



RTA Welcome Pack to Croatia

Version 4.0



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SECTION 1 WHO IS WHO IN TWINNING

1.1. ABOUT TWINNING

Twinning is an initiative of the European Commission that was launched in 1998 in the context of the preparation for enlargement of the European Union.

Twinning is a joint project of a grant nature and is governed by the **Twinning Manual**.

The manual, as well as all other information relevant for the instrument, can be found on the following website:

http://ec.europa.eu/enlargement/how-does-it-work/financial-assistance/institution_building/twinning_en.htm

The website is regularly updated and contains the most important documents and manuals with rules and procedures which are to be applied by the Twinning stakeholders. Among the key items to be found on the website are:

- Twinning Manual
- Annexes to the Twinning Manual
- The consolidated list of Member State Mandated bodies
- National contact points 'Institution Building' - Member States
- National contact points 'Institution Building' - Candidate Countries
- The circulation of Twinning project fiches
- The latest issue of Twinning news

1.2. CENTRAL FINANCE AND CONTRACTING AGENCY (CFCA)



Central Finance and Contracting Agency (CFCA)

Twinning office

Ulica grada Vukovara 284, objekt C, 10 000 Zagreb, Croatia

Tel: +385 1 4591 245

Fax: +385 1 4591 075

E-mail: twinning@safu.hr

www.safu.hr

In the Decentralized Implementation System of the EU funded programmes, which is currently applied in Croatia, CFCA has the role of implementing agency responsible for contracting, monitoring, and payment of the implementation of programmes and projects funded by the European Union. In terms of Twinning projects implementation, the CFCA has the role of the Twinning Administrative Office.

The CFCA consists of the following organizational units:

1. Executive Director's Office
2. Independent Internal Audit Department
3. Education and HRD Directorate
4. Quality Assurance Directorate
5. Directorate for Preparation and Implementation of Projects
6. Contracting Directorate
7. Finance and Accounting Directorate
8. Common Affairs Directorate
9. Twinning Directorate

The CFCA is the signatory of Twinning contracts and has a role of the Contracting Authority with the rights and obligations emanating from this role.

In practice, the CFCA, among others, executes the following tasks:

- Coordinates, supervises and provides quality control during Twinning project fiche preparation phase;
- Coordinates and chairs Twinning selection meetings;
- Provides procedural support to Twinning partners and conducts control (financial and procedural) of all Twinning contracts during Contract preparation phase;
- Monitors implementation of Twinning projects, controls project reports, approves/co-signs amendments to the contracts, verifies the achievement of mandatory results and executes financial control as well as payments based on eligible and approved expenditures;
- Provides support to the RTAs in practical aspects of their secondment (liaising with other authorities, providing advice on procedural matters, etc.)

Croatian National Contact Point for Twinning is the Head of the **Twinning Directorate**, being one of the CFCA's organizational units.

As defined in the Twinning Manual, Twinning NCP has the following roles,:

- The central point of communication between the Commission and the BC. Also the central contact point for other BC and MS NCPs;
- Channeling information to BC Ministries and other relevant bodies and coaching them on the process and development of Twinning projects and the subsequent contracts;
- Co-ordination of administration of all Twinning activities in the BC and resolving any horizontal administrative obstacles;
- Training the BC administrations involved in Twinning in the procedural, financial and technical provisions of the Twinning manual
- Attending Commission meetings with other BC and MS NCPs.

The CFCA is also responsible for a part of non-Twinning components of programmes, i.e. for supply, works, grants and technical assistance projects.

→ CFCA and its Twinning office are the main contact point for the MS and BC Twinning partners during the preparation and implementation of Twinning projects.

1.3. DELEGATION OF THE EUROPEAN UNION TO THE REPUBLIC OF CROATIA



Delegation of the EU to the Republic of Croatia

Trg žrtava fašizma 6, 10 000 Zagreb

Tel: +385 (1) 48 96 500

Fax: +385 (1) 48 96 555

E-mail: delegation-croatia@ec.europa.eu

www.delhrv.ec.europa.eu

Delegation of the European union to the Republic of Croatia (hereinafter: EUD) is involved in Twinning projects throughout their life cycle: it supervises project preparation, endorses contracts and monitors the implementation.

Twining Coordinator of the EUD reports directly to the Head of the Operations Section 1 - Institution building, social cohesion in the EUD. The Twining Coordinator is responsible for providing guidance, and ensuring proper application of the Twining rules and procedures. His/her main tasks are:

- Instrument management responsibilities: assisting in all aspects of the procurement process, participating in evaluation committees as well as providing ex-ante control of files coming from the Contracting Authority - CFCA, assisting in contract preparation (including budget), commenting and endorsing TW contract addendum, checking side letters, monitoring ongoing twinning projects, ensuring compliance with contractual obligations and facilitating RTA's installation.
- Horizontal tasks: acting as Help Desk on Twining procedures and a focal point for coordination between the different Twining stakeholders (i.e. CODEF, CFCA, DG Enlargement, Sector Task Managers of the EUD, Resident Twining Advisers, Member State administrations, etc).

→ Newly arriving RTAs are requested to get in contact with the EUD Twining Coordinator for all issues related to their installation in Croatia. The Twining Coordinator is also the primary contact point in the EUD for Member States' administrations during the drafting phase of the contract.

Sector Task Managers are responsible for monitoring project implementation and its progress. They are the main interlocutors of the RTAs and the Project Leaders for all sector-specific matters and project substance. It is essential for RTAs and Task Managers to meet regularly during the lifetime of a Twinning project to discuss progress and any difficulties, as well as changes to the work programme. In most cases, Project Implementation Unit (PIU) monthly meetings are defined in the Twinning Contract. In order to facilitate the follow-up, it is essential that Task Managers are invited to attend the meetings of the Steering Committees or corresponding working groups.

1.4. CENTRAL OFFICE FOR DEVELOPMENT STRATEGY AND COORDINATION OF EU FUNDS (CODEF)



Central Office for Development Strategy and Coordination of EU funds (CODEF)

Radnička cesta 80/V, 10 000 Zagreb

Tel: +385 (1) 4569-179

Fax: +385 (1) 4569-150

Email: strategija@strategija.hr

<http://www.strategija.hr>

The Central Office for Development Strategy and Coordination of EU Funds is the principal Croatian authority responsible for the coordination of the EU assistance in the process of Croatia's integration into the EU. The Central Office for Development Strategy and Coordination of EU Funds is responsible for programming of Twinning projects, monitors their implementation and is a member of Steering Committees of all twinning projects.

