



In 2019, our dynamic team continued with intense work. We held many conferences, advocacy meetings, launched new flagship initiatives and projects, wrote many publications, and continued to fight for our goal - creating ideas for improving policymaking process in Serbia. In the last issue of Europeus Newsletter in 2019, we've highlighted some of our winter activities for you - enjoy reading and visit our website to find more about our work! :)

See you in 2020! 🍷

## Our 2019 in retrospective...

- Highest-ranked think tank in Serbia and the Western Balkans (and among the top ten in Central and Eastern Europe, according to the "[2018 Global Go To Think Tank Index Report](#)").
- Our [Think for Europe Network](#) has been named among the top 50 in the world;
- We have partnered with many influential research organisations from EU member states;
- We have held many events in the country and abroad, on which we have raised important topics that Serbia has been facing
- We have launched a podcast [European Talks](#), where we have regularly addressed burning issues from the country and the European Union;
- We have opened a dialogue between consumer organizations and enforcement officers in Serbia;
- We have published the first [Serbia Design Report](#) within the Open Government Partnership

... and many more!

## CEP Researches

[Effective benchmarking for concrete rule of law reforms in the Western Balkans](#)

*Think for Europe Network*



[Curbing the executive bias in EU enlargement policy for a stronger democracy in the Western Balkans](#)

*Think for Europe Network*



[Problems and obstacles in access to justice in enforcement procedure from the perspective of consumer protection](#)

*Dušan Protić, Programme Manager, CEP*



[Serbia Design Report 2018–2020](#)

*Dragana Bajić, Researcher, CEP; Vanja Dolapčev, Researcher, CEP; Milena Lazarević, Programme Director, CEP*

## CEP blogs

[Letter to Macron: Details matter for enlargement reform](#)

*Milena Lazarević, Programme Director, CEP; Corina Stratulat, Senior Policy Analyst at the European Policy Centre, EPC*



[From crisis to opportunity  
Harnessing the potential of the French proposals for the benefit of the Western Balkans](#)

*Milena Lazarević, Programme Director, CEP*



[Four things citizens want to see in the future service delivery policy in Serbia](#)

*Dragana Bajić, Researcher, CEP*

## European Talks - CEP Podcast



More and more countries worldwide are placing the administrators in the users' shoes and trying to understand the citizens' journey through the service request. We talked about public services and service delivery with **Gregor Virant**, Head of SIGMA and former minister of public administration of Slovenia.

[LISTEN HERE](#)



EU enlargement policy has returned to the spotlight in Brussels. France is mostly to blame, or to thank for this, firstly for yet another postponement of the start of North Macedonia and Albania's accession negotiations, and secondly for its latest initiative to reform the EU's enlargement policy towards the Western Balkans. Our guest was His Excellency **Jean-Louis Falconi**, the Ambassador of France to Serbia.

[LISTEN HERE](#)

## CEP follows

[UK Election Results: What future awaits Brexit? \(in Serbian\)](#)



[Non-paper for Chapters 23 and 24: EU concerns about the rule of law in the Western Balkans \(in Serbian\)](#)



[CEP proposes better protection of consumers in the enforcement proceedings \(In Serbian\)](#)

## CEP events

[Steps towards the EU = steps towards an administration at citizens' service](#)



[Demystification of the French objection to the EU enlargement](#)



[From Finland to Croatia: Council presidencies in times of change – what's at stake for the Western Balkans?](#)



[The "Prepare to participate" Project receives local support](#)

## CEP recommends

[On Think Tanks: Think Tank Communications Health Check](#)



[Strategic insights and contextual intelligence from the World Economic Forum](#)



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