



CENTRI CIVILNIH INICIJATIVA
ЦЕНТРИ ЦИВИЛНИХ ИНИЦИЈАТИВА

2014 Annual Performance Report

Our mission...

--To allow citizens of Bosnia and Herzegovina to fulfill their interests and to increase citizen's influence in the decision making processes --

Since its establishment in 1998 the CCI has been contributing to raising awareness of individuals and groups of citizens so that they would more efficiently cooperate with their elected representatives. The CCI has been also working on bolstering accountability of the authorities towards the citizens and it has been conducting campaigns for the purpose of amending laws and policies to more efficiently meet citizens' needs; and to align them with the democratic principles and standards of the European Union. The CCI supports work of other civil society organizations by awarding support grants, transferring knowledge and working together in the coalitions.

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Summary

During 2014 the CCI has continued working on defined objectives that relate to promotion of the civil society and to fostering further development and stabilization of the democratic society in BiH by strengthening citizens' role in the decision making process, but also by improving legislative framework aimed at approximation to the European standards.

The CCI has continued profiling organization as one of the leading non-governmental organizations in the country, which has been recognized in the public as an organization that focuses on advocating citizens' interests.

During 2014 the CCI has continued monitoring performance of the authorities in BiH at the national, entity and cantonal level. More than 100 reports on monitoring were published through which the citizens were informed about performance of the authorities. We would like specially to highlight the report for term of the office 2010 – 2014, where all relevant information on performance of the elected officials during the four-year period were presented.

A very significant segment of our work in 2014 was strengthening civil society and its better positioning in the BiH society. Selection of key organizations, establishment of partner networks, selection of key problems in each of 12 sectors and commencement of the work on solving the key problems have marked the last year. Strengthening civil society organizations' capacities through seminars and trainings provided further contribution to their development as well as additional momentum in establishment of the networks and development of the sustainability strategies. The campaign process has been initiated, and the purpose of the campaigns is to improve status of the civil society organizations in the context of BiH. The objective of the campaigns is to establish institutional mechanisms of cooperation between the government and non-government sector

The CCI has also worked on analyzing topics that are significant for BiH. The topics under our focus are performance transparency of the parliaments and their approximation to the citizens, work planning in the institutions and public discussions/debates. Due to flooding that had hit the country, the CCI has also dealt with issues of responsibility and improvement of the flood defense. Through the analyses the CCI has looked at performance of the authorities and provided more than 200 recommendations for improvement of the existing practices.

In the framework of the efforts to boost employment in the country the CCI worked on several aspects. Together with the organization ALDI, the CCI worked on improving rights of the employees, putting a special focus on lifelong learning. The main activities in this aspect are defining legislation on adult education, advocating enactment of the laws and monitoring implementation of the laws at entity level and in the Brčko District of BiH.

Performance and efficiency of the Public Employment Bureaus, as well as making efforts to reduce the unemployment rate in BiH were also in the focus of the CCI. The main activities under the project were amendments to the existing regulations on work of the Public Employment Bureaus, policy analyses, as well as formulation of legislative solutions and policy proposals through participation of all interested

actors. Together with its partner OKC, the CCI provided for conduct of an analysis of employment policies in BiH with a list of recommendations for reforms in this sector.

In the framework of efforts to achieve more responsible spending of public budgetary funds by the authorities in BiH and to increase participation and influence of the citizens, civil society and business sector in the process of planning and realization of the budgets at the local and higher levels of authority, the CCI sent initiatives for reform of budgetary policies to addresses of key institutions in BiH. The focus of target reforms is to increase citizens' participation in the process of budget planning, higher transparency of budget realization, as well as observance of the audit reports and recommendations.

During 2014 the CCI worked on issues that are important for improvement of good governance in BiH. How to separate public from political functions is just one of the questions that we deal with under the project Depoliticization of public sector in BiH. We developed the web site www.drzava.ba where the information on persons holding public functions in BiH is available. One of segments of our work is the advocacy campaign through which we advocate Depoliticization of the public sector and clear separation of political and professional functions.

At the end of the year we have focused on facilitating business operations for the entrepreneurs in the framework of our advocacy activities. We are conducting a campaign through which we advocate reduction of parafiscal and fiscal levies for entrepreneurs, who are doing business under very difficult conditions. We find this segment to be very important, because the business sector, i.e. the private entrepreneurs, are the ones who fill the budgets and generate new jobs. Significance of this campaign is recognized by the Chambers of Commerce in BiH, Employers' Unions, Forest Investment Promotion Council, which have become actively involved in the campaign, giving their full contribution. The documentary "*More is less*" was filmed and broadcast on Inicijativa.tv. Also, under the campaign "*No excuses – Europe now!*" we invited the citizens to support acceleration of the EU integration process in BiH. More than 32.000 people supported this campaign by signing a petition.

Aimed at continuing activities on enactment of anti-corruption measures, strengthening the watch-dog and monitoring role of the civil society, as well as aimed at raising public awareness on anti-corruption, the CCI has continued its work on reducing corruption in the health care sector. After the target institutions had adopted their Integrity Plans, the CCI monitored implementation of the measures defined in these plans. We organized two roundtable discussions where interlocutors discussed measures for more efficient implementation of the Plans, as well as the channels for reporting irregularities within the health care institutions. We informed citizens about consequences of not reporting corruption in the health care by setting up street information booths.

The 2014 General Elections marked the last year. The coalition "Under Magnifying Glass" (loc. Pod Lupom), whose leading member is the CCI, organized civic, nonpartisan election observation. A total of seven regional offices, which coordinated Coalition's activities and managed the observers, were established. More than 2800 election observers were deployed at 1348 polling station committees on the Election Day. More than 50 mobile teams were established. The coalition managed to cover 25% of all polling stations in BiH. SMS reporting from the polling stations with automated software data processing was for the first time organized in BiH. A total of 19.000 SMS messages were processed just during the Election Day.

Civil Society Sustainability Program (CSSP)

In September of 2013 the Centers for Civic Initiatives have started implementation of the five-year project titled *Civil Society Sustainability Program - CSSP* that is financed by the USAID (the United States Agency for International Development) and the Embassy of the United Kingdom of Great Britain in BiH. The project is implemented in partnership with the Center for promotion of civil society (CPCD). The main objective of the project is strengthening and maintaining capacities of the civil society organizations in BiH so they could influence the process of adopting and implementing public policies that affect solving of true problems of BiH citizens.

