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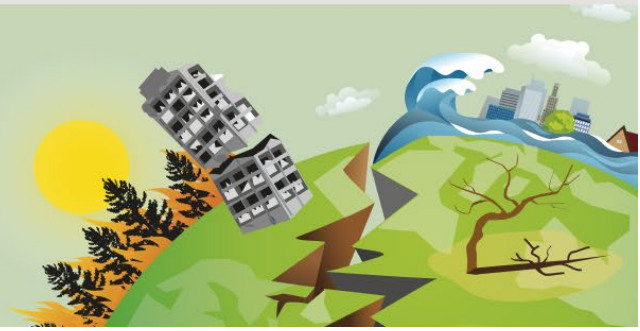
GFDRR Global Facility for Disaster Reduction and Recovery

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TAFF

Technical Assistance Financing Facility for Disaster Prevention and Preparedness

Component 1: Country-specific technical assistance



Last update: September 2026

Montenegro:

Enhancing Disaster Resilience and Continuity of IT Infrastructure and Services in the Operational Communication Center 112

Overview

Grant Size	€500,000
Duration	September 2025 – September 2027
Key hazard(s)	Multi-hazard (earthquakes, floods, wildfires)
Key word(s)	Disaster risk reduction, risk management planning, awareness and risk communication, risk preparedness; emergency response, prioritisation of measures, contingency planning

Context

Montenegro's National Disaster Risk Assessment (2021) highlights the country's significant vulnerability to natural hazards, particularly earthquakes, floods, and wildfires, which threaten public safety, critical infrastructure, and societal resilience. The coastal and central regions are especially at risk from seismic activity, as evidenced by the devastating 1979 earthquake, while frequent floods and recurring wildfires further challenge the country's emergency response capacity. A scenario developed for the National Disaster Risk Assessment underscores the high vulnerability of electronic communications and information technology (IT) infrastructure, especially the Operational Communication Centre 112 (OCC 112), to both natural and man-made hazards. The assessment, together with the Law on Designation and Protection of Critical Infrastructure, the Disaster Risk Reduction Strategy, and the Law on Electronic Communications, defines the roles and responsibilities for disaster risk management and critical infrastructure protection. The evolving risk landscape, highlighted by recent stress tests and operational experience, has underscored the need to strengthen the resilience and continuity of the 112 system, particularly in the face of complex and cascading hazards.

The Directorate for Emergency Management is the custodian of the 112 system in Montenegro. It is responsible for the operation and modernisation of the OCC 112, as well as for ensuring compliance with national and European Union (EU) requirements for critical infrastructure protection and emergency communications. The Directorate leads efforts to identify capability gaps, inform strategic investments, and coordinate with other government agencies and stakeholders. The 112 Department supports the government's vision to establish a robust public warning system by 2027 and facilitate the transition to Next Generation 112 (NG112), ensuring the continuous functioning of emergency services and enhancing national preparedness and response.

Objective

The objective of this project is to ensure disaster and climate resilience, functionality, and continuity of IT infrastructure and services in the OCC 112 in Montenegro. This is achieved by focusing on three key activities: (1) a diagnostic analysis of the 112 system through a gap and needs assessment; (2) knowledge sharing through study visits to established 112 centres, and training; and (3) based on the diagnostic analysis, recommendations in the form of a roadmap with short/medium-long term priorities for stakeholders to consider for the development of a roadmap for modernization of the OCC 112 and a Business Continuity Plan (BCP).

Key Activities and Expected Results

The project is structured around three key elements to strengthen the disaster and climate resilience, functionality, and continuity of IT infrastructure and services in Montenegro's OCC 112. The first part focuses on a comprehensive diagnostic analysis of the OCC 112 system, including stakeholder mapping, desk research, and a structured gap and needs assessment of current IT infrastructure and emergency operations. This analysis, informed by global best practices and a review of the regulatory framework, identifies vulnerabilities to hazards such as earthquakes, floods, and wildfires. Citizen engagement activities further assess access barriers and communication preferences, particularly for vulnerable groups. The activity also centres on knowledge sharing, with study visits to advanced 112 centres, workshops, and training sessions to exchange best practices in IT resilience and business continuity. Thematic roundtables and participation in EU and regional platforms will support the dissemination of findings and encourage replication. Building on these efforts, a technical roadmap will be developed for the phased modernisation of OCC 112, including recommendations for a BCP and future interoperability with the Public Warning System and Next Generation 112 (NG112). The roadmap outlines short-, medium-, and long-term priorities and implementation strategies aligned with EU directives and best practices**.**

In terms of expected results, the findings and recommendations from each element of this activity provide Montenegro's Ministry of Interior, Directorate for Emergency Management, and other stakeholders with a comprehensive evidence base to inform strategic investment, regulatory reforms, and public engagement. The process fosters collaboration among government agencies, private sector partners, telecom operators, and organisations of persons with disabilities, building consensus on modernisation priorities and facilitating knowledge transfer. Ultimately, the Activity contributes to the modernisation and resilience of Montenegro's emergency communications system, enhances disaster prevention and preparedness, and strengthens national and regional resilience, benefiting over citizens and tourists alike.

Sustainability and Coordination

The findings and outputs of the project will be disseminated among Montenegrin stakeholders and shared more broadly, deepening the national knowledge base on emergency communications modernisation and disaster risk management. This supports the ongoing refinement of Montenegro's disaster risk reduction strategies and facilitates the adoption of modern, innovative, and inclusive practices across the country. The development of a Business Continuity Plan and a modernisation roadmap provide- a strategic framework for future investments, aligning Montenegro's emergency communications infrastructure with EU Disaster Resilience Goals and the European Green Deal's climate adaptation priorities. It also ensures alignment with key EU legislation, including the European Electronic Communications Code (EECC), NIS2 Directive, UCPM legislation, and the Accessibility Act.

Given the alignment with EU and regional standards, the approaches, good practices, and lessons learned through this project are also relevant to other EU Member States and countries participating in the UCPM. Documented experiences and knowledge products can inform similar modernisation efforts in neighbouring countries and the broader UCPM community. In this way, the project's outputs contribute to the global knowledge base on disaster risk management and foster improved coordination and resilience, supporting the European Union's Preparedness Strategy and advancing regional cooperation on disaster and climate resilience.

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