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"Capacity Building of Civil Society in the IPA countries"

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TABLE OF CONTENTS

Introduction
Results
Financial support to Non-Governmental Organizations6
Procedures of resources allocation to Non-Governmental Organizations15
Conclusions
Annex 1. Questionnaire
Annex 2. Municipalities response on question No 2 from Questionnaire
Annex 3. Chart 13: Responses on question No 5 from Questionnaire, Cantons29
Annex 4. Focus group participants - representatives of the government sector
Annex 5. Institutions who participated in research, and contacts of persons/offices
for cooperation with NGOs

Introduction

A series of studies on the public confidence in various institutions conducted in recent years indicate, among other things, the low public trust in Non-Governmental Organizations in Bosnia and Herzegovina. There are frequent complaints in the media about the non-governmental sector, which did not bring the desired changes while simultaneously allocation of substantial funds for this purpose is present from both, foreign donation as well as from the public budgets.

Guided by a desire to respond to criticism by citizens, and primarily its mission to strengthen the role of NGOs in Bosnia and Herzegovina society in the promotion of their work and the development of transparent practices when it comes to the operation of this segment of social action, for the second time the Civil Society Promotion Centre (CSPC) is dealing with issues of funding of NGOs by public institutions. Specifically, in 2011 the Civil Society Promotion Centre (CSPC) and the Foundation for Social Inclusion in B&H conducted a research and issued a publication called "Halfway" *Allocations of governmental sector for the NGO sector in Bosnia-Herzegovina in 2010*. This publication represented the one of the first insights into the shape and amount of funding of Non-Governmental Organizations in the country, and as such fills a gap in terms of data and provides answers to many open questions. TACSO office project in B&H has funded a similar initiative, and this year also published a publication with an analysis that provides an overview of financial support from public institutions to NGOs in 2011.

Taking into account that Bosnia and Herzegovina, in its political order, is one of the most complex countries in the world, and that the monitoring of public policies in any field is challenge for NGOs and public institutions, this publication aims to contribute to more transparent procedures of allocations and way of spending the public budget. In addition, research conducted seeks to provide answers to questions such as: What levels of governmental are most important local donors to NGOs in Bosnia and Herzegovina? For which Non-Governmental Organizations and for which activities are the most important allocations of the funds in 2011? Are there certain trends in the financial support towards the NGO sector by public institutions and what those considered trends show? If we monitor the prism of financial support, in which way the public policy of the governmental institutions towards the civil society can be characterized?

Compared to the previous survey, certain changes were made – questionnaire that was conducted this year included the issues relating to the procedures for allocating funds from the public budget, and in general, institutional capacities that public institutions possess in connection to cooperation with Non-Governmental Organizations. In that regard, this year's publication not only provides insight into the kind of financial support that the certain public institutions allocated for non-governmental sector in 2011, but also the procedures that are basis for allocations and monitoring of expenditures of funds from public budgets for Non-Governmental Organizations.

The analysis was conducted on the basis of the research (consisted of two phases). In the first phase, a survey of public institutions that submitted responses to the questionnaire (Annex 1) was taken. Responses to a questionnaire were submitted by the 307 institutions from all levels of government. Out of this number, 139 are Municipalities, 107 institutions are from the Cantonal level of government, 43 are Entity institutions, 9 are institutions of the Brcko District and 9 are State institutions. The second phase carried out processing and data analysis, and based on the analysis the report containing insight into trends of funding of NGOs by public institutions was prepared and then the review of the procedures that are related to the process of awarding these funds from public budgets.

As such, this publication contains the information available to both governmental and nongovernmental institutions in the development of future policy relating to the development of civil society. Such policies should address the conclusions presented in the last chapter that indicate the current practices which contributes to unequal treatment of Non-Governmental Organizations, geographically and in terms of the sector. Although research shows that public institutions allocates significant funding for Non-Governmental Organizations, representing the essential donor of civilian sector in B&H, the practice of allocating funds primarily through Municipal and Cantonal institutions led to privilege of NGOs in developed areas, and neglect of the organizations working in low-income communities. At the same time, there is an evident trend of disproportionate support of sports clubs and veterans' associations in relation to other Non-Governmental organizations that deal with issues of economic development, environmental protection, social policy, etc.

In longer term, this approach represents a significant social problem that not only causes negative effects in the management of Non-Governmental Organizations, but puts in question the very existence of civil society and thus the democratic system of the State. In that respect, it should not surprise the low confidence in the NGO sector, which indicates exactly what this survey proves: allocations of significant amount of money from the public budget for the NGO sector that is only partially supported by transparent procedures and insufficient monitoring and evaluation of the funds, along with geographical inequality and sectoral preferences.

On behalf of Civil Society Promotion Centre, we would like to thank all the institutions of government which sent the data and cooperated with members of the research team.

RESULTS

The results of the research and analysis are presented in two separate parts of the publication. The first section provides information relating to the financial support of Non-Governmental Organizations which governmental institutions allocated from State budget. Data are presented by various levels of governmental and sectors as far as possible according to the submitted data. In the second part of the publication is the analysis of data on the procedures which are the basis for public budget funds allocation to the NGO sector.

Financial support to the non-governmental sector

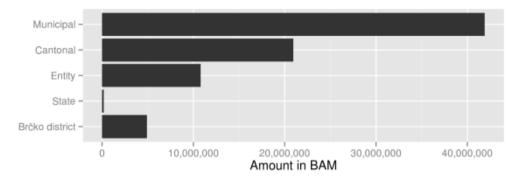
Analysis of data on the financial support of the NGO sector by public institutions at all levels of governmental shows that in 2011 were allocated slightly less than **79 million BAM** (78 790643.00 BAM). In comparison to the allocations that were recorded in 2010 the sum of these represents a significantly lower amount. Namely, the analysis *Allocation of governmental sector for the NGO sector in 2010* shows that in 2010 public institutions allocated more than 114 million BAM (114 078193,73 BAM) for Non-Governmental Organizations. However, it is difficult to make a specific comparison, given that the research methodology as compared to last year changed. In fact, while in 2010 are collected data of the planned resources allocated from the public budget for NGOs, in 2011 are required data of the funds allocated by the institutions. Although summarizing the data can not be compared with each other, only to learn that in two consecutive years planned and actual allocations differ in about 36 million BAM indicates the possible trend of frequent and enormous budget audit, as well as assumptions that probably during the audit of funds provided to NGOs, those are diverted to other budget items.

Level of government	Amount of allocated funds (BAM)
Brcko District	4 908 068
State	185 000
Entities	10 807 315
Cantons	20 945 298
Municipalities	41 944 962

Table 1: Allocations for the NGO sector by level of government, 2011

The biggest donors from the public sector in 2011 are the Municipalities, then Cantons. In 2011 Municipalities allocated 53.23% of the funds to NGOs, the Cantons 26.58%, 13.71% Entities, Brcko District 6.22% and State institutions 0.23% of the of the total funds that are recorded through the research

Chart 1: Allocations for the NGO sector by level of government, 2011



According to collected data, the Municipalities in the Federation B&H for the work of NGOs allocated a total of **20,728,034**, BAM, and Municipalities in the Republic of Srpska for the work of civil society organizations allocated a total of **21,216,928** BAM.