During the five-year period (2013 – 2018) the project will deliver new energy and vision for attainment of full influence of the civil society organizations on enhancing living conditions of the citizens, as well as for sustainable development of the civil sector in BiH. The civil society organizations will establish permanent communication and partnership relations with main actors in the society and they will act proactively in order to attain higher influence on social changes.

We are applying the highest standards and positive experiences in the area of networking and development of partnership in implementation of this project. Through the project we are developing partnerships with business community, the media, civil society organizations and the authorities and these partnerships will be used to efficiently respond to the key problems of the BiH society. The CCI and CPCD will along with the identified key organizations and networks realize project activities through three project components:

- Establishment of partnership networks,
- Strengthening capacities and sustainability of the CSOs, and
- Campaigns and monitoring.

Component I: Establishment of partnership networks

The primary task under this component was identification of key organizations that will establish functional networks, which will advocate solving of the priority problems in the next stages of the project.

After publication of the public call that contained clear instructions for the applicants and the criteria, the CCI and CPCD also introduced the institute of Local Advisory Group (LAG), as a body that ensured complete observance of the given principles, but that also provided additional quality to the process of selecting sector partners. The LAG evaluated more than 140 applications that were submitted to the Public Call for non-government organizations in BiH. A total of 12 key organizations, whereof 8 have partners, were identified in March of 2014. These organizations will work in 12 identified sectors¹.

¹ Anti-corruption; Employment and labor market; Economic policies; Education; Health Care; Human rights of marginalized groups; Women's rights; Agriculture and rural development; Culture; Public Finance; Environment protection and energy efficiency, Judiciary.

Trainings for sector partners in the area of Networking, Stakeholders' management, Sustainability Strategy and Communication Strategy were held during 2014. The trainings contributed to strengthening capacities of the sector partner organization in establishment of networks, and the development of long-term sustainability strategy aimed at more efficient implementation of activities during implementation of the CSSP project, but also after its completion.

Establishment of the networks in 12 sectors began after completion of the trainings and approval of the project proposals. Through consultations with the citizens and different interest² groups the sector



Meeting of the members of Network Womennet, Zvornik, 2014

networks have identified priority problems of the sectors that will be subject of their advocacy campaigns. More than 100 sector problems were identified in all sectors, except in sector of Culture³. Subsequently, a total of 35 priority problems, which will be the subject of CSO's advocacy campaigns aimed at development of high quality public policies, were selected.

Component II: Strengthening capacities and sustainability

Our intention under this component is to strengthen capacities and sustainability of key partners.

In order to get an insight into the real situation we organized workshops for the purpose of introducing the Organizational Capacity Assessment process. Following the workshops all organizations (including CCI and CPCD) conducted the assessment of capacities using the OCA methodology (Organizational Capacity Assessment) with the assistance from external independent consultants. A total of 95 persons participated in capacity assessment of 22 organizations, and had delivered completed materials to the consultants. The visits of external experts to organizations in the period from September 2 to September 17, 2014 were arranged upon receipt and examination of the material delivered by each organization. A report that contains cross-section of the situation for all participants of the CSSP project was developed as the product of the above-mentioned assessment. The CSOs had submitted requests for hiring independent experts with whom they will work on development of the Sustainability and Communication Strategy.

The campaigns aimed at systemic improvement of the civil society organizations' status in the field of sustainability were launched in both BiH entities. The sustainability campaigns are focused on establishment of institutional cooperation mechanisms between the government and non-government sector; taxation reform for enabling environment of individual and corporative philanthropy and initiation of public foundations in both BiH entities.

² Representatives of business sector, academic community, media, NGOs, authorities.

³ The NGO Akcija was being late in commencement of the project and implementation of planned activities, and the identification is expected in the forthcoming period.

In line with its mission to provide assistance and services to the CSOs by providing services of training, consultations and other types of education in the areas that are of interest to the CSOs in BiH aimed at increasing their institutional capacities and resources, the Resource Center (RC) organized a total of 7 trainings through which 90 local non-government organizations had acquired additional know-how aimed at building their capacities and sustainability. The trainings were directed towards strengthening capacities in the area of project proposal writing, financial management, advocacy and organizational management.

The partner organization, CPCD, conducted an analysis of legal, institutional and taxation framework for the civil society development in BiH and prepared the First report on enabling environment for the civil society development. Both documents were presented in the BiH Parliamentary Assembly on March 27, 2014. The documents provide an overview of enabling environment of the civil society development in BiH against legislative framework and relevant practice, underlining the key findings and recommendations for improvement.

Component III: Campaigns and monitoring

The CCI's activities under this project component are directed towards several areas. Besides the regular activities on monitoring performance of the BiH authorities, we are also engaged in bolstering communication between the citizens and elected officials, we investigate and publish analyses on current issues in BiH, and we assess and evaluate our previous work.

Monitoring performance of authorities in BiH

During 2014 the CCI continued to foster good practice and to implement activities on monitoring performance of the executive and legislative authorities in BiH at all levels by publishing quarterly, semi-annual and annual reports on performance of the authorities in BiH. More than 100 monitoring reports were prepared during the last year. Here we would like to specially highlight the report for term of the



CCI press conference, Sarajevo 2014

office 2010 – 2014. As in previous years the main messages the CCI conveyed to the public, primarily to the citizens, had contained a warning to the authorities to put key problems of the BiH citizens and not the narrow party and political issues in the focus of their work. More than 500.000 citizens were informed about performance of the elected officials from the cantonal to the national level of authority by using different media tactics.

Representatives of the political parties, who were negatively assessed in the reports, reacted publicly or directly towards the CCI's representatives trying to justify their performance to the BiH citizens. The reports for term of the office were published just before the General Elections that were held on October 12, 2014 and these greatly influenced the voters when they were deciding to whom to give their vote.

Virtual Parliament

Web platform <http://www.virtuelniiparlament.ba/> is a place where citizens can find information on all elected representatives in assemblies of the cantons, entities, and in the BiH Parliament. Through the site the citizens can directly communicate with the representatives, they can ask questions, launch initiatives, and make observations. The communication channels are diverse and include chat, blog, forum, e-mail and survey options. The virtual parliament is available at PCs, tablets and mobile phones.

Public debates

The CCI organized four public debates in the cities across BiH in line with the interest in this type of communication that both the citizens and the parliamentarians had expressed aimed at improving communication between elected officials and citizens. The TV crew of the CCI's Internet television (Inicijativa.tv) filmed the public debates and meeting of the citizens and parliamentarians, and the 30 minutes program was broadcast free of any charge by the BHT and via Inicijativa TV.