SECTION 2 RTA INSTALLATION TIPS

As an introduction, every future RTA should attend a two-day seminar organized by the Twinning Coordination Unit in DG Enlargement in Brussels. The participants will receive guidance on the procedures governing Twinning, as well as have an opportunity to discuss the substance of their projects with representatives of the relevant DGs. The seminars are held every six months and each RTA receives an individual invitation to the training. The Twinning Coordinator of the EUD will contact the newly RTAs for every session of RTAs training organized by DG Enlargement.

Upon their arrival to Croatia, RTAs should contact the Twinning Coordinator at the EUD. The Twinning Coordinator will arrange a short meeting of RTA with the EUD Sector Task Manager to discuss RTAs installation, answer any questions and discuss any important issues related to the project. RTAs are also requested to fill out a registration form attached to the Mission Letter and fax or e-mail it to the EUD. ***(please see section Annex 2: Mission Letter)***

In addition to the EUD, the RTAs are invited to contact the CFCA in case they require any guidance or information related to procedural aspects of their secondment or need assistance in their contacts with the Croatian authorities, as well as to discuss all other matters related to implementation of their respective Twinning contracts.

Before moving to Croatia, RTAs are expected to find a suitable hotel where he/she will stay for up to 30 days, after which the RTAs are expected to move to a permanent accommodation.

→ *Newly arriving RTAs are invited to get in contact with the CFCA in order to obtain guidance on eligibility of costs and assistance in case of any installation problems.*

2.2. STATUS OF RTA IN THE REPUBLIC OF CROATIA

The nationals of the European Union enter the Republic of Croatia on the basis of a valid passport, issued by their respective country.

Upon entering the Republic of Croatia, RTA should obtain the entry passport stamp, which will serve as a proof of the date of entrance.

Within 48 hours after the entry to the Republic of Croatia, RTA is obliged to report to a competent police administration in order to register the residence and to obtain a temporary residence permit.

The first temporary residence permit shall be valid for the period of up to 1 year. In case the temporary residence permit needs to be prolonged, the application for the renewal shall be submitted to a competent police administration no later than 30 days before the existing temporary residence permit expires.

In case of leaving Croatia permanently before the end of the validity of the temporary residence permit, RTA should inform the competent police administration about the departure (cancellation of residence).

2.1.1. Residence Permit

RTA's Residence Permit

The application for the issuance of the RTA's first temporary residence permit should be submitted in person at the competent police administration, i.e. at :

Police Headquarters in Zagreb
Department for Foreigners

Petrinjska ulica 30
1st floor, room 103
Tel: +385 (1) 45-63-639

For the first temporary residence permit, the following documents should be enclosed with the application:

- A valid passport (original and a copy)
A passport should be valid at least 3 months after the end of the requested temporary residence period.

- Two (2) color photographs - size 35x45 mm
- Proof of ensured dwelling (original or notarized copy of the lease contract and a notarized copy of a proof of the landlord's ownership of the dwelling)
- Proof of health insurance (original and a copy)

EU member states health insurance is valid in Croatia, under condition that the Republic of Croatia and the respective EU country have signed an agreement on social insurance which regulates the health insurance for foreigners. In that case, the proof of health insurance is European Health Insurance Card, or other evidence determined by the convention.

In case RTA's country of origin has not signed the aforementioned agreement and RTA can not obtain a proof of the health insurance, the competent police administration will issue a confirmation of the submitted request for health insurance under the regulations on health insurance for foreigners in Croatia.

With the said confirmation, RTA shall report to the competent office of the Croatian Institute for Health Insurance (Hrvatski zavod za zdravstveno osiguranje – HZZO, www.hzzo-net.hr).

- Clearance Certificate issued by the state in which RTA has permanent residence (original and an authorized translation).
Clearance certificate should be officially translated in Croatian by the authorized translator. Clearance certificate should be enclosed only with the first temporary residence application, and should not be older than 6 months.
- Certificate issued by the Beneficiary institution indicating RTA's engagement in the Twinning project (original).

RTA's family Residence Permit

In case RTA will be accompanied by the family, the family members have to submit a request for the temporary residence permit at the Croatian embassy in their respective country of residence.

The request should be co-signed by RTA and a copy of the RTA's passport with a label of the RTA's residence permit in Croatia should be enclosed to the request.

Members of RTA's family should submit the same documents as stated above (except from the Letter from the Beneficiary institution). The Clearance Certificate is not necessary for children under the age of 18.

In addition to the documents stated above, the following documents should be enclosed:

- for the spouse (original and an authorized translation):

- wedding certificate (not older than 6 months)
- in case of a common law marriage, a proof of the duration of such marriage of at least 3 years.

- for the children (original and an authorized translation):

- birth certificates (not older than 6 months)
- school attendance certificates (if children will attend school in Croatia).

After the Croatian embassy issues the temporary residence permit, the members of family should enter the Republic of Croatia within 30 days and report to the competent police administration.

Useful information and application forms are available also on the Internet: www.mup.hr

In order to help in the process of obtaining the residence permit, please feel free to contact the CFCA: twinning@safu.hr.

2.1.2. RTA Mission Letter

Mission Letters are prepared by the EUD. They are intended to facilitate the installation of RTAs and to accelerate the administrative procedures for registering in the country. They certify that the RTA is a long-term expert working on an EU-funded project. These official documents must be presented for certain purposes, for example when registering the car or if necessary when renting an apartment.

There are two types of mission letters:

1. The EUD prepares the Mission Letter (see model in Annex A2) and transmits it to the RTA at his/her home country work address, once the Steering Committee in Brussels approved the TW contract. This letter is issued in English and Croatian and co-signed by the Head of EUD.
2. The EUD can also supply RTA with the Mission Letter containing additional information. Such letters contain information about the exact duration of stay of the RTA and his/her monthly income. This type of mission letter is only issued to RTAs who are already in Croatia, upon their request.

2.1.3. Customs

RTAs are exempt from customs duties, import duties and other fiscal charges on import of personal belongings, including vehicle and house furniture.

For the implementation of the customs procedure and the customs formalities, it is necessary to hire an authorized freight forwarder in Croatia.

In order to use the right of exemption, RTA should submit the request for the exemption to the customs house in charge in accordance to the place of RTA's residence in the Republic of Croatia.