Table 2: Allocations for NGO sector by Municipalities in FB&H Cantons

No of Municipalit ies in Canton	Allocation amount BAM	Allocation amount %
11	7 050 931	34,01
16	3 552 731	17,13
8	2 819 534	13,60
13	2 062 657	9,95
6	1 842 003	8,88
10	1 772 872	8,55
3	822 887	3,96
5	407 899	1,96
3	315 421	1,52
3	81 100	0,39
	Municipalit ies in Canton 11 16 8 13 6 10 3 5	$\begin{array}{c c} \mbox{Municipalit}\\ \mbox{ies in}\\ \mbox{Canton} \end{array} \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $

This continues a trend that has been recorded in 2010. Specifically, the largest nongovernmental donor organizations when it comes to public institutions are still Municipalities, both in the Federation B&H and Republika Srpska. Municipalities that have allocated the largest funds for the non-governmental sector in FB&H are Municipalities from the Sarajevo Canton. In addition to these Municipalities for supporting the NGO sector are also leading Municipalities: Cazin, Mostar, Lukavac and Konjic. Municipalities that in 2011 allocated the smallest amount of funds for the NGO sector in FB&H are: Grahovo, Kupres, Gradacac, Kresevo and Vares.

On the other hand, in the Republic of Srpska the biggest donors at the local level are the City of Banja Luka then Municipalities: Laktasi, Prijedor, Trebinje, Gacko, etc. The following two charts shows in detail the amounts which Municipalities in FB&H and RS allocated for NGOs in 2011.

When it comes to higher levels of government, the Cantons allocated significant funding from public budgets for the NGO sector. In this regard, Sarajevo and Tuzla Canton are the leaders. Same as in Municipalities reported, a general trend that the Municipalities that are economically more developed are allocating more funds for the NGO sector.

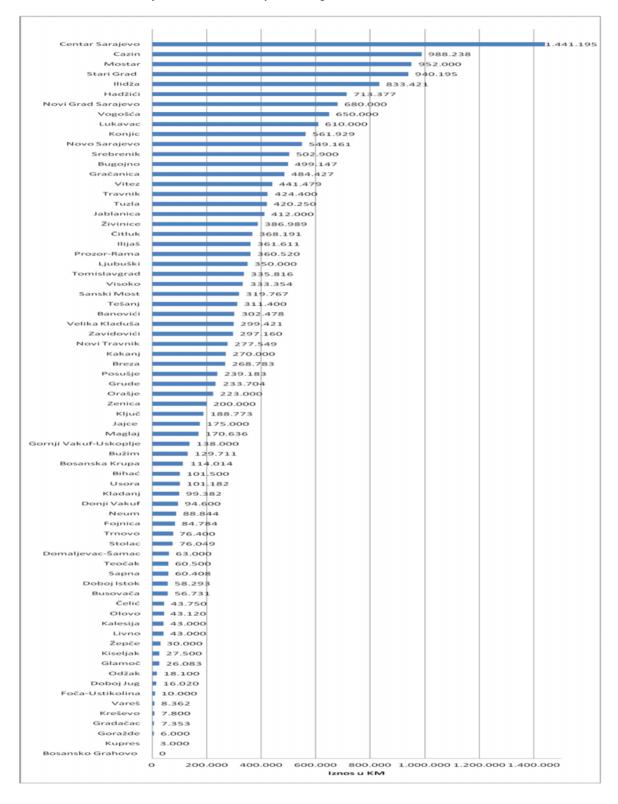
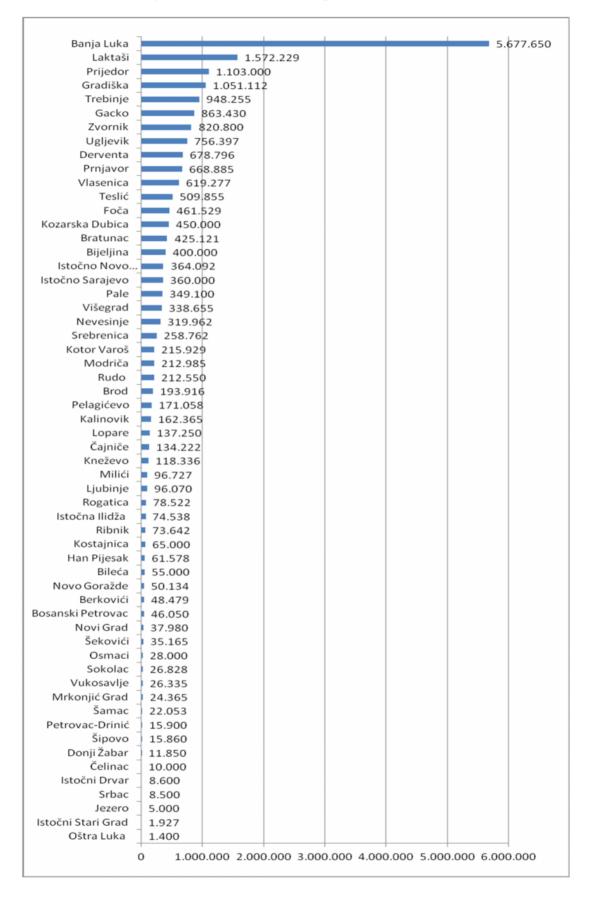
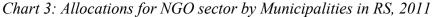


Chart 2: Allocations for NGO sector by Municipalities in FB&H, 2011





Particularly interesting are the data about allocations for NGOs that the Cantons provided by different sectors.

Canton	Ámount (BAM)	Percentage of the total amount of funds allocated in all Cantons
Bosansko-podrinjski Canton	902 097	4,30
Hercegbosanski Canton	261 464	1,24
Hercegovackoneretvanski Canton	1 058 139	5,05
Posavski Canton	520 980	2,48
Sarajevski Canton	9 992 866	47,70
Srednjobosanski Canton	825 770	3,94
Tuzlanski Canton	4 191 237	20,01
Unsko-sanski Canton	1 102 874	5,26
Zapadnohercegovacki Canton	298 107	1,42
Zenicko-dobojski Canton	1 791 762	8,55

Table 3: Allocation for the NGO sector by Cantons in FB&H

From the following table it is evident that the Bosansko-podrinjski Canton allocated the most funding for sports associations and clubs, and then for the veterans association.

Table 4: Allocation for the NGO sector by Bosansko podrinjski Canton

Name of Institution	Amount (BAM)
Ministry of Social Affairs, Health, Refugees and Displaced Persons	90 172
Ministry of Economy	54 290
Ministry of Veterans Affairs	232 213
Ministry of Justice, Administration and Labour Relations	14 200
Ministry of Education, Science, Culture and Sport	421 050
Ministry of Town Planning and Environment	0,00

In Herceg-Bosnia Canton situation is somewhat different. Specifically, the largest funds were allocated by the Ministry of Finance. However, this data suggests the possibility that this Ministry is responsible for the allocation of funds in the name of the Canton to the NGO sector.

 Table 5: Allocation for the NGO sector by Herceg bosanski Canton

Name of Institution	Amount (BAM)
Ministry of Agriculture, Water Management and Forestry	7 500
Ministry of Labour, Health, Welfare and displaced persons	50 000
Ministry of Science, Education, Culture and Sports	0,00
Ministry of Finance	203 964

According to available data, allocated funding for non-governmental sector from the public budget in 2011 in Hercegovackoneretvanski Canton are primarily assigned to sports and veterans' associations. A similar trend was noted in Posavina Canton.

