

Frequently Asked Questions

Town Twinning, Action 1, Measure 1.1, Citizens' Meetings

1. We are looking for a town twinning partner. Where can we get further information?
2. Can somebody tell us if our project is eligible?
3. What is the advantage of using the on-line grant application form?
4. We have problems with opening/filling in the paper grant application form for citizens meetings.
5. Can a twinning committee or municipality which covers a number of small villages submit an application?
6. Is there a standard format for a twinning agreement?
7. The automatic distance calculator doesn't work.
8. Can we fill in the application form in a language other than English, French or German?
9. Can we fill in the grant application, legal entity, and financial identification forms by hand?
10. Can we have different postal addresses on our grant application, legal entity, and financial identification forms?
11. Can applications be submitted by email or fax?
12. We have missed the deadline. Can we still send in our application?
13. Will we receive an acknowledgement of receipt for our application? When?
14. Can we apply for several citizens' meeting projects during the same year?
15. How can we find out if new countries are added to the list of eligible countries?
16. Can we use the paper grant application form to apply for phases which are not open?
17. What needs to be done to claim our final payment?
18. What can we do if we have a question which is not covered by this list or the Programme Guide?

1. We are looking for a town twinning partner. Where can we get further information?

Unfortunately the Executive Agency is not in the position to help you find partners for projects. However for most eligible countries there is a national co-ordinator for town twinning actions who is part of the town twinning network of the Council of European Municipalities and Regions. You could contact the appropriate national co-ordinator and seek their assistance. The list of national co-ordinators may be found on our web-site (<http://eacea.ec.europa.eu/citizenship/towntwinning/links.htm>).

2. Can somebody tell us if our project is eligible?

The Europe for citizens Programme Guide

(http://eacea.ec.europa.eu/citizenship/guide/index_en.htm) contains details of the town twinning measures for which grants are available. In the Guide you will find information concerning the background to the different measures as well as their specific eligibility criteria. The Executive Agency is not in a position to comment on the eligibility of a project proposal in advance of a formal application being made. However you will find adequate information in the Programme Guide to enable you to complete and submit a full application.

3. What is the advantage of using the on-line grant application form?

The decision to introduce an on-line application form is designed to make the overall process more efficient both for the applicant and the Executive Agency. It is a long term commitment to eventually arrive at a 100% on-line process where hopefully all communication may be carried out electronically for those applicants who prefer it. However in the first development phase, in order to provide safeguards for applicants, original paper documentation is still required to be submitted to the Executive Agency. Once the electronic application process has been adequately tested there should be no requirement to send a paper copy of complete applications submitted on-line.

4. We have problems with opening/filling in the paper application form for citizens' meetings.

The paper application form has protections built into it to so that some sections cannot be altered. It has been created in Microsoft Office Word 2003 format, which is the standard software required in order to open and complete the form. If you do not possess this software and you represent a twinning committee we would suggest that you seek the assistance of your municipality. If you represent a municipality we would suggest that you seek the assistance of your IT department.

5. Can a twinning committee or municipality which covers a number of small villages submit an application?

Yes, it may submit an application and in doing so must, of course, pay attention to the other eligibility criteria. Specifically the applicant must have a formal twinning agreement, or one in preparation, with the invited town(s).

6. Is there a standard format for a twinning agreement?

Town twinning agreements must be formal agreements involving the municipal authorities of both towns/cities. There is no single format or model for such agreements therefore the agreement can be phrased quite generally in terms of mutual co-operation, bringing citizens closer to each other, and the development of future relations and joint actions. However we would expect agreements to be formally signed by both municipalities (i.e. by the mayors or other municipal officials).

7. The automatic distance calculator does not work.

In order to use the automatic distance calculator, which is available from our web-site, you must have Adobe Reader (version 7.0.5 or greater) installed on your computer. It may still be the case however that, from time to time, due to the data limitations of the distance calculator or incorrect search criteria (e.g. wrong post code) you may not obtain a total. In such cases we would ask you to use other means to calculate the relevant distances.

8. Can we complete the application form in a language other than English, French or German?

The application form can be completed in any of the official languages of the European Union, except for part III.A of the application form (daily programme of the meeting) which must be completed in either English, French or German.

9. Can we fill in the grant application, legal entity, and financial identification forms by hand?

Grant application forms filled in by hand will be rejected as ineligible. The "legal entity" and "financial identification (bank details)" forms are available as [Adobe-Acrobat](#) PDF files and are presented in a "FILL AND PRINT" format. This means that they can be completed on-line, and then printed and signed before being sent in with your application form.

10. Can we have different postal addresses on our grant application, legal entity, and financial identification forms?

No. The grant applicant must be a single legal entity, the name and address of which must be present on all submitted documents. "Care of" addresses will not be accepted as official addresses for a legal entity.

11. Can applications be submitted by email or fax?

Applications submitted by email or fax will be rejected as ineligible.

12. We have missed the deadline. Can we still send in our application?

Applications cannot be accepted after the deadline and any sent will be rejected as ineligible. However, we do accept applications carrying the postmark of the date of the deadline.

13. Will we receive an acknowledgement of receipt for our application? When?

If you apply on-line with a correct e-mail contact address in your application form, you will receive an immediate e-mail acknowledgement of receipt of the application. This will be followed by a second acknowledgement, also sent by e-mail, giving you your official project number. Applications not submitted on-line will receive an acknowledgement of receipt with official project number and this will be sent by post or fax. As we receive several hundred applications for each phase, the registration process for non on-line forms can take a while so please be patient. During the process of registering applications we cannot respond to requests asking if an application has been received.

14. Can we apply for several citizens' meeting projects during the same year?

A town/municipality can only receive one grant in a calendar year for hosting a citizens' meeting. You can submit more than one application but a town/municipality which itself, or through its twinning association/twinning committee, has already received a grant award for

hosting a citizens' meeting cannot submit further applications for the same calendar year. A town/municipality in this situation may however be invited to participate in a citizens' meeting by another host town during the same calendar year. The limitation to one grant in a calendar year for hosting a citizens' meeting applies also in cases where a town/municipality has more than one twinning committee. This is one of the reasons why twinning committees/associations must enclose, with their grant application, a letter from their municipality confirming that they are acting on behalf of the municipality

15. How can we find out if new countries are added to the list of eligible countries?

Details will be published by the European Commission Directorate General for Education and Culture on its web-site at http://ec.europa.eu/citizenship/countries_en.html

16. Can we use the paper grant application form to apply for phases which are not open?

No. Applications will only be accepted for the phase which is open.

17. What needs to be done to claim our final payment?

In order to receive the grant, the beneficiary must send 4 documents to the Executive Agency no later than 2 months after the event;

1. A final report describing the event, the results and impact of the project.
2. A payment request.
3. A list of participants signed by all participants and certified by the beneficiary. (For multi-lateral meetings a separate list for each invited town is required)
4. A summary statement of actual costs incurred in holding the citizens' meeting.

Should the total final grant calculated by the Executive Agency be less than €1,000 no grant will be paid. Beneficiaries are however still required to submit the above documentation duly completed. Further details and copies of the official forms to be used may be found on our web-site at http://eacea.ec.europa.eu/citizenship/payment_en.htm

18. What can we do if we have a question which is not covered by the list of frequently asked questions or the Programme Guide?

You can contact us by:

- email to EACEA-P7@ec.europa.eu or
- call the Town Twinning Hotline (+32 229 52 685) which is available on Tuesdays, Wednesdays and Thursdays from 09h30 to 12h30.