The following documentation should be enclosed to the request:

- Copy of valid passport (no need for translation or certification by public notary)
- Copy of Residence permit
- Proof of ensured dwelling (e.g. lease contract)
- Copy of Twinning Contract's Special Conditions, signed, dated and stamped by the Senior Programme Officer (SPO) of the Beneficiary institution
- Certificate issued by the Beneficiary institution indicating RTA's engagement in the Twinning project
- The list of household objects that are intended for importation (i.e. inventory list)
The inventory list should be prepared in Croatian language, in two (2) signed copies and it should include the quantity and value of imported items (e.g. 10 pairs of shoes)

The personal belongings imported under exemption of customs duties cannot be sold, given to the others for usage, pawned, rented or used for other purposes in the period of 5 years from the date of the import customs declaration, unless the import duties from which the importer was exempted are previously paid at the authorised customs house.

2.1.4. Tax Exemptions

RTA is exempted from personal income tax on all income arising from the performance of his/her duties as RTA, in line with the Article 13 of the Framework Agreement between the European Commission and the Government of Croatia (International Contracts, Official Gazette 8/2002 and 11/2002).

2.2 ACCOMMODATION

2.2.1. Hotel accommodation

The RTA is entitled to up to 30 days (the actual number of nights spent in a hotel) of additional full allowance to stay in a hotel during the first days of his/her stay in Croatia. The spouse and the children of the RTA are entitled to 50% of the abovementioned rate. The claim for these extra per diem allowances must be substantiated by a hotel invoice.

For the complete list of hotels in Zagreb please refer to the www.zagreb-touristinfo.hr

2.2.2. Permanent housing

General information

The Practical Guide for Twinners (also available at www.safu.hr/en/twinning) indicates the upper margins of acceptable rents for Croatia:

Family composition	No of bedrooms	Proposal (max)
Single/Couple (no children)	2	€ 1600
Couple with 1 child	3	€ 2000
Couple with 2 children	4	€ 2400
Couple with 3 children	5	€ 2800
Couple with 4 children	6	€ 3200
Couple with 5 and more children	*	To be decided on a case by case basis by the CA

Lease agreement

In order to conclude the lease agreement, RTA and the landlord can use the standard lease agreement provided in Annex 1. The agreement should at least fulfill the following requirements:

- Identification of the landlord's bank account number
- Indication of the number of bedrooms
- Determination of the lease end-date set at no later than the end of the project's workplan duration

The RTA must keep the original of the lease agreement with the rest of financial documents of the project, for verification by the auditors and the CFCA.

Real Estate Agents

RTAs are advised to use a reputable real estate agent, the list of which is available on the internet. The agents' fee which is introduced in the Twinning contract budget and which fully covers the related costs is one month's rental fee.

2.3 RTA ASSISTANTS

RTA is responsible for selecting an assistant who will provide assistance through the entire period of the RTA secondment.

Assistants as a rule may not have or recently (past six months) have had any contractual relation with the beneficiary administration.

The recommended salary for the RTA assistant which should be introduced in the Twinning contract budget amounts to € 1,800 per month.

2.3.1. Recruitment

The MS is responsible for the recruitment of the RTA assistant. Please note that the selection process must be competitive. The award and conclusion of this service contract will in general be governed by the provisions of private sector input. These provisions are explained in Annex A4 to each Twinning Contract "Contract Award Procedures". The recruitment of a suitable project assistant may commence before signature of the Twinning Contract and particulars inserted in the Twinning work plan.

A minimum of three candidates must be assessed/ interviewed.

The following documents are to be kept in the file in the English language following the recruitment process:

- Terms of Reference for the position (a short job description)
- CVs of at least three candidates
- Justification of the choice signed by the RTA

A copy of the CVs and the justification should be submitted to the CFCA for its records.

A template of an advertisement for the employment of the RTA assistant which can be used is attached as Annex 3.

Advertisements on internet websites

The costs of recruitment (press advertisements, interviews, employment agency fees, etc.) cannot be refunded from the Twinning budget.

Advertisement can be published on CFCA's and EUD's website without any cost. In order to have your advertisement published on these websites please contact twinning@safu.hr.

In addition to the abovementioned websites, the MS may decide to publish the advertisement on the commercial sites dedicated for recruitment. Several sites of this kind are operating in Croatia and are easily accessible through internet. The costs related to publishing of advertisements on commercial websites are to be born by the respective MS.

Advertisements in Daily newspapers

Advertisements can also be published in daily newspapers which charge fee for these services. The costs related to publishing of advertisements in daily newspapers are to be born by the respective MS.

2.4 TELECOMMUNICATIONS

2.4.1 Fixed Telephone

The list of telephone service providers in Croatia can be found on the web site of the Croatian Post and Electronic Communications Agency (HAKOM) at www.hakom.hr.

Public telephones can be used with telephone cards bought in a post office or at a kiosk.

List of county telephone codes in Croatia:	
Telephone code	County
043	Bjelovarsko-bilogorska
035	Brodsko-posavska
020	Dubrovačko-neretvanska
052	Istarska
047	Karlovačka
048	Koprivničko-križevačka
049	Krapinsko-zagorska
053	Ličko-senjska
040	Međimurska
031	Osječko-baranjska
034	Požeško-slavonska
051	Primorsko-goranska
044	Sisačko-moslavačka
021	Splitsko-dalmatinska
022	Šibensko-kninska
042	Varaždinska
033	Virovitičko-podravska
032	Vukovarsko-srijemska
023	Zadarska
01	Grad Zagreb i zagrebačka

List of EU country telephone codes:	
Telephone Code	Country
+43	Austria
+32	Belgium
+359	Bulgaria
+357	Cyprus
+420	Czech Republic
+45	Denmark
+372	Estonia
+358	Finland
+33	France
+49	Germany
+30	Greece
+36	Hungary
+353	Ireland
+39	Italy
+371	Latvia
+370	Lithuania
+352	Luxembourg
+356	Malta
+31	Netherlands
+48	Poland
+351	Portugal
+40	Romania
+421	Slovakia
+386	Slovenia
+34	Spain
+46	Sweden
+44	United Kingdom

2.4.2 Mobile telephones

The list of mobile phone service providers in Croatia can be found on the web site of the Croatian Post and Electronic Communications Agency (HAKOM) at www.hakom.hr.

Both prepaid and postpaid service can be used. In case prepaid service is used, the accounts can be recharged by buying charging cards at kiosks, petrol stations, supermarkets, authorized dealers, ATMs, etc.