Table 6: Allocation for the NGO sector by Hercegovackoneretvanski Canton	
Name of Institution	Amount (BAM)

Ministry of Agriculture, Water Management and Forestry	Ó,00
Ministry for Veterans / Soldiers	224 139
Ministry of Construction, Reconstruction and Spatial Planning and Environment	30 000
Ministry of Education, Science, Culture and Sport	804 000
Directorate for Exile and Refugees	0,00
Ministry of Interior	0,00

However, as in Herceg-Bosnia Canton, the Ministry of Finance has allocated more funds for the NGO sector.

Table 7: Allocation for the NGO sector by Posavski Canton

Name of Institution	Amount (BAM)
Ministry of Veterans	59 980
Ministry of Education, Science, Culture and Sport	461 000
Cantonal Administration of Civil Protection	0,00
Ministry of Health, Labour and Social Policy	58 300
Ministry of Finance	354 704

As in previous Cantons, Sarajevo Canton allocated the largest amount for Non-Governmental Organizations in the field of veteran politics and sports. Given the fact that the answers were provided by 11 out of the 12 existing Ministries in this Canton, allocations for Non-Governmental Organizations may be also considered comparatively. According to collected data, from a complete financial support by the Sarajevo Canton allocated for non-governmental sector, 60% is allocated to sports associations and clubs, 16.31% to veterans' associations, and 10.14% for the associations that represents displaced persons and refugees.

Table 8: Allocation for the NGO sector by Sarajevo Canton

Name of Institution	Amount (BAM)
Ministry of Spatial Planning and Environment	299 515
Ministry of Veterans Affairs	1 477 128
Ministry of Labour, Social Affairs, Displaced Persons and Refugees	919 000
Ministry of Health	35 000
Ministry of Housing Policy	500 000
Ministry of Economy	76 700
Ministry of Treasury	153 700

Ministry for Education, Science and Youth	126 080
Ministry of Interior	18 000
Ministry of Transport	9 100
Ministry of Culture and Sports	5 441 465

Table 9: Allocation for the NGO sector by Srednjebosanski Canton

Name of Institution	Amount (BAM)
Ministry of Spatial Planning and Reconstruction and Return	10 000
Ministry of Forestry, Agriculture and Water Management	66 820
Ministry of Health and Social Policy	137 250
Ministry of Education, Science, Culture and Sport	303 100
Cantonal Administration for issues of veterans and invalids of the fatherland war	293 600
Ministry of Finance	0,00
Ministry of Economy	15 000

In Srednjebosanski Canton also, Cantonal Ministries significantly financially supported sports and veterans associations.

Table 10: Allocation for the NGO sector by Tuzlanski Canton

Name of Institution	Amount (BAM)
Ministry of Veterans Affairs	1 040 948
Ministry of Labour, Social Affairs and Return	1 175 480
Ministry of Development and Entrepreneurship	86 250
Ministry of Trade, Tourism and Transport	25 000
Ministry of Health	20 035
Ministry of Education, Science, Culture and Sport	1 350 600
Ministry of Spatial Planning and Environmental Protection	79 919

As in Sarajevo Canton, cantonal institutions throughout the Tuzlanski Canton allocated larger amounts of funds from the public budget for NGOs who are involved in sports, veterans and returnee issues.

Table 11: Allocation for the NGO sector by Unsko-sanski Canton

Name of Institution	Amount (BAM)
Cantonal Administration of Civil Protection	20 772
Ministry of Finance	43 504
Ministry of Health and Social Policy	156 098
Ministry of Education, Science, Culture and Sport	870 000
Ministry of Agriculture, Water Management and Forestry	12 500
Ministry of Interior	0,00

Unsko-Sanski Canton has also allocated more funds for sports associations, and then to the associations active in the sectors of health and social policy.

Table 12: Allocation for the NGO sector by Zapadno-hercegovacki Canton

Name of Institution	Amount (BAM)
Ministry of Interior	0,00
Ministry of the Croatian Homeland War	249 306
Ministry of Urban Planning, Construction and Environment Protection	48 800
Ministry of Health, Labour and Welfare	0,00

As in other cantons, Zapadno-hercegovacki and Zenicko-Dobojski Canton allocated significantly greater resources to veterans' associations in comparison to other areas.

Table 13: Allocation for the NGO sector by Zenicko-dobojski Canton

Name of Institution	Amount (BAM)
Ministry of Health	15 000
Ministry of Labour, Social Affairs and Refugees	160 000
Ministry of Economy	4 500
Ministry of Veterans Affairs	474 906
Ministry of Education, Science, Culture and Sports	1 101 417
Ministry of Spatial Planning, Transport and Communication and the	22 000
Environment Protection	12 020
Ministry of Agriculture, Forestry and Water Management	13 939

At the Entity level, a similar practice was noted, maximum awarded amounts were for the non-governmental sector in the field of sport and veteran care. Of the total amount allocated by the Ministry of Family, Youth and Sports RS for NGOs (2 529 784.00 BAM), department of the Ministry of Sport allocated the 1 728 107.00 BAM to sports associations and clubs, meaning 68.31% of the total funds allocated to NGOs. In relation to the Cantonal level, the Entities allocated significant funding for the field of Non-Governmental Organizations that are active in the sectors of education and social protection.

Table 14: Allocation for the NGO sector by Republika Srpska, Entity Institutions

Name of Institution	Amount (BAM)
Ministry of Education and Culture	926 857
Ministry of Justice of the Republika Srpska	3 000
Ministry of Administration and Local Self-government	100 000
Ministry of Family, Youth and Sports	2 529 784
Ministry of Trade and Tourism	283 039
Ministry of Labour and Veterans Disability Protection	400 000
Ministry of Refugees and Displaced Persons	72 000
Ministry of Health and Social Protection	397 000
Ministry of Agriculture, Forestry and Water Management	104 044
Ministry of Economic Relations and Regional Cooperation	No answer
Ministry of Finance	No answer
Fund for Professional Rehabilitation and Employment of Disabled RS	No answer

Ministry of Transport and Communications	No answer
Ministry of Interior	No answer
Ministry of Industry, Energy and Mining	No answer
Ministry of Spatial Planning, Civil Engineering and Ecology	No answer

It is also interesting fact that the Federation has allocated in 2011 amount of BAM 340 000.00 more than the RS for the Veterans Association.

