

ACM Hotline Guideline

European Union Sivil Düşün Programme supports rights-based activities of activists and civil society organizations (CSOs) which contribute to the civil space in Turkey. In the upcoming period of the programme, technical assistance for the needs of activists and CSOs shall continue to be offered under the title ACM Hotline.

The Technical Assistance Team (TAT) prepared this guideline to provide information to activists and CSOs wishing to apply to the Programme with regards to the operation and scope of the ACM Hotline.

Who can ask for assistance from the ACM Hotline?

All activists and CSOs wishing to apply for support from Sivil Düşün can ask for assistance from the ACM Hotline.

How to reach the ACM Hotline?

- Phone number: 0312 428 05 61-62,
- Sivil Düşün Information System (MIS): <http://mis.sivildusun.net>,
- E-mail: yardimmasasi@sivildusun.eu,
- Social media (Facebook, Twitter): <https://www.facebook.com/SivilDusun>,
<https://twitter.com/sivildusun>,
- Sivil Düşün website: <http://sivildusun.net/> live chat section under the contact menu.
- Contacts in person/Office meetings: Making appointments via e-mail or phone in advance is required for personal contacts. European Union Sivil Düşün Programme address: Barbaros Mahallesi, Güniz Sokak 32/9, 06700 Çankaya/Ankara.

The TAT answers questions of activists and CSOs wishing to request Sivil Düşün support within five working days at the latest.

When to reach the ACM Hotline?

The ACM Hotline is accessible from 09.30-12:00 and 14:00-17.30 on Mondays, Tuesday, Wednesdays and Thursdays by phone and making an appointment for contacts in person. You can also reach ACM Hotline via e-mail, Sivil Düşün Information System (MIS), social media platforms and the web site.

In which areas does the ACM Hotline offer assistance?

During the RfS process the ACM Hotline offers support in the following areas:

1. Sivil Düşün Information System (MIS)

Requests for support (RfS) to Sivil Düşün are made through MIS. Request owners can seek ACM Hotline assistance regarding technical issues and problems during the RfS.

2. RfS categories

Supports provided within the scope of Sivil Düşün are grouped in five categories: Event/Meeting Support, Organizational Support, Mobility and Networking Support, Advocacy and Campaign Support, and Communication Support. Please see www.sivildusun.net/destekler for further details. RfS owners can reach the ACM Hotline for their questions about the above five support categories as well as specific quotas which will be available particularly for grassroots and local organizations.

3. Eligible budget items

Sivil Düşün is not a grant programme but an in-kind support programme. Therefore, support is offered not in cash but in kind. In this respect, all payments are made exempt of VAT by TAT to suppliers following the receipt of the duly prepared invoice. Eligible budget items are available at www.sivildusun.net/destekler. RfS owners can contact the ACM Hotline for all questions about budget.

4. RfS guideline and RfS form questions

RfS to the Sivil Düşün can be made through the MIS. The RfS guideline and the questions on the RfS form are available at www.sivildusun.net/destekler. The ACM Hotline can be contacted for clarifications about the RfS guidelines, questions on the RfS form and for assistance while answering the questions. RfS owners can reach the ACM Hotline if they have questions whether their RfS to Sivil Düşün are rights-based. Please refer to the “**Key Concepts**” document for detailed information about rights-based approach. It is important to note that the ACM Hotline does not assist filling out the RfS form or checking the prepared RfS form pre-compliance check.

5. RfS content development

The ACM Hotline can provide guidance and recommendations to RfS owners about content development of their RfS in areas such as content, rights-based approach, networking, and expert support. Mobility and Networking support is offered within the scope of Sivil Düşün for developing cooperation, experience sharing, job shadowing, study visits to other activists or CSOs. The ACM Hotline only directs to previously supported mobility and networking actions. CSOs wishing to receive support for other partnership development and networking activities in Turkey or abroad are recommended to contact the Civil Society Development Center (STGM) Support Point.¹ Please note that assistance and guidance offered by the ACM Hotline is of commentary and advisory nature, is not binding or determinant for any possible RfS to Sivil Düşün.

6. Compliance criteria

Compliance check evaluates whether the RfS is right based, contributes to the civic space, if the activities are conducted in eligible countries listed in the guidelines and if the RfS category and budget items are eligible. For details of the compliance criteria please click www.sivildusun.net/destekler. There is no scoring in the compliance check. Following the

¹ The STGM Support Point offers support, differently from the ACM Hotline • for the EU funds and other funds for CSOs • Technical problems with the project application • Financial and technical problems of grantee CSOs • Detailed information about the EU • National or regional partnerships • Legal questions and administrative regulations • Legislation on associations and foundations • Visibility and communications. For detailed information: www.stgm.org.tr



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compliance check of the RfS by compliance check experts, TAT will inform RfS owners via MIS within 45 days of submission of the RfS, and within 60 days the latest if the RfS requires any revision following notification by TAT. The ACM Hotline can be contacted for all questions about compliance criteria.

7. Implementation guidelines

RfS owners can ask for assistance from the ACM Hotline for questions regarding the implementation process and guidelines before applying to Sivil Düşün supports.



Sivil Düşün bir Avrupa Birliği programıdır.