Please note that the purchase of a mobile telephone and the costs arising from its use can under no circumstances be financed out of the Twinning budget.

2.5 POST, COURIERS AND MESSENGERS

All the necessary information regarding postal services as well as the information on opening hours of postal offices is available at www.posta.hr.

The Central Post Office in Branimirova street (next to the main Zagreb Railway station) is open 24 hours a day.

In addition to postal services, couriers/messenger service can be used as well. A messenger service can be ordered by telephone or on-line; all available information can be obtained from the internet.

2.6 TRANSPORT AND TRAVEL

2.6.1 Driving

RTA's who have been granted temporary residence and in possession of a vehicle registered abroad (with valid registration documents and insurance), may use their vehicle no longer than three months following the day of entry into the Republic of Croatia. During that period the vehicle has to be registered in Croatia.

The maximum duration of a temporary vehicle registration is 12 months. After that period, the registration has to be renewed for another 12 months.

The procedure for registering the vehicle in Croatia is as follows:

1. Technical examination of the vehicle

Technical examination has to be done at an authorized station for vehicle technical examination. The complete list of the stations for vehicle technical examination in Croatia is available at the following web address: www.cvh.hr.

The following documents are required for vehicle technical examination:

- Valid passport and residence permit
- Existing (valid) car registration documents (no need for translation)
- Customs certifications

The station for vehicle technical examination prepares the registration documents which need to be submitted to the Traffic Police Station at the address Heinzelova 98, Zagreb.

In stations for vehicle technical examination it is possible to obtain mandatory vehicle insurance. There is a possibility of a discount on such insurance, provided that RTA submits a certificate issued by his/her insurance company which proves that no insurance claims have been requested for the past 10 years.

2. The vehicle registration

The vehicle registration procedure is done at the Traffic Police Station, Heinzelova 98, Zagreb.

The following documents are required to issue the vehicle registration documents:

- Valid passport and residence permit
- Existing (valid) car registration documents (no need for translation)
- Customs certifications
- Mandatory car insurance policy in Croatia
- Proof of the vehicle technical examination in Croatia

Driving licences

European driving licenses are valid in Croatia.

Buying a vehicle in Croatia

RTA's that have registered their residence in Croatia are allowed to purchase a vehicle. The VAT exemption does not apply to buying a new or used vehicle, i.e. tax payment on the transaction has to be settled at the tax office.

When buying a new vehicle, the selling company will issue an invoice and other relevant documents needed for the vehicle registration.

When buying a used vehicle, sales contract with the previous owner has to be signed. The previous owner is also obliged to transmit the registration documents to the new owner (including mandatory insurance policy), which have to be submitted to the police headquarters in order to obtain new registration documents. The mandatory vehicle insurance is valid until the end of the period indicated in the insurance policy. In spite of the different name of the policy holder, there is no need to issue a new mandatory insurance policy until the existing one expires.

The vehicle registration procedure is done at the Traffic Police Station (Heinzlova 98, Zagreb).

Traffic regulations

Traffic regulations in Croatia are similar to those in EU countries. When travelling around the country drivers should not exceed the following limitations:

- 50 km/h in populated areas,
- 90 km/h outside of populated areas,
- 130 km/h on motorways.

The use of front and rear seat belts is obligatory. The use of a mobile phone by the driver is not permitted, unless a "hands-free" device is being used. Headlights must be on during winter time i.e. outside the Daylight Savings Time period, as well as during the night or in instances of poor visibility.

The police can be reached by dialing 192 or 112.

2.6.2 Parking in Zagreb

Parking zones are always clearly indicated and it is prohibited to park anywhere else. In order to park in the centre of Zagreb it is necessary to purchase a parking ticket from a parking meter or by mobile phone. The parking meters are located every 100 meters in a parking zone. Parking zones are divided into 5 zones. Each zone has its own parking price as well as the allowed time of parking. With numeric signs of parking zone there are also differences in the color of each zone that can be found on the proper traffic signalization.

The valid parking ticket (if not acquired through mobile phone) should be placed on the dashboard inside the car for inspection. If a driver does not buy the parking ticket or exceeds the parking time, he will be fined.

Subscription stickers are allowed to be both by those who live or work in that area, or those who have their residents or headquarters in one of those streets that are in parking zone. For those who live in the paid parking zone, it is possible to apply for a special parking permit. In order to request a permit the RTA has to be registered in an apartment within the parking zone.

For more information please refer to www.zagrebparking.hr.

Public Garages

In public garages the logic of zone parking is not in use nor there is a time limit. Prices are different for each garage individually. Public garages can be found on several locations throughout (mainly in the center) of the town.

2.6.3 Public transport

Zagreb City Transport

Zagreb has a reliable, well-integrated bus and tram network. Maps and timetables can be found at www.zet.hr. Buses and trams cover most of the city. The major points where the public transport lines meet are **Trg kralja Tomislava** (near the main railway station) and **Trg bana Jelačića**.

Regular bus and tram routes close down around 11-11.30 p.m. From 11.15 p.m. to 4.45 a.m. night buses and trams are running. For the night timetables please check www.zet.hr.

Tickets for trams and buses can be bought in most of kiosks. Traveling by buses and trams can also be paid through electronic tickets and mobile phones; for more information please visit www.zet.hr.

Taxi

There are several taxi operators in Zagreb, for more information please visit <http://www.zagreb-touristinfo.hr/?l=e&id=283>.

2.6.4 Inter-city transport

According to the Twinning Manual, local travel for the MS experts (RTA and short/medium duration missions) in the BC, but outside the capital, must be specified and budgeted separately. Whenever possible, the use of public transport is mandatory.

Detailed information about the train timetable and cost of tickets to all destinations is available on the Croatian Railways website <http://www.hznet.hr/Default.aspx?sec=282>. Tickets can be purchased at railway stations or at most travel agencies.

For travel within Croatia, buses are a very convenient mean of transport and there are regular departures to all major towns. For more information on timetable please visit <http://akz.hr/En.htm>.

The airports in Croatia are situated in major cities: Zagreb (Pleso), Zadar, Split, Dubrovnik, Osijek, Pula and Rijeka. Zagreb is directly connected with most of the European capitals. Zagreb's Pleso airport is at 17 km from the city centre. For more information please refer to the following website: <http://www.zagreb-airport.hr/en/>.