Table 15: Allocation	for the NGO sector	by Federation B&H	. Entity Institutions
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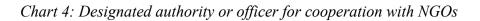
Name of Institution	Amount (BAM)
Ministry of Trade	30 000
Ministry of Development, Entrepreneurship and Trade	209 760
Ministry of Labour and Social Policy	0,00
Ministry of Education and Science	524 954
Ministry of Labour and Social Policy	1 100 000
Ministry of Culture and Sports	3 155 878
Ministry of War Veterans and Disabled Veterans of Defensive Liberation	770 000
War	
Ministry for Veterans and War Invalids	171 000
Federal Institute for Agriculture	0,00
Federal Institute for Agropedology	0,00
The Office of Audit Institutions in FB&H	No answer
Civil Service Agency	No answer
Fund for Professional Rehabilitation and Employment of Persons with	No answer
Disabilities	Ът
Office of Legislation and Compliance with the Regulations of the European Union	No answer
Public Health Institute FB&H	No answer
Civil Service Board of Appeals	No answer
Federal Agromediterranean Institute Mostar	No answer
Ministry of Finance	No answer
Ministry of Spatial Planning	No answer
Ministry of Interior	No answer
Ministry of Justice	No answer
Ministry of Energy, Mining and Industry	No answer

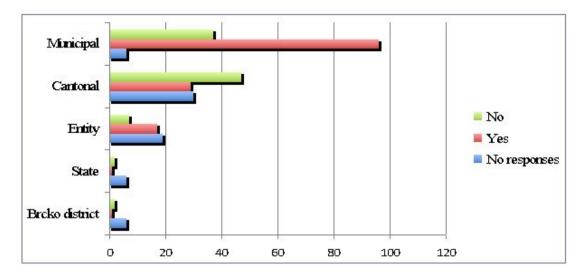
Overall, the most significant financial support in 2011 by public agencies at Cantonal and Entity level have been given to sporting associations and clubs, and then veterans organizations. The ratio of allocation of funds from public budgets for this purpose is substantially disproportionate to funding for Non-Governmental Organizations that do not fall into these two categories.

Procedures for allocation of funds for NGOs

The second part of the research conducted under this analysis focused on the procedures by which the funds were allocated from State budget towards non-governmental sector in order to assess the transparency, openness, as well as social responsibility of the public institutions when it comes to the financing of NGOs. The analysis partially deals with an evaluation of existing institutional mechanisms in the field of cooperation with Non-Governmental Organizations. This first part of the research seeks to answer the question of how the funds were allocated for Non-Governmental Organizations from the public budget, while the second part of the research seeks to provide an answer to the question on how the funds are allocated, or whether the fundings are based on transparent and open procedures.

When asked whether in their institution exists officer or body responsible for cooperation with Non-Governmental Organizations, 46.90% of the public institutions that were surveyed responded affirmatively, while 30.94% of them responded that they have neither the department nor the nominee who is in charge to work with Non-Governmental Organizations. It is important to add that even 22.14% of institutions did not respond at all to this question. Out of the total number of Municipalities that participated in the reserch, 69.06% have a designated authority or person for cooperation with Non-Governmental Organizations, while 26.61% of them does not have that authority or officer. Regarding Cantonal institutions, 27.35% of them have a mechanism for cooperation with non-governmental sector, while the total number of Cantonal institutions that were part of the analysis, 44.33% are without this mechanism. 39.53% of the entity institution has established mechanism while 16.27% of them have no authority or officer in charge of cooperation with Non-Governmentalal Organizations. At the State level 9 institutions participated in the research and only one has responded affirmatively to a established mentioned department and/or officer. The same situation exists in the Brcko District, out of 9 that submitted the questionnaires, one institution has responded affirmatively, that it has a department and/or officer. The rest of the institution's responded negatively to a given question or does not submitted an answer.





From the data collected, it is evident that the established institutional mechanisms for cooperation with civil society are primarily in a Municipalities possesion, while the practice is launched only at some Cantonal, Entity and State institutions. (See Annex 2). At the Cantonal level, it is evident that a larger number of institutions have not established bodies or officers responsible for cooperation with Non-Governmental organizations, in relation to the number of institutions that have such a body or officer.

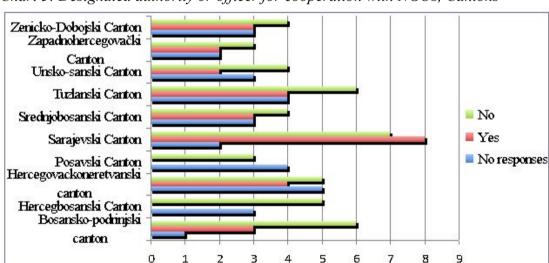


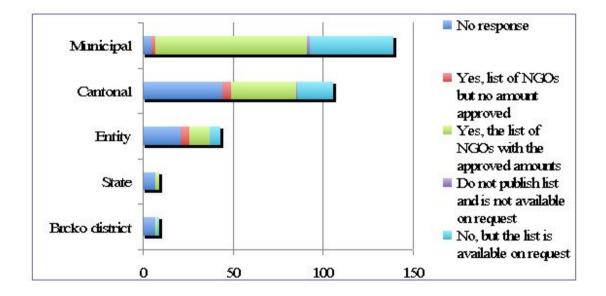
Chart 5: Designated authority or officer for cooperation with NGOs, Cantons

When asked whether the NGO's list (which have been granted funding) have been publicly disclosed, 43.65% of the institutions that participated in the study responded that they publishing the list of organizations together with the approved amounts. 3.91% of institutions responded that they publishing the list of organizations that won funding without amount presented. Large number of institutions did not provide an answer to this question in the questionnaire, while 23.78% of them stated that this information is available to the public upon request.

	No of	
	institutions	%
Yes - with the names of NGOs but no amount		
approved	12	3,91
Yes - with the names of NGOs and the amount of		
authorized funds	134	43,65
Has not been published but it is available on request	73	23,78
We do not publish it, and it is not available on		
request	3	0,98
No answer	85	27,69

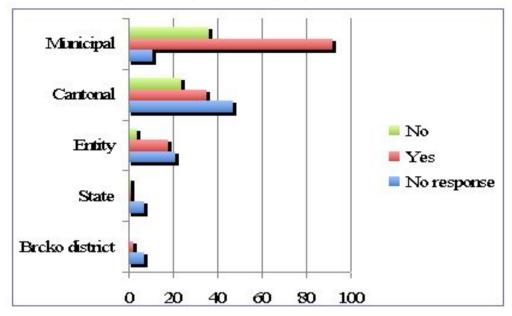
When asked whether Non-Governmental Organizations that have applied for financial support, and that funding is not approved, were provided with a notice of the refusal together with the reasons for such a decision, 48.20% responses of public institutions said yes, 21.17% of them responded that they did not submit a notice while 30.61% of the institutions that participated in the research failed to submit an answer to this question.

Chart 6: Review of answers to question No. 5 from the Questionnaire

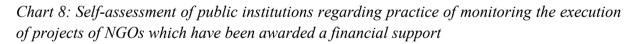


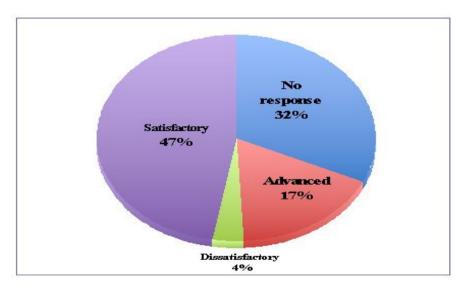
If we look at these responses through levels of government (Chart 7), we can see that this good practice to inform NGOs about the refusal of financial support with explanation is the most common at municipal institutions.