Analyses

A total of four (4) qualitative analyses were developed during 2014, providing more than 200 recommendations that can significantly improve performance quality of the BiH authorities. The areas and topics that were subject of our analyses were diverse and our intention was to respond to the society's needs.

The analysis titled *“Performance transparency of governments and parliaments in BiH: official web pages of the institutions as an efficient tool for dissemination of information”* was presented at the end of

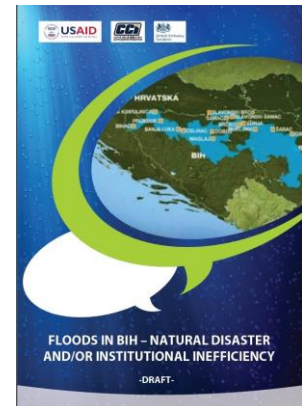


April 2014. The analysis provides review of normative preconditions and existing practice concerning transparency and accountability in performance of supreme legislative and executive bodies of authority in BiH, but focusing on quality and comprehensiveness of the target institutions' web sites – parliaments and governments of the cantons,

entities and the State.

The analysis titled *“Work programming/planning as a tool to increase (accountability) efficiency and effectiveness of performance of authorities in BiH* should assist the institutions, as a guide, to assess their performance against set obligations.

The need to develop a comprehensive analysis of the causes and consequences of the floods and accountability of the authorities in terms of the prevention has risen after natural disaster struck BiH in May and August of 2014. In August the CCI published analysis “*Floods in BiH – Natural disaster and/or institutional inefficiency*”, which has drawn great public attention. The above-mentioned analysis provided more than 50 qualitative recommendations that will be advocated through the CSSP aimed at mitigating consequences of natural disasters through systemic work.



Analysis “*Public discussions in BiH – from the form to the essence*” has indicated that public discussions, as the well-known method of citizens’ participation in the decision making process, show how much public State institutions are open towards the citizens and to what degree they accept the civil society organizations as partners. The analysis is founded on research of existing regulations of legislative and executive authorities that define conduct of public discussions, as well as on feedback from these institutions and experience of the non-government sector.



Presenting the analysis “Public discussions in BiH – from the form to the essence”, Sarajevo, 2015

The CCI and partners on the CSSP project will exert constant pressure on the newly-elected representatives of the authority to accept the recommendations of the analysis in the forthcoming period, using these to improve their performance and therewith the quality of life of the citizens in BiH.

Monitoring and evaluation under the CSSP Project

The Monitoring and Evaluation process is an activity that is constantly conducted throughout the CSSP project. Implementation of several surveys aimed at assessing satisfaction of the beneficiaries with the progress and influence of the project is planned in the first year of project realization. Most of the above-mentioned surveys will be used for the periodical and final project evaluation process.

The first year of the CSSP implementation led to progress primarily at the level of project components 1 and 2 i.e. in the area of establishing and strengthening functionality of the CSO networks, and strengthening CSOs/sub-grantees in terms of their sustainability. This has been expected, having in mind the projected focus of the first CSSP’s year against development of foundations for bolstering sub-grantees’ sustainability and their advocacy activities towards the authorities.

Difficulties observed as a certain delay in implementation of some activities (selection of sub-grantees and consequently their operability) did to some smaller extent postponed, but did not jeopardize realization of project objectives. Since the year 2014 was an election year, the advocacy efforts of the

sub-grantees will most certainly be more effective with the newly elected authorities whose mandate is until 2018.

Taking all the above into consideration, it can be concluded that realization of the project has good dynamics and that it is headed towards desired direction, having tendencies that indicate certainty of realization of planned project objectives by the end of the project.

Strengthening employees' rights and labor market by advocating adult education legislation

In the framework of the project “*Strengthening employees' rights and labor market*” the CCI, in cooperation with the organization ALDI, Agency for local development initiatives, Goražde, has been working on improving employees' rights in BiH. The main activities of the project are innovations in the legislative framework that treat adult education, advocating enactment of the laws and monitoring the implementation of laws on adult education at the level of entities and the Brčko District of BiH. The implementation of the project has started in January 2014 and will last until the end of 2015. The Delegation of European Union in BiH supports the project.

The CCI is engaged on project activities related to conduct of informative and advocacy campaigns, and it will also give its contribution to activities on articulating policy proposals, as well as on promotion of monitoring reports.



Activities implemented in 2014

The project campaign under title “Learn and earn” has begun by launch of the web site www.uciradi.ba that serves as one of the tools under the promotion component aimed at dissemination of information and getting the support of the public for implementation of the project activities, thus also for implementation of advocacy activities and exerting pressure on the competent institutions to develop and adopt a coherent and harmonized legislative framework in the entire country.

This web site and accompanying FB page are a place to attract all interested parties – media, public institutions, employers, citizens and NGOs that are using the web site as a useful tool to receive information, but also as a place to exchange ideas, positive and negative stories, etc.

In the first half of 2015 the CCI has together with the project partner ALDI completed a comprehensive analysis of situation found in the field of adult education with special emphases on the EU policies and practice. The analysis provided recommendations that were presented as a Policy proposal, but most importantly the recommendations were also presented as a Draft Law on adult education for the cantonal level in the BiH Federation. At the beginning of July the CCI held a press conference presenting the results of months-long analysis of labor market, the structure of unemployed, as well as chances and obstacles for generating new jobs and strengthening labor market through quick vocational retraining, courses and adult education. The importance of enactment of cantonal laws on adult education was

underlined during the press conference. These laws are to ensure that every BiH citizen has completed at least elementary school, but more importantly, these laws will provide for quicker vocational retraining, assistance for employers and unemployed, and they will generate more new jobs and self-employment.

Parallel to these activities, the CCI has intensively advocated initiation of the legislative procedure for enactment of the Law on adult education in the cantons where the cantonal authorities had showed good will at the early stage of the project. The result of these activities is enactment of the Draft Law on adult education in Goražde and Tuzla canton. The activities also initiated public debates where the CCI delivered a set of amendments ensuring significant improvement of the text of the Law. Enactment of these laws in these two cantons is expected in June-July of 2015.



