code is attributed to your organisation when you register it in PADOR. In PADOR, this temporary LEF appears "N/A". The LEF data is identified by an asterisk (*) and is written with orange letters (orange is used for compulsory data).
- c. For project application purposes you will need EuropeAid ID (PADOR ID), which is generated only upon completion of the registration and input of all required data.
- d. EuropeAid ID is the only code provided and visible to organisations (that have never received European grants) after registration to PADOR.
- e. EuropeAid ID is the only reference code (within PADOR) requested from the organisations on EC application form for grants.

5. If my organisation is registered in Kosovo as an INGO, a branch of an International Organisation is it eligible for grant application, should I register in PADOR and do I have to open a new PADOR or use the existing PADOR of the headquarters?

- a. All grant applicants should register in PADOR, if the guideline for the call for proposals requires PADOR ID
- b. INGO eligibility for grant applicants should be reviewed in the Guidelines for Grant Applicants (for the specific call for proposals) or consulted with the contracting authority (EC) contact point for further clarifications.
- c. Depending on the eligibility criteria:
 - I. If INGO headquarters are eligible and are the applicant, PADOR existing ID of the headquarters should be used.
 - II. If INGO's headquarters are not eligible and the local (Kosovar) branch is the applicant, then the local branch should be individually registered in PADOR and acquire new EuropeAid ID (PADOR ID).

Information about Help desk support re PADOR registration to different CSO's through direct support, E-mail and phone:

1. Eko Trepça – Mitrovicë
2. Aureola – Prishtinë
3. Handicap People of Kosovo-HDPK – Prishtinë
4. Vizioni Drejte Perparimit-VDP – Lipjan
5. CIPOF – Klinë
6. Dokufest – Prizren
7. Rural Development Agency-RDA - Skenderaj Municipality
8. VKBIK – Mitrovica North
9. KIMP – Mitrovica South
10. AKTIV – Mitrovica North
11. SHDGJSH – Gjakovë
12. Diaconie Training Center-DTC – Mitrovica South
13. Qendra Rinore Ardhmëria – Klinë
14. Zana – Klinë
15. Kosovo Health Foundation – Prishtinë
16. ALMA- Gjakovë
17. Urat Ballkanike, Ferizaj
18. Komiteti i Gruas së Verbër, Prishtinë
19. KIMP, Prishtinë
20. Save the Children – Prishtina
21. Kosovo Law Center – Prishtina
22. Center for Dialogue and Democratisation – Gjilan
23. Mozaik – Prizren
24. HDPK, Prishtina
25. Center for Social Studies, Prishtina
26. Skenderaj Municipality
27. Kosovo Youth Network – Istog
28. Council of Parents and Teachers- Malisheve
29. Avenija – Mitrovica North
30. SHUKOS – Prishtine
31. IADK, Mitrovica
32. KRCT, Prishtina
33. Liria , Istog
34. Youth Steo, Vushtrri
35. Qendra Nacionale e Vezhguesve te Kosoves, Prishtine

Report prepared by PO and AFA, Prishtina 17 June 2010