Chart 7: NGOs rejection notification with justification



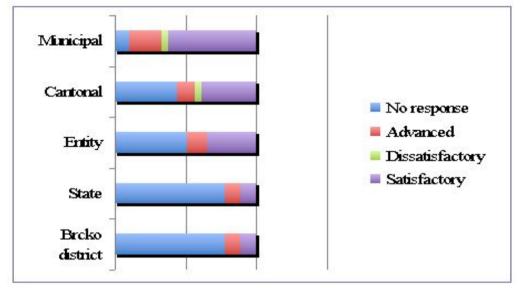
When it comes to monitoring the implementation of projects of Non-Governmental Organizations that are financially supported, public institutions have assessed their own practice primarily as satisfactory (47%). Under this response implies that the recipients of the funds required to submit their final narrative and financial reports. Only 17.26% of public institutions assessed his work as an advanced, which includes the activities of monitoring and evaluation of approved projects and the obligation to submit periodic narrative and financial reports, regular contact with recipients of funds, and field visits. Even 31.92% of institutions did not answer this question, only about 4% of respondents said that their institutional procedures are unsatisfactory in terms of monitoring and evaluation of projects, and that current practice does not include the obligation to submit reports by recipients of funds on projects that are financially supported.





In the following chart are given percentages of responses by levels of government. Municipalities that participated in the research, its practice of monitoring the execution of projects of Non-Governmental Organizations, to whom were allocated resources, were evaluated as satisfactory (62.59%), and even 23.02% as advanced. 4.32% Municipalities awarded itself unsatisfactory evaluations. The differences in responses between the Municipalities in the Federation B&H and RS are negligible (Chart 10).

Chart 9: Self-assessment of public institutions regarding practice of monitoring the execution of projects of NGOs which have been awarded a financial support, by levell of government



Comparisons at higher levels of government is more difficult to make because larger number of institutions did not provide answers to this question in the Questionnaire. Only one State-level institutions and in Brcko District have the opinion that its practice of monitoring of projects is satisfactory, while the rest of the institutions did not provide answers. 34.88% Entity institutions assessed its practices in this regard as satisfactory and 13.95% as advanced. The situation is similar at the Cantonal level, where 12.26% of public institutions gave itself advanced grade and 38.68% as satisfactory. 4.72% Cantonal institutions assessed its existing mechanisms for monitoring implementation of projects of Non-Governmental Organizations that were allocated funds unsatisfactory.

Chart 10: Self-assessment of public institutions regarding practice of monitoring the execution of projects of NGOs which have been awarded a financial support, Municipalities

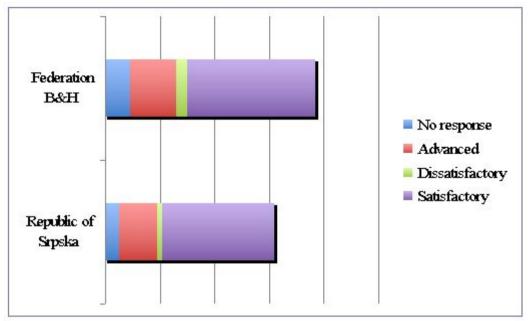
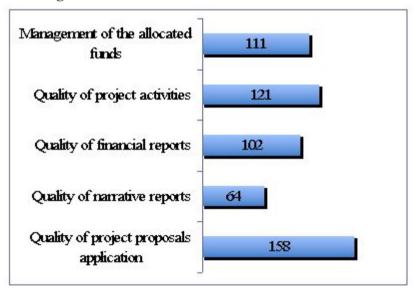


Chart 11: Public institutions attitudes - in which areas NGOs should build better capacity and knowledge



When asked which aspects of the process of providing financial support to NGOs should be enhanced and improved, public institutions listed in their responses that it is necessary to work on all multiple choice and especially the quality of the proposals and proposed activities. Improving financial reporting and management is also rated as important when it comes to building the capacity of non-governmental organizations.

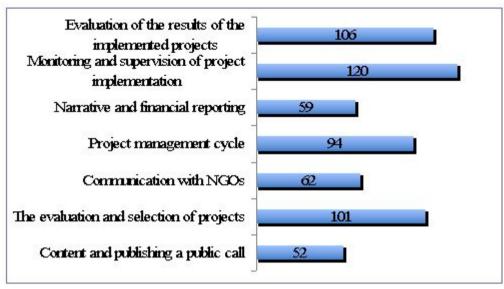


Chart 12: Public institutions attitudes - in which area they need to build their capacity and knowledge

On the other hand, public institutions similarly evaluated the need to build their own capacity, respectively need to work to improve the knowledge and skills of employees involved in the process of allocating financial resources to NGOs from all these areas. Especially the monitoring and supervision of approved projects, the evaluation and assessment of proposals and the expected results were indicated as important and therefore currently insufficient.

CONCLUSIONS

Financial support to the NGO sector by public institutions in 2011 showed a similar or almost the same trend that has been recorded during 2010. Funds allocated from the public budget are mostly made available to sports associations and clubs and then veterans' organizations. Significant resources were allocated for the association of civil war victims and refugees. Especially in the Federation B&H allocations are higher because this approach of allocating resources to NGO sector was recorded at Cantonal and Entity Ministries. Thus the Non-Governmental Organizations operating in other areas are neglected, and particularly is evident the fact that public sector support for Non-Governmental Organizations in the fields of economy, agriculture, water, forestry and the environment protection is minor when taking into account the overall resources allocated to the non-governmental sector. Organizations active in the sectors of education, justice, and finance are also ignored when it comes to overall financial support from public institutions to non-governmental sector. This approach also points out the lack of a strategic approach to civil society and an understanding of its primary role in the society by the government.

Taking into account the amounts awarded to sports associations and clubs, the question is how is it possible that athletes for years have criticized the attitude of the government towards the sector and the lack of support from clubs and public institutions? This raises questions of transparency, purpose and method of using the funds in this area. On the other hand, allocations that are geared towards the associations that represent the interests of veterans and civilian victims of war, show that financial support for the NGO sector is used primarily as a means of "buying social peace." Of course, these are general observations based on the practices of public institutions that were recorded in the survey for 2010 and 2011, as well as general social trends; however, the real understanding of this issue requires additional and indepth research.

Also, data analysis indicates certain territorial and geographical unevenness in allocations for NGOs. Economically developed Municipalities and Cantons allocate more funds for the NGO sector and thereby influence the development and encourages civil society in certain areas, and in others it is absent. So coming up regional disparities between Non-Governmental Organizations, which means that those Non-Governmental Organizations working in disadvantaged communities are in certain way "punished." We can thus expect a weaker and less developed civil society in economically depressed areas of the country. It is in such communities that role of NGOs is crucial, especially when it comes to socio-economic activities. This problem arises due to the fact that Municipalities and Cantons are the leading donors of civil society in regard to public institutions in B&H. This would be an easy problem which could have been avoided if the higher levels of government, particularly the Entities and the State, have taken a greater role in the financial support of Non-Governmental Organizations, and implement programs to support civil society taking into account regional equality in the allocation of funds from the public budget. At the same time, such programs would require a strategic and planned approach and in any case the Entity and State

institutions should continue to work to establish a body that would coordinate the cooperation and active support of civil society, the way it was solved in neighboring countries.

Analysis of procedures and mechanisms established on the basis of which financial support to NGOs is awarded from State budget puts forward a specific step of municipal institutions in relation to the higher levels of government. Nevertheless, the results show that good practices are adopted in less than half of the institutions that participated in the research. At the same time, different practices are evident by the institutions of the same level of government, on the basis of which we can conclude that there is no single policy or access to certain levels of government when it comes to cooperation with civil society and that any progress is most likely result of proactivity of certain institutions and their leadership, and vice versa.