Presenting the campaign, Sarajevo, July 2014

Parallel to these activities the CCI had intensified advocacy activities on enactment of the Law on adult education in cantons where the cantonal authorities had showed good will at the early stage of the project. The result of these activities is that the Law on adult education was adopted in Zenica-Doboj canton at the session of the Zenica-Doboj canton Assembly in August 2014. As part of the advocacy activities on enactment of the Law in Zenica-Doboj canton the CCI organized a street booth in Zenica, promoting the concept of lifelong learning. The street booth was set up shortly before the session of the Assembly at which the Law on adult education was discussed and the CCI exploited the opportunity to invite councilors of the Zenica-Doboj canton Assembly to unconditionally support proposal of the Law, therewith recognizing significance of adult education and lifelong learning that can be of great benefit both to the citizens and to the economy of the Zenica-Doboj canton.



Street booth, Zenica, August 2014

Law was enacted.

The first Report on monitoring conducted in the field of adult education was presented in September at a press conference. The CCI continues the activities on monitoring dynamics of enactment procedure and implementation of the Laws on adult education.

Budget

Under the Project *Budget* the CCI desires to make a contribution to more responsible use of budget resources through higher level of participation and influence of citizens, civil society and the business sector in the process



of planning and realization of the budget at local and higher levels of authority. The Embassy of Kingdom of Netherlands supported the project, and the implementation period was from 01.10.2012 to 31.05.2014. More detailed information about the project can be found at www.budzetnarodu.ba.

Activities implemented in 2014

In order to increase citizens' influence on the budget formulation process, the CCI has in cooperation with the local administration and cantonal ministry organized seven (7) public debates on draft budgets for 2014 in Brčko, Tuzla, Zvornik, Modriča, Banovići, Zenica, and in Sarajevo canton. The objective of these activities was to increase citizens' participation in the budget formulation process, as well as to increase transparency in the process of budget enactment and implementation.



Public debates on Draft budget for 2014 – Sarajevo canton and Zenica municipality

In January of 2014 the CCI had sent initiatives for reforms of budgetary policies to the addresses of BiH Ministry of finance and treasury, BiH Parliamentary Assembly, RS Ministry of finance, RS National Assembly, FBiH Ministry of finance, FBiH Parliament, and 10 cantonal ministries of finance and Brčko District. The focus of target reforms is higher citizens' participation in budget planning, higher transparency of budget realization, and consistent observance of recommendations given in the audit reports.

In the period March – June 2014 the CCI intensified activities concerning initiation and participation in preparation of amendments to some of the key laws that regulate budgetary policies in BiH. In this respect the CCI prepared a set of amendments to the RS Draft Law on fiscal accountability; it also initiated changes and addenda to the RS Law on budgetary system by preparing a set of amendments, and it initiated changes and addenda to the Law on budgetary system of Brčko District of BiH focusing on increasing level of transparency and participatory level of budget policies and practice. Enactment of all three laws is expected during 2015.

Public discussions on amendments prepared by the CCI were held in Brčko and Banja Luka, and a thematic conference “Challenges of budgetary (in) stability in BiH” was organized in Sarajevo. Representatives of legislative and executive bodies of authority from all four levels of authority attended the conference.



*Roundtable discussion in Banja Luka and Conference: “Challenges of budgetary (in) stability in BiH”,
Banja Luka, Sarajevo, May 2014*

During April and May the CCI organized a triple promotion of the documentary “Budget to the people” in Brčko, Banja Luka and Sarajevo. The film is a 30-minute compilation of interviews with leading persons in the field of public finance in BiH, which were conducted primarily for the film making purposes, statements of the citizens, movie and TV clips, and animated videos whose aim is to visually get the topic of budget closer to the citizens. At the end of May the documentary was distributed to the leading TV stations and we are expecting the material to be broadcast by the public broadcasters and commercial TV stations.

Improving efficiency of the Public Employment Bureaus: more opportunities for employment and labor rights in BiH

Present employment system is not efficient and cannot respond to the modern needs of the labor market. Therefore Bosnia and Herzegovina has been constantly registering an increase in the number of unemployed persons, and this number exceeded 550.000⁴ in July of 2013. Even though they dominate the labor force mediation market, and are spending large public funds for these purposes, the Public Employment Bureaus are still having poor results in reducing unemployment. The legislative framework that regulates matters in the labor and employment, including the unemployment rights, is only partly amended and it is not sufficiently aligned with the international standards and EU demands or with the true needs of the labor market.⁵ Employment, as one of the key problems, is the top priority of BiH citizens, and it is defined in the Civic Platform, and it can be also found in the BiH Development Strategy.



The main objective is to amend existing legislative framework that regulates work of the Employment Bureaus – policy analysis, formulation of amendments to the laws and policy proposals through participatory engagement of stakeholders. The activities are also directed towards increasing accountability and work efficiency of the Employment Bureaus – monitoring implementation of the Employment Bureaus’ working plans and publishing monitoring reports with the recommendations to

⁴ Data published by the BiH Agency of Statistics; www.bhas.ba

⁵ CCI; Analysis of employment policies in Bosnia and Herzegovina, 2013; www.ccibh.ba

improve the situation; initiating holding of public hearings on Bureaus' working plans before the entity parliaments in order to improve contents of these working plans and to further increase the overall efficiency of the Employment Bureaus.

In cooperation with the project partner (OKC), and with the maximum engagement of the key stakeholders (ministries, public employment bureaus, parliamentary committees, experts) the CCI conducted an analysis of employment policies in BiH, providing a list of recommendations for public policy reforms in this area.

The Delegation of the European Union in BiH supported the project and the project implementation period was from 01.01.2013 to 31.12.2014.

Activities implemented in 2014

A large number of consultative meetings were held with the Ministries of labor of the entities, parliamentary committees, employment bureaus, employers' unions, and trade unions, which resulted in preparation of three sets of amendments to the laws concerned in the Federation of Bosnia and Herzegovina, Republika Srpska and Brčko District of BiH. The results of our work are the following:

- The "Strategy of strengthening mediation function of the public employment bureaus" was adopted by the FBiH Government and the Strategy completely relies on the CCI's analysis from 2013 and provides for reform of the entire related legislation;
- At the end of 2014 the FBiH Ministry of labor and social policy sent to the FBiH Government the Law on changes and addenda to the Law on employment mediation, which was proposed by the CCI;
- At the end of 2014 the RS Ministry of labor prepared a Preliminary Draft of the Law on employment mediation, and programmed its enactment in the first quarter of 2015. The CCI received a written confirmation from the Ministry about contents and timing of this law's enactment;
- The speeches of the newly elected RS President and Prime Minister contained promises that new public policies, which were advocated through this project by the CCI, are to be enacted.