There is a Croatia Airlines **airport shuttle bus** connecting the airport and the city centre. The buses depart from the city's main bus station (Autobusni kolodvor) every half-hour. The latest airport bus timetable can be found at <http://www.plesoprijevoz.hr/schedulezg.htm>. It takes less than 30 minutes from the airport to the city centre.

2.7 BANKING

Croatian currency is Kuna (HRK). One Kuna is made up of 100 lipa. Kuna banknotes come in 1000, 500, 200, 100, 50, 20 and 10 denominations. Coins are delivered in 5, 2 and 1 Kuna amounts and 50, 20, 10, 5, 2 and 1 lipa amounts.

Banks in Croatia provide full personal banking services.

The RTA is free to open a bank account, for which the following documents should be enclosed:

Valid passport with residence permit (valid at least 6 months following the date of the abovementioned request) and OIB (personal identification number), issued by Tax Administration (Avenija Dubrovnik 32, Zagreb).

All major credit and debit cards can be used throughout the country.

The list of all banks can be found on the Croatian National Banks' website: www.hnb.hr.

2.8 MEDICAL SERVICES

2.8.1 Health insurance in Croatia

Croatia's health care system is centrally controlled and based on the principles of social health insurance. Provision and funding of services are largely public, although private providers also operate in the market. The public health care system is managed by a single public health insurance fund: the Croatian Institute for Health Insurance (Hrvatski zavod za zdravstveno osiguranje - HZZO).

Primary health care is delivered through health centres, emergency care centres, and pharmacies. Each municipality has health centre with a network of primary health care units, dentistry and pharmacy services. Health centres provide general medical consultations, primary care, care of pre-school children, school medicine and dental care.

In case of emergencies the number available is 112.

2.8.2 RTA Health insurance

As described previously under the part 2.1.1. Residence Permit, the procedure of obtaining health insurance under the regulations on health insurance for foreigners in Croatia is managed by the the Croatian Institute for Health Insurance (Hrvatski zavod za zdravstveno osiguranje – HZZO, www.hzzo-net.hr).

Resident Twinning Advisers are obliged to contract insurance coverage, for themselves and their accompanying family members, for health care costs due to accident or illness for the entire period of their secondment. The costs for such insurance is reimbursed by the project for up to €200.-/adult/month and €100/child/month. It is the responsibility of the MS Project Leader to ensure that the RTA is adequately insured.

Where there is a bilateral agreement for social security coverage between the MS of origin and the host BC, RTAs are obliged to take the necessary steps. Complementary coverage for costs not covered under the bilateral agreement and for emergency repatriation in case of accident or severe illness may be charged to the project within the same ceilings.

Where there is no bilateral agreement on social security the project will reimburse full coverage for health care costs due to sickness or accident, including emergency repatriation as above.

The insurance coverage reimbursed by the project will not include capital indemnity in case of death or invalidity due to accident or illness. It is understood that the MS employer provides such coverage.

The following is a list of items recommended to be included in the policy:

- full coverage for health care costs due to sickness and accident (in-patient and emergency out-patient)
- emergency repatriation from the country of the RTA's assignment
- transportation to the medical centre
- sending of a doctor
- emergency dental care costs
- in case of death, repatriation of the body to the country of origin.

2.9 MEDIA

2.9.1 Broadcasting

Croatian Public Radio broadcasts on 3 national and several regional channels. There is also a number of private radio stations broadcasting nationwide as well as numerous regional and local radio stations. Most radio stations transmit the RDS signal.

Croatian Public Television broadcasts on 2 national channels and 1 satellite channel. There are also several commercial TV channels.

2.9.2 Press

Principal European dailies can be purchased at kiosks in the downtown and at larger Zagreb hotels. International newspapers, magazines and books can be purchased in major bookshops. The RTA's home embassy may provide national press reviews from the RTA's home country.

2.10 LANGUAGE COURSES AND SCHOOLS

2.10.1 Croatian language courses

There are several schools in Zagreb which offer classes in Croatian as a foreign language. The list of such schools can be found on the following website:

www.studyincroatia.hr/learn-croatian/language-courses-in-croatia.

2.10.2 Schools for children

There are a number of schools for foreign nationals in Zagreb. RTAs are entitled to reimbursement of school fees of up to 12,000 Euro per child. Below is a list of international schools (primary and secondary) in Zagreb:

Name of school	Address of school
American International School of Zagreb	Voćarska 106, 10 000 Zagreb Tel. +385 (01) 4680 133 Fax. +385(01)4680 171 e-mail: aisz@aisz.hr www.aisz.hr
Deutsche Internationale Schule in Zagreb	Fratrovac 36, 10 000 Zagreb Tel.: +385 (01) 2347 655 Fax. +385 (01) 2347 664 e-mail: info@deutscheschule.hr www.deutscheschule.hr
École Française de Zagreb	Fratrovac 36, 10 000 Zagreb Tel.:+ 385 (01) 2347 710 Fax.: +385 (01) 2347 696 e-mail: eurocampus.sec@ecolefrancaisedezagreb.hr www.ecolefrancaisedezagreb.hr
XV. Gymnasium (the International program follows the International Baccalaureate Organization)	Jordanovac 8, 10 000 Zagreb Tel : +385 (01) 2302 255 Fax : +385 (01) 2321 564 e-mail : xvg@mioc.hr www.mioc.hr

2.11 CULTURAL CENTRES

Name of institution	Address of institution
Austrian Cultural Institute	Ivana Gundulića 3 Tel: +385 1 48-81-250 Fax: +385 1 48-30-739 Web site: www.kulturforum-zagreb.org Email: office@kulturforum-zagreb.org
British Council	Ilica 12/I, Tel:+385 1 48-99-500 Fax:+385 1 48-33-955 Web site: www.britishcouncil.org/croatia Email: zagreb.info@britishcouncil.hr
French Cultural Institute	Preradoviceva 40, Tel: +385 1 48-55-222 Fax:+385 1 48-56-082 Web site: www.ambafrance-hr.org Email: institut@ambafrance.hr
Goethe Institute Inter Naciones	Ulica grada Vukovara 64, Tel:+385 1 61-95-000 Fax:+385 1 61-95-025 Web site: www.goethe.de/zagreb Email: info@zagreb.goethe.org
Italian Culture Institute	Preobraženska 4, Tel:+385 1 48-30-208/9 Fax:+385 1 48-30-207 Web site: http://www.iiczagabria.esteri.it Email: iiczagabria@esteri.it

2.12 CLIMATE

Croatia is divided into two major climate regions: Continental and Mediterranean, although there are some variations within those climate zones. Generally, Croatia's climate is determined by its geography which is a mixture of mountains, plains, forests and a long littoral.

Average Monthly Temperatures for Zagreb:

Jan -1.6°C

Feb 4.6°C

Mar 7.9°C

April 14.2°C

May 17.5°C

June 21.6°C

July 20.9°C

Aug 23°C

Sep 16.6°C

Oct 13.3°C

Nov 9.2°C

Dec 0°C

In Zagreb the period of warm weather lasts from April/May until September. Summers are usually hot and dry with temperature reaching over 30°C. Autumns are rainy and cold while in winter the snowy period usually does not last long.

The Mediterranean climate along the coast ensures warm and pleasant weather from March until October, sometimes even November.

2.13 ENTERTAINMENT

There are many cultural events all year organized in the form of exhibitions, festivals and concerts in the capital as well as in other cities, especially on the coast in summer.

Interesting sites to visit in **Zagreb** are its old town (**Gornji grad**), town centre (**Zrinjevac**) and the biggest city part (**Maksimir**). The interesting museums are the Museum of Contemporary Art, City museum, Museum of Naive Arts, Mimara Museum, Museum of Arts and Crafts, etc.

It is also worth seeing green surroundings of the city, particularly attractive can be the city of **Samobor** at about 30 km west from Zagreb (famous for its carnival), and the castles and parks of **Hrvatsko Zagorje**.

The coast can be reached at any time of the year and if it is not very windy, the stay there can be pleasant since even in winter the temperatures go over zero.

In summer there are plenty of cultural events such as **Dubrovnik** Summer Festival (July/August), **Motovun** (Istria) Film Festival (July or August), Eurokaz in Zagreb (festival of new theatre June/July).

Many folklore festivals, open-air concerts and theatre performances are organized all around the country during spring and summer months. Opera and ballet performances are performed in major Croatian cities, in the Opera houses (Croatian National Theatres – HNK).

For more information on cultural events, installation as a foreigner in Croatia, business information as well as entertainment and social events, the following websites are useful:

www.zagreb-touristinfo.hr
www.croatia.hr

2.14 USEFUL INTERNET ADDRESSES

Croatia Airlines	www.croatiaairlines.hr
Croatian Bureau of Statistics	www.dsz.hr
Croatian Government	www.vlada.hr
Croatian National Bank	www.hnb.hr
Croatian President	www.president.hr
Croatian Railways	www.hznet.hr
Croatian Tourist Board	www.croatia.hr
EU Delegation to the Republic of Croatia	www.delhrv.ec.europa.eu
International Airport Pleso	www.zagreb-airport.hr
Official Gazette of the Republic of Croatia	www.nn.hr
Parliament	www.sabor.hr
Zagreb County Tourist Bureau	www.tzzz.hr
Zagreb Tourist Information	www.zagreb-touristinfo.hr

SECTION 3 ANNEXES

ANNEX 1. MODEL LEASE CONTRACT

Model Residential Lease Agreement

Concluded on20XX between the following parties:

....., PIN___, resident of Zagreb at., hereafter called the LESSOR

and

....., the holder of passport No, resident of _____ at _____, hereafter called the LESSEE

§ 1 Subject of the Residential Lease Agreement

1) Subject to the terms and conditions set forth in this Agreement, LESSOR leases to LESSEE, and LESSEE leases from LESSOR the apartment located in Zagreb, building situated in _____, at....., floor....., No, living area of:___ sq m, (hereafter called the Apartment). The Apartment consists of the following premises: (in case that lessee uses other premises in the building etc. garage, afore mentioned must be stated in the agreement together with the fee for their use). The LESSEE is entitled to use the accompanying common part of yard and all common premises, parts and devices of the building according to their purpose.

2) The LESSOR declares that he is the owner

Obrazac: Ugovor o najmu stana

Zaključuje se dana 20XX između stranaka:

....., OIB:....., iz Zagreba, ul., u daljnjem tekstu: Najmodavac

i

....., vlasnik putovnice br., s prebivalištem u ul....., daljnjem tekstu: Najmoprimac

§ 1. Predmet Ugovora o najmu stana

1) Ugovorne strane utvrđuju da pod uvjetima navedenim u ovom Ugovoru, Najmodavac daje u najam, a Najmoprimac prima u najam stan u Zagrebu, u stambenoj zgradi u, ul..... kat, broj stana, površine čm (u daljnjem tekstu: stan). Stan se sastoji od sljedećih prostorija: (u slučaju da najmoprimac koristi ostale prostorije u zgradi npr. garažu, iste moraju izričito biti navedene u ugovoru zajedno s naknadom za korištenje). Najmoprimac ima pravo koristiti pripadajući zajednički dio dvorišta te sve zajedničke prostorije, zajedničke dijelove i uređaje stambene zgrade u skladu s njihovom namjenom.

2) Najmodavac kao vlasnik stana iznajmljuje

of the Apartment and thus entitled to lease the Apartment free of any burdens or right of third parties which would prevent Lessee to properly use the Apartment according to this Agreement. The LESSOR is liable for any defects regarding the leased apartment according to Croatian legislation on mandatory relations.

3) The contractual parties hereby agree to sign the protocol which determines the condition of the Apartment at the time of the handover. This protocol forms a constitutive part of this Agreement.

4) The LESSEE is entitled to use the Apartment for living purposes only.

5) The contractual parties hereby agree that apart from LESSEE the Apartment will be used by following persons (the data on persons using the apartment with the LESSEE must be stated in the agreement).

§ 2 Rent

1) Both parties agree the LESSEE will pay rent in the total amount of: EUR per month, payable in currency of the Republic of Croatia (HRK) at the middle exchange rate published by the Croatian National Bank and valid on the date of payment.

2) The rent expressed in EUR in the previous paragraph is determined in the fixed amount and can be changed only by written amendment to the Agreement.

3) Rent will be paid by the..... of month for the current month and on the bank account of LESSOR, no____, ____ (bank) If the day payment is due falls on a non – business day or legal holiday, the rent is due on the next

isti neopterećen teretima i pravima trećih osoba koji bi ometali Najmoprimca u korištenju stana sukladno ovom Ugovoru. Najmodavac odgovara za nedostatke stana sukladno hrvatskim propisima o obveznim odnosima.