Evaluation of monitoring mechanisms at implemented projects of Non-Governmental Organizations, for which the funds were awarded by public institutions, indicating deficiencies in practice in most institutions. For most public institutions this process involves the submission of the final narrative and financial reports by Non-Governmental Organizations, while in rare cases are conducted site visits or prepared periodic reports.

Accordingly, we conclude that the current practice of granting financial support to the NGO sector can only be characterized as partially transparent, and that there are large differences between individual institutions. Thus the misuse of public funds, both by government institutions and Non-Governmental Organizations are very possible and thus likely. Differences in performance and practice point to the lack of a unified and strategic-planning approach to development and encouragment of civil society by the public administration.

Annex 1.

Questionnaire - Authorities' allocation for civil society organizations in 2011

Name of Institution:

(Please indicate the level of government next to the institution)

Place:

1. What is the total amount that your institution awarded in 2011 to Citizens' Associations and Foundations?

2. Is there a person/body in your institution responsible for cooperation with Citizens' Associations and Foundations?

a) Yes

b) No

Please specify contacts (name and surname, email, phone):

3. Based on which legal-normative acts your institution has provided grants to Citizens' Associations and Foundations? (Constitution, laws, regulations, strategy development, etc.)

4. Does your institution has an rule book, decision or other legal act that regulates the area closer to the allocation of funds for Associations and Foundations? If yes, please specify?

5. Is the list of Citizens' Associations and Foundations which have been awarded funds, made public together with the approved amounts?

a) Yes, with the names of Citizens' Associations and Foundations and the amount of authorized fundsb) Yes, with the names of Citizens' Associations and Foundations, but no amount approvedc) It is not published but is available on request

d) Do not publish it, and not available on request

6. Please give the list of Citizens' Associations and Foundations that have been awarded funding in 2011, with the approved amount. (You can fill in the table below or submitt the list as an attachment to the Questionnaire)

No	Names of Citizens'	Projects' name/ institutional grant*	Awarded amount
	Associations and		
	Foundations		
1.			
2.			
3.			
4.			
5.			

* institutional grant is the allocation of funds for the total operation of the organization, without submitting specific project proposal

7. Whether applicants (Citizens' Associations and Foundations) whose funding is not approved, are receiving notice of refusal together with the reasons for refusal?

a) Yes

b) No

8. Which body within your institution performs the evaluation and selection of project proposals/applications received from Associations of Citizens and Foundations, and who constitutes that body?

a) Government representatives

- b) Government representatives, NGO sector and academic community
- c) Other (Please specify):

9. Who makes the final decision on the list (or individual) Citizens' Associations and Foundations that receiving approved financial support?

10. How do you rate method of monitoring of implementation of approved projects?

a) Advanced (regular contact with recipients of funds, periodic narrative and financial reports, site visits)

b) Satisfactory (the recipients of the funds are sending their final narrative and financial reports)

c) Unsatisfactory (recipients of funds are not required to submit reports)

11. Which aspects of the award of financial aid to Associations and Foundations need improvement? (*Put X next to all the answers that you think are applicable to your institution*)

No	Х	Aspect	
1		Quality of applications (project proposals)	
2		Quality of narrative reporting	
3		Quality of financial reporting	
4		Quality of project activities	
5		Management of the allocated funds	
6		Other (Specify)	

12. In which areas you feel you need to improve the knowledge and skills of those involved in the process of allocating financial resources to Associations and Foundations in your institution? (*Put X next to all the answers that you think are applicable to your institution*)

No	Х	Areas	
1		Content and announcement of a public call	
2		Scoring and selection of projects	
3		Communication with Associations and Foundations	
4		Project management cycle generally	
5		Narrative and financial reporting	
6		Monitoring / supervision of project implementation	
7		Evaluation of the results of the implemented projects	
8		Other (Specify)	

13. Does your institution adopted rule book / manual or similar act governing the procedure of returning funds if it is determined that an association approved funds are not used for the implementation of approved projects?

Annex 2.

Municipality/City Republika Srpska	Established department and/or officer for cooperation with NGOs	Municipality/City Federation B&H	Established department and/or officer for cooperation with NGOs
Banja Luka	Yes	Banovici	Ne
Berkovici	No	Bihac	Yes
Bijeljina	Yes	Bosanska Krupa	Yes
Bileca	Yes	Bosansko Grahovo	No
Bosanski Petrovac	Yes	Breza	No
Bratunac	Yes	Bugojno	Yes
Brod	Yes	Busovaca	Yes
Cajnice	No	Buzim	Yes
Celinac	Yes	Cazin	Yes
Derventa	Yes	Celic	No
Donji Zabar	No	Centar Sarajevo	Yes
Foca	No	Citluk	No
Gacko	No	Doboj Istok	No
Gradiska	Yes	Doboj Jug	Yes
Han Pijesak	No	Dobretici	No
Istocna Ilidza	Yes	Domaljevac-Samac	Yes
Istocni Drvar	No	Donji Vakuf	Yes
Istocni Mostar	No response	Foca – Ustikolina	Yes
Istocni Stari Grad	Yes	Fojnica	Yes
Istocno Novo	X 7		17
Sarajevo	Yes	Glamoc	Yes
Istocno Sarajevo	Yes	Gorazde	Yes
Iamana	Na	Gornji Vakuf –	Na
Jezero Kalinovik	No Yes	Uskoplje Gracanica	No Yes
Knezevo	No	Gradacac	Yes
Kostajnica	Yes	Grude	No
Kotor Varos	Yes	Hadzici	Yes
Kozarska Dubica	Yes	Ilidza	Yes
Krupa na Uni	No response	Ilijas	Yes
Laktasi	Yes	Jablanica	Yes
Ljubinje	No	Jajce	No
Lopare	Yes	Kakanj	Yes
Milici	Yes	Kalesija	Yes
Modrica	Yes	Kalesija	Yes
Mrkonjic Grad	Yes	Kiseljak	Yes
Nevesinje	No	Kladanj	Yes
Novi Grad	Yes	Kljuc	Yes
Novo Gorazde	Yes	Konjic	Yes
Osmaci	Yes	Kresevo	Yes
Ostra Luka	Yes	Kupres	No
Pale	Yes	Livno	Yes
Pale-Praca	No	Ljubuski	Yes
Pelagicevo	No	Lukavac	Yes

Table 17: Municipalities responses on question No 2 from Questionnaire

Petrovac- Drinic	Yes	Maglaj	Yes
Petrovo	Yes	Mostar	Yes
Prijedor	Yes	Neum	No
Prnjavor	Yes	Novi Grad Sarajevo	Yes
Ribnik	Yes	Novi Travnik	No
Rogatica	Yes	Novo Sarajevo	Yes
Rudo	No	Odzak	No
Samac	Yes	Olovo	Yes
Sekovici	No	Orasje	No
Sipovo	No	Posusje	No response
Sokolac	Yes	Prozor-Rama	No
Srbac	Yes	Ravno	No response
Srebrenica	Yes	Sanski Most	No
Teslic	Yes	Sapna	No
Trebinje	Yes	Srebrenik	Yes
Ugljevik	Yes	Stari Grad	Yes
Visegrad	Yes	Stolac	Yes
Vlasenica	Yes	Teocak	No response
Vukosavlje	Yes	Tesanj	Yes
Zvornik	Yes	Tomislavgrad	Yes
		Travnik	Yes
		Trnovo	Yes

Tuzla

Usora

Vares

Visoko

Vogosca Zavidovici

Vitez

Zenica

Zepce Zivinice

Velika Kladusa

Yes

No

No

Yes

Yes

Yes Yes

Yes

Yes Yes

No response

Annex 3.

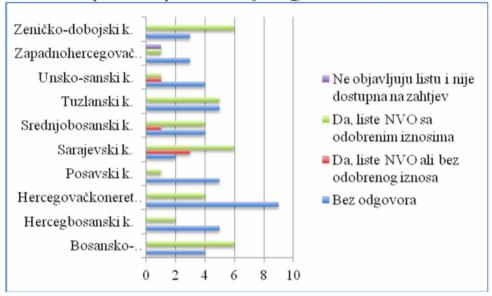


Chart 13: Responses on question No 5 from Questionnaire, Cantons

Annex 4.

Research Allocation of public (budget) funds for supporting and financing of NGOs activities in 2011

Focus group for representatives of government

Sarajevo, February 19, 2013, Hotel Europa

#	Name and surname	Institution
1.	Zvonko Marković	Ministry of Health – Posavina Canton – Orašje
2.	Azra Lojo Hajro	Federal Ministry of Culture and Sports - Sarajevo
3.	Sabina Memić	City of Mostar – Mostar
4.	Dragica Erceg	Ministry of Finance – Canton 10 – Livno
5.	Zoran Dedić	Municipality of Stari Grad Sarajevo – Sarajevo
6.	Neđara Raić	Ministry of Education – Una Sana Canton – Bihać
7.	Amir Hadžić	Federal Ministry of Development, Entrepreneurship and Crafts – Mostar/Sarajevo
8.	Anica Radić Savić	Office for MZs and NGOs – Brčko
9.	Ljubiša Lukić	Brčko District Mayor's Office – Brčko
10.	Anto Gavrić	Ministry of Health and Social Welfare – Central Bosnia Canton
11.	Hamid Palalić	Ministry of Health and Social Welfare – Central Bosnia Canton – Travnik
12.	Zorica Garača	Ministry of Education and Culture of Republika Srpska

Annex 5. Institutions who participated in research, and contacts of persons/offices for cooperation with NGOs

Municipalities

Banovići	
Berkovići	
Bihać	Suada Sofić, suada.sofic@bihac.org; 037/229-632
Bileća	
Bosanska Krupa	Ćamka Bešić, camka.besic@hotmail.com ; 037/471-088 lok.104
Bosanski Petrovac	Nevsad Ramić, 037/883-570
Bosansko Grahovo	
Bratunac	Olja Čučić, oljacucic@gmail.com; tel. 056/420-370
Breza	
Brod	Džehva Ahmetović, 053/612 693, <u>opstauprava@opstina-</u> brod.net
Bugojno	Željko Luledžija 062/118-150
Busovača	Željka Vujica, Mayor's Assistant, <u>zeljkavujica@gmail.com</u> , 030/723-432
Bužim	Sead Emrić,037/419-500; buzim.opc@bih.net.ba
Cazin	Sabahudin Huskić 037/515-331
Centar Sarajevo	Sanija Avdagić, <u>nvo@centar.ba</u> ; 033/562-384
Čajniče	
Čelić	
Čelinac	Zoran Kuzmanović, 051/553-044
Čitluk	
Derventa	Snježana Kovačević 053/315-167; snjezanak@derventa.ba

Doboj Istok	
Doboj Jug	Edin Hrvić, <u>dobojjug@bih.net.ba</u>
Dobretići	
Domaljevac-Šamac	Mirko Abramović, <u>mirko.abramovic@domaljevac.ba</u> ,031/716- 608
Donji Vakuf	Nermana Mlinarić, 030/509-611
Donji Žabar	
Foča	
Foča – Ustikolina	Mensud Borović, <u>borovicopcinafoca@gmail.com</u> ; 038/519-400,
Fojnica	Josip Markota, tel:030-547-730, josip.markota@fojnica.ba
Gacko	Neđo Rulj, 065/855-111
Glamoč	Boris Lukonjić, <u>borislukonjic@yahoo.com</u> , 065/823-021
Goražde	Azra Valjevčić, azra.mirvic@live.com
Gornji Vakuf – Uskoplje	
Gračanica	Hodžić Mirza, <u>m.hodzic@opcina-gracanica.ba</u> ; Amir Zejnilagić <u>a.zejnilagic@opcina-gracanica.ba</u>
Gradačac	Kamberović Miralem,035/369 750
Gradiška	Danijela Rosić, Higher Expert Assistant for work with NGOs, 051/810- 363
Grude	
Hadžići	Rešidović Sakib, Enes Kazić, Koro Izet, Proha Eldar 033/475- 900 ; <u>ohadzici@bih.net.ba</u>
Han Pijesak	Slavica Ašonja ; <u>slavicaasonja@yahoo.com</u> ; 057/557-511
llidža	Mayor's Assistants: Aida Lušničkić, Mirsad Sinanović,Sabina Viteškić – contacts available on web page <u>www.opcinailidza.ba</u>
llijaš	Sanja Zagorac Jozić, <u>drustvenedjelatnosti@ilijas.ba</u> , 033/580- 640 ili 580-690, Nijaz Spahić <u>biz@ilijas.ba</u>
Istočna Ilidža	Ranka Bjeloglav, <u>rankab@hotmail.com</u> ; 057/316-026
Istočni Drvar	

Istočni Mostar	
Istočni Stari Grad	057/265-114 Milenka Santrač
Istočno Novo Sarajevo	Miljan Sladoje, <u>info@opstinains.net</u> , <u>miljan.sladoje@opstinains.net</u> , 057/340-836
Jablanica	Zanin Murvat, zanin-jabl@hotmail.com , 036/751-329
Jajce	
Jezero	
Kakanj	Nirka Omerović, <u>nirkaomerovic@yahoo.com</u> ; 032/771-800 lok 845
Kalesija	Rašid Tubić, 061/672-717
Kalinovik	Milenko Lalović, 057/623-118
Kiseljak	Katarina Bilić, 877-800 Opc.kiseljak@tel.net.ba
Ključ	Hata Šabić, 037 661 100, hatasabic@gmail.com
Kneževo	
Konjic	Šeherzada Alić, seherzada.alic@konjic.ba
Kostajnica	Aleksandar Pašić, 065/847-632; portparol@opstina.kostajnica.com
Kotor Varoš	Miljana Glamočak, <u>miljanjaglamocak@opstinakv.org</u> , 051/784- 615
Kozarska Dubica	Mirjana Jurišić, 065/275-290; mirjana.jurisic@hotmail.com
Kreševo	Ankica Tvrtković, ankica.tvrtković@gmail.com ,030/806-619
Krupa na Uni	
Kupres	
Laktaši	Sanela Ratković, 051 334 240, sanela.ratkovic@laktasi.net
Livno	Marijana Brčić, 034/206-183
Lopare	
Lukavac	Biščić Dževad 580-337
Ljubinje	