With this kind of intensity the CCI's activities were constantly present in the media during the two years (more than 220 media reports), and ensured constant engagement and cooperation of the institutions and civil society organizations. The project's web site www.posaonarodu.ba has been daily updated since its official launch in mid-2013, and more than 32.000 visits were recorded (50% more than it was planned). Also more than 1200 job vacancies were published on the web site. Through two promotional campaigns (May/June and December 2014) and by using outdoor advertising (billboards in five major cities), radio jingles on three radio stations respectively for a month (June and December), and web banners on three portals (June), the CCI has together with the on-going media campaign reached a minimum of 1.5 million citizens (more than 40% of the population), who received basic information about the campaign, which represents an outreach almost 50% higher than planned.

Indirectly, the public discussion about the unemployment problem, the public employment bureaus' spending, their efficiency, and the necessity to change concerned public



policies has been significantly and visibility intensified in the last two year. These topics became priorities of the newly elected authorities in 2015, but they also became priorities of the initiatives coming from the international community in and outside the country (for example: Compact for Growth - EU).

Despite very serious political crisis and very poor efficiency in performance of the governments and parliaments during the last two years, the CCI has managed to have the legislative packages either in the procedure (FBiH) or ready for enactment (RS, BD) in 2015.

Depoliticization of public sector in Bosnia and Herzegovina

On May 1, 2014 the Centers for Civic Initiatives have started implementation of the project Depoliticization of public sector, supported by the Balkan Trust for Democracy.

Under this project we want to make a contribution to depoliticization and democratization of the society, and to strengthening good governance in BiH (in line with the concept of good governance defined by the UN Commission on human Rights - Resolution 2000/64, which identified the following key attributes of good governance: transparency, accountability, participation, responding to citizens' needs)⁶. A set of recommendations is to be prepared after the analysis of the level of influence political parties have on election of managing and leading bodies in the public sector is completed, and these activities are to be followed by advocacy campaign to depoliticize public sector and to clearly separate political from the professional functions.



Activities implemented in 2014

For the first time in BiH the CCI has made an analysis of all legislative regulations concerning the appointments in the public sector, and has arrived to the number of direct and indirect political functions, as well as to the number of managing civil servants. The results of this analysis have served as a starting point for preparation of a Policy brief, which provides recommendations and if adopted, would lead to minimization of political influence on the employment processes in the public administration. The details of the analysis and an interactive map of public administration are available at www.drzava.ba.

The web site drzava.ba was developed during August and there one can find not only a list of all functions in the country, but also names of the persons at these functions and even their affiliation to a political party. The web page was designed not only as a source of information, but also as a place where citizens will share their personal experience about political influence on open job vacancies; give similar examples from their surroundings and where they can talk about everything related to this problem. It is time for public secret – politicization of public sector – to become a problem that is not only to be discussed openly, but that will be addressed until a clear and precise place of politics in the public administration is defined.

⁶ <http://www.ohchr.org/en/Issues/Development/GoodGovernance/Pages/GoodGovernanceIndex.aspx>

During the pre-election campaign (September – October) the CCI offered to all political subjects in BiH to sign a Political Statement by which they would publicly commit to depoliticization, professionalization and strengthening of public administration efficiency during the term of office (2014 – 2018) if they are to be part of the government after the elections. A total of 23 political parties signed the Political Statement by the Election Day. Out of 20 leading parliamentary parties in BiH, a total of 12 of them signed the statement.⁷ In this way the CCI got the allies for further depoliticization of public administration amongst the political subjects.

By signing or by not signing this document all political subjects in BiH have presented their view on the topic of depoliticization and have expressed their readiness to advocate this topic. Hence the pre-election dialogue was improved, because the citizens could follow these activities before the Election Day through the media or through the web site www.drzava.ba and they could learn what political parties in BiH can offer to solve this problem and to accordingly decide to whom to give their vote at the elections.

The web site www.drzava.ba was upgraded during November to show duration of the term for managing and governing positions in the public administration. Through the web site the public will be able to follow whether there will be any dismissals from these positions before expiration of the term, as it has been practice after every elections.

Improving business environments in BiH – a campaign to reduce fiscal and parafiscal levies for the entrepreneurs

The project is supported by the CIDA – CFLI (Canadian Fund for Local Initiatives) and we are implementing it in the period from 15.10.2014 - 15.02.2015.

Under this project we want to make a contribution to bolstering an enabling environment for businesses and to the reduction of unemployment in BiH.

Activities implemented in 2014

The Employers' Unions of Republika Srpska and the BiH Federation fully participated in all project activities, wherewith the most relevant part of the business sector's representatives was encompassed. Apart from the Unions the CCI also established cooperation with the Chambers of Commerce, Craftsmen Unions, Foreign Investment Council, and the civil society organizations (KULT, LINK, NBR) that are active in the field of economic reform promotion.

A campaign “*More is less – less parafiscal levies, more economic growth*” was launched under the project, through which we presented present situation in the business environment in BiH accentuating parafiscal levies. The campaign was



⁷ Political parties that signed the statement: SDA, SBB Fahrudin Radončić, HDZ 1990, Democratic Front Željko Komšić, Party for BiH, PDP, SDU, Our Party, HSP, DNZ, Party New Srpska and HSS, Party of BiH Diaspora, SRS RS, Party new Srpska, Regional Democratic Alliance Tuzla, Posavina Party, Democratic Family Party, Power of Bosna, Peasants' Party, BiH People's Party, Liberal Party and Power of People.

also used to present recommendations for improving business environment.

Two public events – regional consultative roundtable discussions - were organized during December, one in Sarajevo and one in Banja Luka. The events brought together more than 60 representatives of business sector and civil society, wherewith the CCI obtained a high level of agreement on priority measures that must be undertaken in order to improve business environment in BiH, with the focus on parafiscal levies.

In order to achieve high visibility of the project and to reach as many BiH citizens as possible at the end of the year we realized first out of two planned TV shows, which was broadcast in prime-time on the most watched TV station TV1. The topic of the show was “What is like to do business in BiH” and the participants of the show were representatives of the FBiH Employers’ Union, Foreign Investment Promotion Agency (FIPA), one economic expert and a representative of CCI. The show was highly rated and positively commented by the expert and general public. At the beginning of 2015 the CCI completed production of the documentary “*More is less*” featuring employers, economic experts, representatives of institutions, civil society. The film was broadcast on Inicijativa.tv.

Furthermore, the CCI has already launched advocacy activities through preliminary contacts and meetings with the competent ministries, namely with the BiH Federation Ministry of industry and its Department for situational analysis in economy, which has been marked as one of the key stakeholders within the institutions of government. The CCI has already held two preliminary meetings with the Ministry.

Fight against corruption in public health sector

The Project “Fight against corruption in public health sector” was launched in January 2013 and lasted until August 2014. The project was supported by the Delegation of the European Union in BiH, and the FBiH Health Insurance and Re-insurance Institute.



Corruption in BiH has assumed features of systemic corruption long time ago. There is also undisputable fact that the BiH authorities have been only formally dealing with the corruption during last several years, and also that legislative solutions and mechanisms, which do not contain limitations that would stand in the way of efficient fight against corruption, are actually inadequately implemented. Several domestic civil society organizations, as well as institutions of government themselves, have been confirming high level of corruption

in BiH during the last several years, whereat the public opinion polls dominantly conclude that one of the most corrupted sectors is the public health sector. According to the European Commission’s assessment Bosnia and Herzegovina has achieved limited progress in the fight against corruption, which is still widely distributed throughout the public sector and the public-private partnership. The legislative

framework is rather well developed, but sanctions should be aligned in the entire country. Corruption is still affecting all spheres of life, economic development and the rule of the law.

Activities implemented in 2014

After the Draft Integrity plans in target health care institutions were agreed and adopted by the joint Working group at the end of 2013, the project staff monitored adaptation and enactment of the final version of these anti-corruption documents. By the end of the project and upon CCI's initiative the Integrity Plans were adopted in the BiH Federation Health Insurance and Re-insurance Institute, Ministry of health of Herzegovina-Neretva canton, Health Insurance Fund of Tuzla canton and the Health Insurance Fund of Herzegovina-Neretva canton. Upon the CCI's initiative the Health Insurance Fund of Sarajevo Canton, Sarajevo Canton Ministry of Health and FBiH Ministry of health passed the Plans of anti-corruption activities that include measures of integrity plan. In the first trimester of 2014 the project staff monitored, collected and processed information on progress of enacting anti-corruption measures in target public health institutions in BiH.



Pres conference, Sarajevo, March 2014

The report and key findings were presented at a press conference (March 2014) in Sarajevo. Key report's findings focused on slowness of integrity plans adoption, but also on activities concerning other anti-corruption measures. Out of all monitored institutions only the BiH Federation Ministry of health had prepared an Analysis of Freedom of Information Act implementation, and submitted the analysis to the Anti-Corruption Team of the BiH Federation Government, but not to the Agency for prevention of corruption and coordination of the fight against corruption (APIK). This institution also conducted part of the activities on establishing channels of communication, which encourage users to report corruption, by adopting a document that defines actions to be taken on anonymous reports.

A roundtable discussion "*Integrity plan – Reporting and assessing progress of implementation*" was held in June. The event brought together representatives of target public health institutions (10 participants), representatives of the BiH Agency for prevention of corruption and coordination of the fight against corruption and representatives of Anti-Corruption Agency of Republic of Serbia. The participants defined several conclusions during the discussion, and one of them was a recommendation to organize a similar event for the managing persons of target institutions aimed at more efficient and timely implementation of the integrity plans. The participants also underlined the need of publicly promoting activities aimed at decreasing perception of corruption in the health care sector among the citizens.

A second roundtable discussion under the title "*Channels to report irregularities in the public health institutions*" was held in Sarajevo in July of 2014. The event brought together representatives of the BiH Federation Health Insurance Fund, BiH Federation Ministry of health, cantonal Health Insurance Funds of Tuzla canton and Herzegovina-Neretva canton, Ministry of health of Herzegovina-Neretva canton, representatives of Agency for prevention of corruption and coordination of the fight against corruption (APIK) and Transparency International. The purpose of the roundtable discussion was to familiarize representatives of the target groups with channels for reporting irregularities in the institutions, technical part of the process and to present concrete examples.

In the period June-August 2014 the CCI monitored progress of anti-corruption measures' enactment, developed a monitoring matrix and completed the third Report on monitoring anti-corruption measures.

The report also covered the public opinion poll on perception of corruption with focus on the health care, which was conducted among 1100 respondents from the territory of RS, Herzegovina-Neretva canton, Tuzla canton and Sarajevo canton. The results of the poll indicated that most respondents in BiH find the police to be an area of highest corruption, followed by the health care and education sector.

The third Report on monitoring anti-corruption measures was presented at a press conference, which was held in Sarajevo in August 2014. The main message from the press conference was that most target public health institutions in the BiH Federation have conducted corruption risk assessment, defined working processes as well as the measures to improve institution’s integrity.

After the monitoring analysis was published the CCI launched a public campaign to inform the public about consequences of corruption in the public health sector and measures that the citizens have to undertake for the fight against corrupted health care. The informative street booths were organized in Mostar, Sarajevo, Banja Luka and Tuzla.



Street booth Tuzla



Street booth Banja Luka



Street booth Mostar

A radio jingle and video clip were prepared for this project and the media in BiH has broadcast these. Also, an advertisement was published in the print media in BiH, Dnevni list, Slobodna Bosna, Magazine Start, Oslobođenje and Glas Srpske. Three documentaries were also prepared under the project.

No excuses – Europe, now!

The CCI has together with eight NGOs from the entire BiH participated in an ad hoc campaign “No excuses – Europe, now!”. The campaign lasted from 15.3 to 31.7.2014. The Social Development Institute KFT financially supported the campaign.

This campaign provided BiH citizens with the opportunity to support acceleration of the EU integration process in BiH by signing the petition. The campaign also provided citizens with a tool to raise their voice against the standstill in this process and to demand specific actions of their elected officials towards acceleration of the European integration.

The campaign officially started on March 27 with the first booth for signing petitions at Fr. Grgo Matić Square in Sarajevo. The campaign continued not only in Sarajevo, but also in all larger cities in BiH; collecting more than 16.000 “hard copy” signatures and more than 6.000 signatures on the Facebook page of the campaign. Some of these street events, as the ones in Sarajevo, Zenica and Banja Luka, were used to



Promotional booth in Sarajevo, March 2014

more strongly support the campaign by engaging famous persons, who were interviewed for the video clips, which were mostly used on the Facebook page of the campaign. The Facebook page was strongly promoted and used as an online tool to collect signatures.

More than 70 media reports were published/broadcast by public broadcasters, private TV stations, newspapers and most popular portals in BiH since the beginning of the campaign.

The teams of CCI organized street booths to collect the signatures in Mostar on May 6, where 13 national and local media were present, including public broadcasters BHT1 and FTV, and dailies Dnevni avaz and Dnevni list. The booths were set up at two key locations, in front of Mepas mall and on the Square of Spain (Španski trg). The Europe Day was used to set up the first booth to collect signatures in Tuzla.

The Europe Day (May 9) was a great opportunity not only to organize street actions, but also to send a clear message to the public that the Europe Day has arrived, but that the Europe is leaving – due to the indolence of domestic politicians. Apart from the street booths, the CCI visited institutions such as University in Tuzla in order to collect signatures among the student population, but also to spread the idea about importance of unblocking and accelerating the process of European integration.

Along with the CCI three NGOs from BiH, Kult Sarajevo, Forum of Zenica citizens, Vermont Brčko also collected the signatures at the street booths during June and July. More than 15 street booths were organized during this period, and all of them attracted interest of the media. Besides these NGOs several dozens of volunteers across the country also collected signatures of support for the European integration acceleration in their local communities. Also a certain number of volunteers also visited companies, organizations, and institutions in their local community and collected a significant number of signatures. A total of 32.100 citizens of BiH supported the campaign “No excuses – Europe, now” by signing the petition.

Supporting minority victims of discrimination accessing their human rights

The CCI has been engaged by a non-profit non-government organization from the UK, Minority Rights Group International (MRG) to record, produce and release five video clips on advocacy that will be part of the video campaign, which the MRG and its partners are to conduct as part of the project “Supporting minority victims of discrimination accessing their human rights”. The activities lasted from January to December of 2014

The MRG implemented the project in partnership with the Human Rights House Sarajevo and the Serb Civic Council - Movement for Equality, Sarajevo canton. The project was supported by the European Union.

During 2014 the CCI recorded five documentaries about the Roma population in BiH. Also, a short video material as part of the video advocacy activity was prepared on the situation of Roma population in Kakanj, which is facing destruction of their Roma settlement.

Coalition for free and fair elections

Seven non-government organizations from Bosnia and Herzegovina established the Coalition for free and fair elections – *Under Magnifying glass (Pod lupom)*, aimed at organizing and conducting civic, nonpartisan observation of the 2014 General Elections in BiH. The main objective of the Coalition was to make contribution to free and fair elections in BiH. The project was implemented in the period 01.06.2014 - 28.02.2015 and supported by the Embassy of Kingdom of Netherlands, British Government, United States Agency for international development (USAID) and the EU Delegation in BiH.

In its work the Coalition focused on raising awareness about electoral irregularities, manipulations and frauds, as well as on encouraging expression of voters' free will. Objective and timely reporting on electoral process, as well as preparation of recommendations on reform of electoral legislations were some of the Coalition's objectives. The Coalition *Pod lupom* was active in pre-election, election and post-election period of the 2014 General Elections in BiH. More information about the coalition is available at <http://www.podlupom.org/bih/>

The Coalition for free and fair elections „Under the magnifying glass“, which was formed by seven civil society organizations⁸, started the long-term observation of the electoral process in Bosnia and Herzegovina (BiH) on July 1, 2014 through the Main office and seven regional offices, having 42 long-term observers in the field. On the Election Day the Coalition had deployed 2.800 observers to 1.348 polling stations, 50 mobile teams and in 134 local election commissions, covering more than 25% of the total number of the polling stations. The SMS reporting with the automated software processing of the collected data was used for the first time (more than 19.000 text messages were sent and received during the Election Day), but also a comparison of the election results from a sample of polling stations to the results published by the Central Election Commission (CEC) was done for the first time.



The general assessment of the 2014 General Elections by the Coalition “Under the magnifying glass” is that the elections were conducted in a democratic and fair atmosphere in line with the Election Law and the election-related rules and regulations, with a small number of observed irregularities and critical situations, and some isolated incidents.

The main findings of the pre-election observation indicate serious violation of provisions of the Election Law, which set forth the manner of appointing polling station committee members and the composition of the polling station committees, where the representatives of political subjects consciously manipulated the electoral process. Also, tens of cases of paid political advertising in time before the official start of the election campaign were observed, which is prohibited by the law, and which was mainly reflected in the promotion through the social networks, distribution of the promotional material and organization of promotional events at which exclusively candidates of one political subject had participated. The election campaign had officially begun on September 12, 2014 and had lasted 30 days, until the start of election

⁸ Coalition consisted of: Centers for Civic Initiatives (CCI), Civic Cooperation Center (CGS) Livno, Forum of Tuzla citizens (FGT), Citizens' Association “Democracy – Organization – Progress (“DON”) Prijedor, Association INFOHOUSE Sarajevo, Youth Information Agency (OIA) and Center for development of youth and community “Perpetuum mobile” Banja Luka.

silence. The main findings of the Coalition in this period reveal the cases of public funds abuse by representatives or candidates of political subjects, who hold a government position, for the purpose of the political subjects' promotion. In most of the cases the abuse of public funds was reflected in the use of official vehicles and security for the election campaign. The cases of hate speech were not recorded during the election campaign, and the candidates had built their campaigns mostly on accusations against the candidates of their political opponents. The citizens could form an objective opinion about the candidates based on the media reports. Unfortunately, again during this election campaign the citizens did not have an insight into sources and amounts of the funds used to finance political subjects' campaigns.

The Election Day was mostly managed in accordance with the law and the rules, and smaller number of incidents was observed. The biggest concern in the process of opening of the polling stations represents the information that 30% of the polling stations were not accessible for persons with disabilities. The voting process was mostly conducted in accordance with the law, rules and regulations, and the concerns are raised about the so-called family voting (at more than 40% of PSs) and the cases where one person provides voting assistance to several voters (at quarter of the PSs). The closing of most polling stations was done in line with the regulations. The counting process at most polling stations was conducted in a positive fashion, but the concerns are raised about the fact that the aggregate results form (ZR1 form, so-called the yellow copy) was not visibly displayed at 8% of the polling stations, and the legibility of information on the copies of the aggregate results forms was limited. Additionally, observation of the local election administration's operations on the Election Day had revealed the cases of inappropriate packing of the polling material in more than 40 municipalities, as well as the cases where the polling station committees had incorrectly completed the forms in a quarter of the observed municipalities.

The BiH CEC had respected all deadlines for publishing the results of the 2014 General Elections. The results of the 2014 General Elections were confirmed and published on November 10, 2014. In the period from the Election Day until the day the election results were published, the election commissions had received 705 complaints and appeals relating to the entire electoral process, and the re-count of ballots from 198 polling stations was conducted at the Main Center for Counting. Following the elections the Coalition "Under the magnifying glass" had submitted to the BiH CEC a list containing 96 irregularities reported by the citizens and the Coalition's observers, hoping that the BiH CEC would consider the list and use it to improve work of the election administration in the future.

The Coalition had also observed to-date process of implementation of the election results. The institutions of legislative government were established until the deadline set forth by the law, except for four-day delay in case of Canton 10 (Livno canton) and one-day delay in case of Goražde canton, Central Bosnia canton, West Herzegovina canton, Posavina and Sarajevo canton. However, the process of electing the delegates to the House of Peoples of both the FBiH Parliament and the BiH Parliamentary Assembly is stalled and slowed down, which makes establishment of the legislative government in its full capacity pursuant to the deadlines set forth by the law impossible.

*Presenting the report on observation
of 2014 General Elections*



Neither Election Law nor the BiH Constitution set forth the deadlines for establishment of the executive government at all levels in BiH or the notion of extraordinary elections in case the governments are not established until a certain deadline. This leaves room to the representatives of parliamentary political subjects to stall negotiations about formation of the government i.e. not to have a clearly set deadline until which the executive government has to be established.

Coalition “Under Magnifying Glass” presented its Final report on nonpartisan observation of 2014 General Election at a press conference in Sarajevo (December). The report presents the results of observing the overall ambiance in BiH before, during and after the elections, but also provides recommendations to amend electoral legislation. Most of the recommendations relate to improvement and efficiency of the electoral process: shortening of the deadline from the day elections are announced until the final results are published, improving procedure of appointment and training of members in the local election commission, making thorough change in procedure of appointment and training of members of the polling station committees, and preventing “trade” of the seats on polling station committees. It is necessary to adopt a Code of conduct during the election campaign in order to prevent abuse of public funds. It is also necessary to improve system of financial control of political parties and not only in an election year. Certain solutions that should reduce space for eventual manipulations and abuses were proposed with regard to the Election Day and voting and counting process.

Internet television – Inicijativa.tv

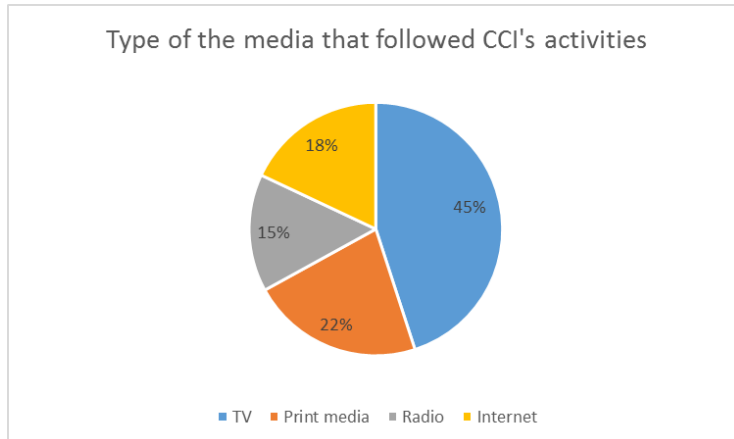
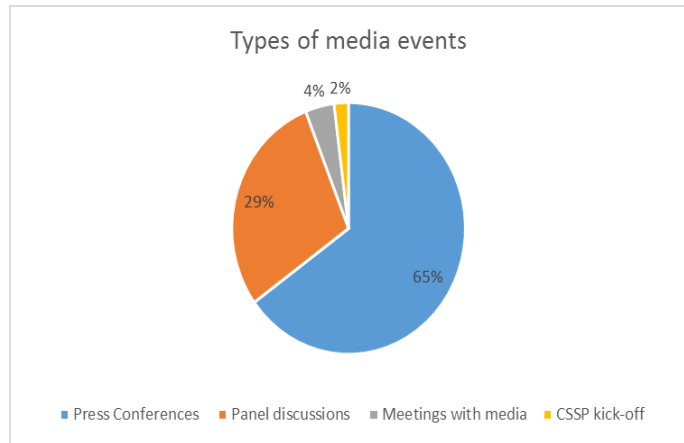
Numerous programs were filmed and broadcast in the framework of the CCI’s internet television Inicijativa.ba. The CCI’s film crew recorded and edited 32 documentaries. All public events organized by the CCI are filmed and available to the public. A total of 17 roundtable discussions were recorded. Most of the films produced by the CCI have been offered to the public TV broadcasters and private televisions stations in BiH.



The topics that we cover in our documentaries are topics of life, which are of interest to many citizens in BiH. Employment, lifelong learning, vocational retraining, right to medical treatment and its availability are just some of the issues that are covered by the CCI’s film crew.

CCI in the media

As in the previous years the CCI was very present in the media during 2014. Individually and together with the project partners the CCI had more than 1000 appearances in the media. The CCI organized more than 40 press conference, 20 public debates, and numerous street actions on which reports were published in print, and online media, as well as by TV and radio stations. The CCI's employees were often guests of central newscasts, TV debates or were invited to give statement or to comment daily political events. The CCI kept same or has attained higher degree of media interest in our events by applying different media tactics, and it has kept its communication messages very attractive and customized to newly arisen situations. The successfulness in terms of the communication messages is, besides their clarity, viewed through attractiveness of their contents with the target audience. During the protests the contents of our communication messages were customized to the situation and were also linked to the monitoring findings of the report, as it has been done with the flooding.



Year 2014 was election year and the media frequently invited our representatives, especially during election and post-election period, to comment results of the elections, voter turnout, and to give recommendations to the future authorities. The media requests to appear in live programs of various TV and radio stations on the Election Day and give our statements were even higher than we could have handled. This is an exceptional verifier of the excellent

cooperation between the CCI and the media, but it is also a great verifier of the fact that the CCI has been recognized by the media, and thus by the audience of the media, as a relevant factor on the social scene.

CCI's donors

During 2014 the following organizations/institutions supported the work of CCI:

- USAID
- Delegation of the European Union to BiH
- Embassy of the United Kingdom of Great Britain in BiH
- Balkan Trust for Democracy
- National Democratic Institute
- Charles Stewart Mott Foundation
- CIDA – CFLI (Canadian Fund for Local Initiatives)
- Embassy of the Kingdom of Netherlands in BiH
- Caritas Switzerland
- Social Development Institute KFT
- FBiH Health insurance and re-insurance Institute
- BiH Federation Ministry of labor and social policy
- CCI staff with their donations

The CCI generates incomes by providing services such as education, training, recording and production of films and advertisements.