

FACT SHEET

Project/Program Title	Virtual Assistant
Implementing subject (and partner if applicable)	Business Advisory Center Mitrovica North
NGOs contacts: Address, email, telephones, website	Cika Jovina street, Mitrovica North pscms@ymail.com +381 66 9083 589
Implementation period	Start date: 01/12/2020 End date: 31/05/2021
Budget supported by the program	4,850.00 EUR
Total project budget	4,850.00 EUR
Geographical coverage	Mitrovica North municipality
Summary of the intervention	<p>Given the fact that we are currently in the midst of an epidemiologically risky situation that will continue in the coming period, we believe that our intervention within the Virtual Assistant project will provide a quick and easy solution for our fellow citizens. Specifically, in the six-month period, our team will enable the acquisition of personal documents and/or over-the-counter payments without the obligatory presence in the building/municipality of North Mitrovica, ie through our volunteers. Personal documents include excerpts (birth certificate, marriage certificate, marriage certificate, citizenship certificate, family union certificate, residence certificate), certificates (certificate of residence, proof of death, correction or change of name and surname), birth registration and death registration.</p>

Co-financed by: