FREQUENTLY ASKED QUESTIONS

Contents

[1 Who should I contact if I have questions? 2](#_Toc72163108)

[2 How is the final budget calculated? 2](#_Toc72163109)

[3 How are participants’ ‘countries’ taken into account when calculating the grant? 3](#_Toc72163110)

[4 What are the eligible costs? 3](#_Toc72163111)

[5 How can we divide the grant among the partners? 4](#_Toc72163112)

[6 Can I modify the activity plan? What is the procedure? 4](#_Toc72163113)

[7 What about online events? 5](#_Toc72163114)

[8 What logo should i use to indicate the EU funding? 5](#_Toc72163115)

[9 When do I receive the final payment? 6](#_Toc72163116)

[10 How does the final report look like and how do I fill it in? 6](#_Toc72163117)

[11 What documents do I need to submit? 6](#_Toc72163118)

[12 What type of evidence do I need to provide when submitting my final report? 7](#_Toc72163119)

# Who should I contact if I have questions?

If you have questions related to your project write an email with the project reference number (Grant Decision/Agreement N° 6XXXXX) in the subject line to the functional mailbox of the relevant action:

* European remembrance > [EACEA-B3-REMEMBRANCE@ec.europa.eu](https://wayback.archive-it.org/12090/20210122001438/http:/EACEA-C1-REMEMBRANCE@ec.europa.eu/)
* Town Twinning & Networks of Towns > [EACEA-B3-TT-NT@ec.europa.eu](mailto:EACEA-C1-TT-NT@ec.europa.eu)
* Civil society projects > [EACEA-B3-CIVIL](mailto:eacea-b3-civil-society@ec.europa.eu)[-](mailto:EACEA-C1-TT-NT@ec.europa.eu)[SOCIETY@ec.europa.eu](mailto:eacea-b3-civil-society@ec.europa.eu)
* Operating grants > [EACEA-B3-OPERATINGGRANTS@ec.europa.eu](mailto:EACEA-C1-OPERATINGGRANTS@ec.europa.eu)

**Important!** Only the Legal Representative can request changes regarding the contractual terms of the Grant Decision/Agreement.

# How is the final budget calculated?

The budget calculation is based on a ‘[lump sum financing system](https://www.culturaydeporte.gob.es/dam/jcr:166ac3f7-4986-405d-9b34-d0c6eee563d1/commission-decision.pdf)'.

* **Town Twinning**

The final grant is calculated based on the number of international participants from eligible project partner countries travelling to the country hosting the town twinning event (‘international’ also referred to as ‘invited’ participants)

**Important!** Participants who live in the hosting country (‘local’ participants) will not be taken into consideration when calculating the final grant.

* **Networks of Towns**

The final grant is calculated based on the number of events (‘unit costs’).

*Unit costs (events)* = the amount is calculated based on two variables, the number of participants **and** the number of eligible countries (the number of local participants also counts)

At least 30% of the projects' participants should travel from eligible Programme countries to the country/ies hosting Networks of Towns events.

* **Civil Society Projects/Remembrance**

The final grant is calculated based on the number of events (‘unit costs’) and preparatory activities (‘lump sums’).

*Unit costs (events)* = the amount is calculated based on two variables, the number of participants **and** the number of eligible countries (the number of local participants also counts)

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*Lump sum (preparatory activities)* = the amount is calculated based on the **total number of participants** involved in the preparatory activities

**Important!** Preparatory activities can only be accepted if they were included in the Grant Decision/Agreement (Annex III Budget).

To simulate the calculation of your final grant, you can download the final budget calculation sheet from the dedicated [Beneficiaries Space](https://www.eacea.ec.europa.eu/grants/2014-2020/europe-citizens_en) .

# How are participants’ ‘countries’ taken into account when calculating the grant?

For all actions (except *Town Twinning*) the number of countries considered in the calculation corresponds to the number of different countries represented by the participants in the event. In other words, participants represent their **country of residence** in events.

**Important!** Only eligible countries are taken into account for the grant calculation.

Eligible countries: 27 EU Member states, the United Kingdom, Albania, Bosnia & Herzegovina, the Republic of North Macedonia, Montenegro, Serbia and Kosovo[[1]](#footnote-2)

It is possible to have participants from countries not included in the partnership if these countries are eligible under the *Europe for Citizens* Programme.

# What are the eligible costs?

The lump sums and unit costs cover all the eligible costs of the actions, i.e.:

1. **European remembrance (REMEM);**

**Civil Society Projects (CIV);**

**Networks of Towns (NT):**

For preparatory activities (‘lump sums’), only for REMEM and CIV:  
- travel and overnight stay costs   
- costs for research and IT tools

For events (‘unit costs’), for REMEM, CIV and NT:  
- staff costs linked directly to the action   
- travel and overnight stay costs of participants at events  
- rental of rooms/interpretation/translation/technical resources needed for the running of events   
- communication/dissemination costs linked to the events   
- coordination costs generated by the involvement of several organisations

1. **Town Twinning**  
   - travel and overnight stay costs for participants at events

You can find more information about the financial provisions in the General Conditions of your Grant Decision/Agreement (PART B – Financial Provisions – General Conditions N°19 – Eligible costs) and in the [lump sums financing decision](https://www.culturaydeporte.gob.es/dam/jcr:166ac3f7-4986-405d-9b34-d0c6eee563d1/commission-decision.pdf).

# How can we divide the grant among the partners?

The Grant Decision/Agreement within the Europe for Citizens Programme is ‘**mono-beneficiary’**. Therefore, when a project is selected, a Grant Decision/Agreement is awarded to the applicant, who becomes then the sole beneficiary of the Grant Decision/Agreement. The beneficiary shall be responsible for carrying out the action in accordance with the terms and conditions of the Grant Decision/Agreement and comply with all legal obligations incumbent on it.

Any arrangements with the partners are considered as internal procedures between the beneficiary and its partners, which however should be in line with the provisions and requirements of the Grant Decision/Agreement.

It is a good practice to sign a memorandum of understanding/consortium agreement with the partners to ensure a successful project.

# Can I modify the activity plan? What is the procedure?

All requests for changes to the Grant Decision/Agreement must be submitted in writing to the respective functional mailbox of the *Europe for Citizens programme* for **prior approval**. The legal representative should explain the reason for the change(s) in a letter, date it, sign it and send it along with all supporting documents (if relevant). All requests can be sent per email as scanned pdf documents and should be submitted one month before the end of the eligibility period of the action at the latest.

In the context of the COVID-19 pandemic, it is possible to request changes in the timetable- as well as in the format of activities within the eligibility period indicated in your Grant Decision/Agreement. A request for change of the activity plan should explain the reason for the change(s), propose a modified timetable and give details on the envisaged changes to the activities.

**Important!** No changes having the effect of altering the main concept of the planned activities are allowed. Any changes to the planned activities without prior approval by the EACEA may lead to the grant termination/ reduction.

For projects impacted by the COVID-19 pandemic, please also consult the [dedicated website](https://www.eacea.ec.europa.eu/news-events/coronavirus-impact_en) of the Agency.

# What about online events?

Due to the COVID-19 pandemic and its uncertainties, you may consider changing the format of your events and organise some of them online as well as in hybrid format.

As for onsite events, for online events you should be able to provide evidence/supporting documents for the unit costs (participants and country of their residence)

You might use for example:

* online registration tools in which participants indicate the country of residence,
* verifiable attendance list with a column for the country of residence and relevant contact details,
* logs of online conferencing tools,
* feedback forms from participants outlining key information such as name and place of residence,
* email evidence of invitations and acceptance to attend, etc.

The calculation method of online events remains the same as for onsite events. Upon request from the Agency, the beneficiary must be able to prove the participants’ presence and active participation in the activities with adequate supporting documents.

Please keep in mind that the number of ‘likes’ or comments on Facebook/Twitter/Youtube or other social media cannot be considered as participation to online events.

Please also note that participants must also come from eligible countries when the event takes place online.

# What logo should i use to indicate the EU funding?

Beneficiaries of European Union (EU) funding are obliged to display the EU flag and to acknowledge the support received under the relevant EU programmes in all communication and promotional material.

The European Union emblem (flag) must be used and the name of the European Union displayed in full. The name of the *Europe for Citizens* programme can appear with the flag. The preferred option is to write "Co-funded by" or "With the support of", then "the Europe for Citizens programme of the European Union" next to the EU flag.  
E.g. "Co-funded by the Europe for Citizens programme of the European Union" or "With the support of the Europe for Citizens programme of the European Union".

You can download our logos [here](https://wayback.archive-it.org/12090/20210122031306/https:/eacea.ec.europa.eu/about-eacea/visual-identity-and-logos-eacea/europe-for-citizens-visual-identity-and-logos_en).

The following disclaimer shall be added to the inner pages of the publications and studies written by external independent bodies with support from the European Commission:

"*The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.*"

# When do I receive the final payment?

In order to receive the final payment, you have to submit a final eReport. It is a contractual obligation (General Conditions N°23) to submit an electronic final report (eReport) no later than 2 months after the end of the eligibility period of the Grant Decision/Agreement as indicated in your contract (under Article 2.2).

The final report should demonstrate that the project was implemented in accordance with the approved application. It is on the basis of the analysis and approval of this report that the final payment will be made.

The Agency has a maximum of 60 days from the submission of the Final report to proceed with the payment of the balance. The time limit for payment can be suspended if necessary information are missing.

# How does the final report look like and how do I fill it in?

The final report is submitted electronically, via a dedicated application available in the Funding and Tender Portal. You can find a preview of the eReport along with other useful information in the [Beneficiaries Space](https://www.eacea.ec.europa.eu/grants/2014-2020/europe-citizens_en) for each call. An eReport Submission User Guide is available in our Library.

**Important!** Only the official contact person (indicated in the Application form) has the right to access the eReport on the Funding and Tender Portal via his/her email address. If you need to change this particular email, the legal representative needs to send a request to change the e-mail address to the relevant functional mailbox.

# What documents do I need to submit?

In addition to filling in the eReport and its annexes, the information template must be published on the beneficiary and partners’ websites. It provides details on the project’s activities in any of the EU languages. The official template must be used, making a clear reference to the Union financial support:

|  |
| --- |
| Europe for Citizens |
| **The project « … » was funded with the support of the European Union under the Programme "Europe for Citizens"** |

All necessary information and documents are available in the [Beneficiaries Space](https://www.eacea.ec.europa.eu/grants/2014-2020/europe-citizens_en) for each call.

# What type of evidence do I need to provide when submitting my final report?

In case of checks or audits as described in General condition n° 27, you must be able to provide supporting documents to prove adequate project implementation and the number of units declared (number of participants and their country of residence). These documents can be e.g. participants’ lists, photos, catering & travelling invoices, boarding passes, flights/hotel reservations etc.

According to the General Conditions n° 27.2 and n° 27.3 you should keep all original documents for a **period of 3 years** (if the maximum amount of the grant awarded is not more than EUR 60 000) and for a **period of 5 years** (if the maximum amount of the grant awarded is more than EUR 60 000) starting from the date of payment of the balance).

1. This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence. [↑](#footnote-ref-2)