

**MINISTRY OF FINANCE**

***“Improving public financial management for the green transition” Operation***

**PLEASE CONTACT US**

For all your questions, comments or complaints concerning the **“Improving public financial management for the green transition” Operation**, please contact the Grievance Manager, Magdalena Arsić, Independent Advisor in the Department for International Cooperation and European Integration of the Ministry of Finance, Operation Coordination Unit, by:

**E-MAIL:**

zalbe.pfmgt@mfin.gov.rs

**POST:**

The Ministry of Finance, Department for International Cooperation and European Integration, Operation Coordination Unit

“Improving public financial management for the green transition” Operation

Grievance Manager: Magdalena Arsić

Kneza Miloša 20

11000 Belgrade, Serbia

**TELEPHONE:**

+381 11 765 2199

(Working days from 10 a.m. to 1 p.m.)

You may fill out and send us a contact form provided below in this advertisement, or you may use it only as a guideline for preparing your question, comment or complaint.

We will confirm the receipt of your question, comment or complaint **within seven working days**. We will send you an answer to your question, comment or complaint **within 30 calendar days**.

Please note that we are only able to answer such questions or comments which directly concern this Operation, and not such questions which concern general activities of the Ministry of Finance or other institutions covered by the Operation.

For further details, please read the Grievance Mechanism of the **“Improving public financial management for the green transition”** Operation in the Republic of Serbia, which is available at: <https://www.mfin.gov.rs/dokumenti2/operacija-unapreenje-upravljanja-javnim-finansijama-za-zelenu-tranziciju> .

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**CONTACT FORM**

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| **Reference number:** *(Do not fill out: the number will be allocated by the responsible party:* |
| **Section 1 - Contact information (not mandatory):** *Note: if you wish, you may remain anonymous. In the case of anonymous submissions, the answer will be posted on the website of the Operation.*❏ I wish to submit a complaint anonymously |
| *Note: Your name and contact information will not be published not publicly available. The information will be used only for further communication with you concerning the question, comment or complaint you have submitted. Information about gender will be used only for statistical purposes, data processing and an analytical overview; by declaring your gender, you are giving your approval for your information to be processed as statistical data.*Name: Surname: Gender (optional field): ❏ Man ❏ Woman ❏ Other**Contact information:** Address: e-mail: Telephone: Please check how you would like to be contacted: ❏ Post ❏ Telephone ❏ е-mail❏ I will look for the answer on the website because I wish to remain anonymous.Preferred communication: ❏ Serbian ❏ English |
| **Section 2 – Question, comment or complaint (mandatory field):***Note: In the case that your question, comment or complaint is linked to a certain event or incident, please briefly describe: What happened? Where did it happen? To whom did it happen? What was the result of the event/incident? When did the event/incident occur? (Date of the event/incident) Has this happened multiple times (in which period)? Is it still happening?***How would you like the problem to be solved?** |