3) Ugovorne strane suglasno utvrđuju da će sastaviti zapisnik kojim se utvrđuje stanje u kojem se stan nalazi u vrijeme primopredaje. Zapisnik čini sastavni dio ovog Ugovora.

4) Najmoprimac je ovlašten koristiti se stanom isključivo za potrebe stanovanja.

5) Ugovorne strane su suglasne da će, pored Najmoprimca, stan koristiti i sljedeće osobe: (podaci o osobama koje koriste stan s Najmoprimcem moraju se navesti u Ugovoru).

§ 2. Najamnina

1) Ugovorne strane su suglasne da Najmoprimac plaća najamninu u iznosu od EUR mjesečno, plativo u valuti Republike Hrvatske (HRK) prema srednjem tečaju Hrvatske narodne banke važećem na dan plaćanja.

2) Najamnina izražena u EUR iz prethodnog stavka određena je u fiksnom iznosu i može se mijenjati jedino pisanim dodatkom ovom Ugovoru.

3) Najamnina se uplaćuje do u mjesecu za tekući mjesec, na bankovni račun Najmodavca, broj računa, banka. Ako isplata dopijeva na neradni dan ili

business day.

4) The costs of all overhead expenses (costs of heating, electricity, telephone costs and utilities) will be paid by the LESSEE. Any other charges and costs not mentioned in this Agreement will be paid by the LESSOR.

5) A security deposit of one month's rent, i.e. EUR....., converted to HRK as stated in paragraph 1 of this article , will be deposited by the LESSEE on the day this Agreement is concluded for which a receipt will be given by the LESSOR. This deposit will be held on the LESSOR'S bank account in lieu of any damages over and above ordinary wear and tear for the duration of the Agreement and will be returned to the LESSEE with interest within 30 days of the end of the tenancy.

§ 3 Duration of the Residential Lease Agreement

1) This Agreement is made for a fixed term of years beginning on20XX and is terminated upon expiration of afore mentioned term. This Agreement will continue for successive fixed term only by written agreement of the parties.

2) The LESSEE and the LESSOR may terminate this Agreement any time provided months' written notice is given ahead.

3.) The contractual parties may terminate this Agreement under the conditions determined in the Croatian Apartment Lease Act and Civil Obligations Act currently in force.

§ 4 Duties of the Lessee

državni praznik, kao dan dospijeca uzima se sljedeći radni dan.

4) Sve režijske troškove (plin, struja, trošak telefona, komunalne usluge) snosi Najmoprimac. Ostale troškove koji nisu obuhvaćeni ovim Ugovorom snosi Najmodavac.

5) Najmoprimac se obvezuje dati plog u visini jednomjesečne najamnine tj. u iznosu EUR, plativo u HRK kako je navedeno u stavku 1. ovog članka. Plog se polaže na dan sklapanja Ugovora o čemu Najmodavac izdaje potvrdu o primitku. Plog se polaže na bankovni račun Najmodavca u ime oštećenja koje nadilazi redovito korištenje stana za vrijeme trajanja Ugovora i vraća se Najmoprimcu s pripadajućim kamatama najkasnije 30 dana po prestanku najma.

§ 3. Trajanje Ugovora o najmu stana

1) Ugovor o najmu stana se sklapa na određeno vrijeme u trajanju od godina i to počevši od 20XX. Istekom navedenog roka prestaje važenje Ugovora. Ugovor se može produljiti za naredno razdoblje samo pisanim sporazumom stranaka.

2) Ugovorne strane su suglasne da svaka može raskinuti ovaj Ugovor uz otkazni rok od mjeseca. Otkaz se daje u pisanom obliku.

3) Ugovorne strane mogu raskinuti ovaj Ugovor pod uvjetima propisanim važećim Zakonom o najmu stanova te Zakonom o obveznim odnosima.

§ 4. Obveze Najmoprimca

1) The LESSEE agrees to:

(i) properly use, operate and safeguard the premises and all furniture and furnishings, appliances and fixtures within the Apartment,

(ii) maintain the premises in clean and sanitary condition, and upon termination of the lease, to handover the Apartment to LESSOR in the same condition as when LESSEE first took occupancy, except for ordinary wear and tear

(iii) notify LESSOR upon discovery of any damages, defects or dangerous conditions in and about the Apartment; and common premises of the building and make the premises available to LESSOR for the purposes of making repairs with reasonable notice of intent to enter

(iv) reimburse LESSOR for the cost of any repairs to the premises of damages caused by misuse or negligence of LESSEE or his guests or invitees

2) The LESSEE cannot change the designated purpose of the subject of the lease or make any adaptation without the LESSOR'S approval.

3) No portion of the Apartment shall be sublet without the prior written consent of the LESSOR.

§ 5 Duties of the LESSOR

1) The LESSOR is obligated:

i) to hand over the apartment in habitable condition suitable for proper use

ii) make all necessary repairs upon LESSEE'S

1) Najmoprimac se obvezuje:

(i) stan koristiti na način da ga čuva od oštećenja, uključujući sav namještaj i opremu koja se nalazi u stanu

(ii) održavati stan pažnjom dobrog gospodara te po prestanku najma predati stan Najmodavcu u istom stanju u kojem ga je primio, izuzev onih promjena do kojih je došlo redovitim korištenjem stana

(iii) obavijestiti Najmodavca o oštećenjima te nedostacima u stanu i na zajedničkim dijelovima zgrade, te omogućiti Najmodavcu uz prethodnu najavu pristup stanu radi vršenja popravaka

(iv) naknaditi štetu koju on ili korisnici stana te gosti najmoprimca prouzroče u stanu i na zajedničkim dijelovima i uređajima zgrade

2) Najmoprimac ne smije mijenjati svrhu najma niti vršiti preinake u stanu bez prethodne suglasnosti Najmodavca.

3) Najmoprimac ne može bez prethodne pisane suglasnosti Najmodavca dati stan ili dio stana u podnajam drugome.

§ 5. Obveze Najmodavca

1) Najmodavac se obvezuje:

(i) predati stan u stanju pogodnom za stanovanje

(ii) izvršiti nužne popravke na zahtjev

notice according to article 4.1 point (iii) and maintain the apartment in suitable habitable condition

iii) register the LESSEE and members of his family stated in Article 1.5 to competent Croatian authorities and bear all necessary taxes and charges according to Croatian legislation in force

2) If LESSOR fails to make necessary repairs within 5 days upon LESSEE's notice and in the case of urgent repairs the LESSEE is entitled to make necessary repairs at LESSOR's expense and withheld the relevant cost of repair from the next rental payment.

3) The LESSOR bears the costs of the insurance of the Apartment.

§ 6 Applicable Law and Dispute settlement

1) The law of Republic of Croatia shall govern all matters not covered by the provisions of this Agreement.

2) All disputes which may arise in connection with this Agreement will be settled amicably. In case of failure to reach amicable settlement each party may refer the dispute to the Municipal Court of Zagreb.

§ 7 Final Provisions

1) The terms of this Agreement can be altered only by means of written amendment to this Agreement

2) This Agreement is made in English and Croatian language. In the case of discrepancies the Croatian version will prevail.

3) This agreement is made in four (4)

Najmoprimca prema čl. 4.1 toč. (iii) ovog Ugovora te održavati stan u stanju pogodnom za stanovanje

(iii) prijaviti Najmoprimca i članove njegove obitelji navedene u čl. 1.5 nadležnim hrvatskim tijelima i snositi sve potrebne troškove i poreze prema važećem hrvatskom zakonodavstvu

2) U slučaju da Najmodavac ne obavi potrebne popravke unutar 5 dana od obavijesti Najmoprimca te u slučaju popravaka koji ne trpe odgodu, Najmoprimac ima pravo popravke obaviti sam te odbiti troškove istih od iznosa najamnine za sljedeći mjesec.

3) Najmodavac snosi troškove osiguranja stana.

§ 6. Mjerodavno pravo i rješavanje sporova

1) Za rješavanje pitanja koja nisu uređena odredbama ovog Ugovora primjenjuje pravo Republike Hrvatske.

2) Ugovorne strane su suglasne da će sve eventualne sporove iz ovog Ugovora rješavati sporazumno, a u slučaju da u tome ne uspiju nadležan je Općinski sud u Zagrebu.

§ 7. Završne odredbe

1) Odredbe ovog Ugovora mogu se mijenjati samo pisanim dodatkom ovom Ugovoru.

2) Ugovor je sastavljen na engleskom i hrvatskom jeziku. U slučaju razilaženja, mjerodavna je verzija na hrvatskom jeziku.

3) Ugovor se sastavlja u četiri (4) jednaka

RTA Welcome Pack

identical copies with two copies for each of
the parties.

primjerka s dva primjerka za svaku stranu.

LESSOR:

LESSEE:

Najmodavac:

Najmoprimac:

ANNEX 2. RTA MISSION LETTER



EUROPEAN UNION
DELEGATION OF THE EUROPEAN UNION
TO THE REPUBLIC OF CROATIA
Head of Delegation

Zagreb, _____

TO WHOM IT MAY CONCERN

This is to certify that **(name of RTA)** is designated as Resident Twinning Advisor in Twinning Covenant, Reference No **(covenant number)**, **(“Project Title”)**, endorsed by this EU Delegation, on **(date of notification of endorsement)** and thus legally valid as a contract to be funded by the _____ **(year of the programme)** programme.

Mr/Mrs **(name of RTA)**, from **(MS administration)** will assist **(Name of Beneficiary Institution)** from **(date of beginning and end of the PAA assignment/project duration)**.

Under the Framework Agreement between the European Commission and the Government of Croatia signed on 27 March 2002 (NN, Međunarodni Ugovori, Number 8, 3 July 2002), ANNEX A: GENERAL CONDITIONS RELATING TO FINANCING AGREEMENTS, this expert is covered by the following provisions:

Articles 9 - General Privileges

Personnel taking part in Community financed MEASURES and members of their immediate family may be accorded no less favourable benefits, privileges and exemptions than those usually accorded to other expatriates employed in the state of THE RECIPIENT, under any other bilateral or multinational agreement or arrangements for economic assistance and technical co-operation programmes.

Articles 13§6 – Taxation and Customs

6. Personal and household effects imported for personal use by natural persons (and members of their immediate families), other than those recruited locally, engaged in carrying out tasks defined in technical co-operation contracts, shall be exempt from customs duties, import duties, taxes and other fiscal charges having equivalent effect, the said personal and household effects being either re-exported or disposed of in the state, in accordance with the regulations in force in the state of THE RECIPIENT after termination of the contract.

This Delegation requests your kind assistance in facilitating this expert's establishment in the country in accordance with the provisions above.

Head of Delegation

ANNEX 3. ADVERTISEMENT FOR THE EMPLOYMENT OF THE RTA ASSISTANT

MS flag(s)



EU funded Twinning Project under the IPA Programme 20XX

“Please insert title of the project”

is seeking to recruit:

Assistant to the Resident Twinning Advisor - RTA
(RTA language assistant) (optional)

Duration: X months, from (month, year) to (month, year)

Position is based in: (please insert name of the beneficiary institution and town)

Gross monthly salary: 1.800,00 EUR fixed term contract

Tasks of the RTA assistant:

- Assisting to the RTA with project co-ordination and management
- Acting as interpreter and translator (Croatian to English and English to Croatian) on any issues relevant to the project
- Assisting RTA in organization of experts’ missions, trainings, seminars, workshops, steering committee meetings, and other project events
- Drafting and editing minutes of meetings, assisting RTA in drafting and editing monthly, quarterly and final project reports and any other relevant documents
- Arrangement of travel, booking accommodation and study visit (study visit to be inserted only if envisaged)
- Office management, monitoring telephone and general correspondence
- Please insert additional tasks if necessary

Requirements for the candidates:

Please introduce obligatory requirement in accordance with the Twinning Manual (article 5.9 RTA assistant):

- The RTA assistant may not have or recently (past six months) have had any contractual relation with the beneficiary administration

(Please introduce additional requirements, e.g.)

- University degree
- Excellent command of spoken and written English language
- Computer literacy (e.g. Word, Excel, PowerPoint, Internet)

(Please introduce the assets if necessary)

Interested candidates are requested to submit their CV and a letter of application in English via e-mail to the following address: (please insert e-mail address/es) by (please insert date).

Shortlisted candidates only will be invited to attend an interview. Interviews are scheduled to be held on (please insert date) in (please insert place).

For any further information please contact: (please insert email address)

The abovementioned Twinning project is a joint project between (MS partner) represented by (name of the MS institution) and Croatia, represented by (name of the beneficiary institution). The main objective of the project is (please indicate the objective).