Ljubuški	Sandra Bradvica, <u>Sandra.bradvica@ljubuski.ba</u> ; 039/835-545
Maglaj	Nerma Zupčević, <u>nerma@maglaj.ba</u> , 032/609-046
Milići	Marko Savić; markosavic.opmilici@gmail.com; 056/745-561
Modriča	Dušanka Lejić, privredamodrica@yahoo.com; 053/811-730
Mrkonjić Grad	Đurđica Šolak, <u>solakdjurdjica@yahoo.com</u> ; 050/220-931
Neum	Department of Finance, 036/880-226
Nevesinje	
Novi Grad	Lukić Mirko 052/720-450
	Department for Integrated Local Development; tel./fax 033 291 281; <u>razvoj@novigradsarajevo.ba</u> , Hazima Pecirep, Head of Department; 033 291 306 - Esad Baždar, Higher Expert Assistant for cooperation with NGOs; 033 291 255;
Novi Grad Sarajevo	esad@novigradsarajevo.ba
Novi Travnik	
Novo Goražde	Suzana Mirković, <u>finansije@novogorazde.rs</u> ; 058/430-095
Novo Sarajevo	Department for Social Work, Džemaludin Omerika, <u>omerikadz@novosarajevo.ba</u> , 033/492-386; Department for Veterans and Invalids Affairs, Muzur Azra, <u>muzura@novosarajevo.ba</u> , 033/492-105
Odžak	
Olovo	Department of General Administration and Social Affairs, Imer Karagić, 032 829-566
Orašje	
Osmaci	Nenad Erić, privreda.financije@osmaci.org ;056/337-482
Oštra Luka	opstinaoluka@gmail.com
Pale	
Pale-Prača	Selimbegović Hamdo – Department of Economy
Pelagićevo	Goran Jovanović, 054/810-106
Petrovac- Drinić	Ljiljana Budimir, ljiljana.budimir@hotmail.com , 050/465-002, 066-648-068

Petrovo	Igor Lazić, drustvene.djelatnosti@gmail.com, 053/262-715
Posušje	
Prijedor	Zorica Bilbija; zorica.bilbija@prijedorgrad.org , 052/245-136
Prnjavor	Department for Local Economic Development and Social Affairs; <u>ler@prnjavor.ba</u> tel. 051/660-224 and Department for Veterans and Invalids Affairs; e-mail: <u>borackasluzba@prnjavor.ba</u> tel. 051/660-674
Prozor-Rama	
Ravno	
Ribnik	Mile Vračar, <u>drustvo@opstinaribnik.org</u> ; 050/430-070
Rogatica	
Rudo	
Sanski Most	
Sapna	
Sokolac	Snježana Aničić; 057/448-712; <u>snezana.anocic@yahoo.com</u>
Srbac	Vladislav Ilić-stručni Assistant for Social Affairs; vlado ilic@hotmail.com; 051/740-002 lok. 128
Srebrenica	Emir Bektić, <u>bektic.e@gmail.com</u> , 065/250-158
Srebrenik	Mehmedović Nihad, 033/645-822 lokal 212
Stari Grad Sarajevo	Selma Velić, 033 282 477, <u>selma.velic@starigrad.ba</u> ; Sanin Hadžibajrić, 033 282 484, <u>sanin.hadzibajric@starigrad.ba</u> ; Admira Muhić, 033 282 484, <u>admira.muhic@gmail.com</u>
Stolac	Public Relations Officer
Šamac	Hasanović Sabahudin 054/611-796
Šekovići	
Šipovo	
Teočak	
Teslić	Igor Jovanović,053/411-523; igor.jovanović@teslic.ba
Tešanj	Đorđe Ristić, Higher Assistant for Social Affairs;

	dodre.ristic@opcina-tesanj.ba; 032/650-022
Tomislavgrad	Luka Krstanović ; <u>lukakrstanovic@tomislavgrad.gov.ba</u> ; 034/356-438
Travnik – Local self- governance	Semin Konjalić, <u>semin.konjalic@opcinatravnik.com.ba</u> , 062/851-938
Trnovo	Mirsad Mešić, 033/586-712
Tuzla, Department for Development, Entrepreneurship and Social Affairs	Enesa Mešić 035/307-413
Tuzla, Department of Veterans and Disabled Persons Affairs	Nermina Džambić,035/260-401
Ugljevik	Milan Vićić, 055/773-766
Usora	
Vareš	Rusmir Berberović, rusmir.berberovic@vares.info, 032/848-104
Velika Kladuša	
Visoko	Nijaz Drugović, 032/732-537
Višegrad	Jele Rajak, privvgd@teol.net , 058/630-992
Vitez	Katica Iličić Radman, 030/718-224, katica.radman@gmail.com
Vlasenica	Snežana Rončević, <u>snezanar@opstina-vlasenica.org</u> ; 076/734-710
Vogošća	Amir Misirlić, vogosca@yahoo.com , 033/586-452
Vukosavlje	Zdravko Đurić 053/707-702
Zavidovići	Mirislava Zvekić, 032/878-317, lok. 140
Zenica	Selmir Čolaković, <u>selmir-colakovic@hotmail.com</u> ; 061/816-369
Žepče	Damir Jukić, jukic.damir@tel.net.ba ; 032/888-618
Živinice	Safet Đulović, safet@opcinazivinice.org, 061/642-065

Brčko District

Odjeljenje za stručne I administrativne poslove, Pododjeljenje za podršku MZ I NVO, Vlada Brčko distrikta	Anica Radić Savić, <u>anica-</u> radicsavic@bdcentral.net
Government of Brčko District, Mayor's Office	
Government of Brčko District, Department of Economical Development, Sports and Culture	
Government of Brčko District, Department of Education	
Government of Brčko District, Department of Agriculture, Forestry and Water Management	
Government of Brčko District, Department of Health and Other Services	
Government of Brčko District – Department of Refugees, Returnees and Housing Affairs	
Government of Brčko District – Department of Public Safety	
Government of Brčko District – Department of Property-Legal Affairs	

Cantons

UNA-SANA CANTON	
Ministry of Finance	
Ministry of Economy	
Ministry of Internal Affairs	
Ministry of Education, Science, Culture and Sports	Edin Mašić, Expert Advisor, Ilsa Memić, 037 316 091
Ministry of Agriculture, Water Management and Forestry	Senad Tutić, Water Management and Davor Šimić, Agriculture, 037-223-267
Ministry of Health and Social Affairs	tel.037/316-057; min.zdravstvausk@bih.net.ba
Cantonal Department of Civil Protection	

SARAJEVO CANTON	
Ministry of Physical Planning and Environment	Zijada Krvavac for Environment, 562 140, and for other issues Adnan Begić 562 155
Ministry of Housing	
Ministry of Labor, Social Affairs, Refugees and Displaced Persons	Smaragda Lučkin, 033 562 036 smaragde.mesanovic@mrsri.ks.gov.ba,
Ministry of Traffic and Communications	
Ministry of Health	Dr. Emina Kurtagić Pepić; <u>emina.kurtagic-</u> pepic@mz.ks.gov.ba ; tel. 033/562-027
Ministry of Economy – Department of Trade	033/562-125 Hadžić Nermina
Ministry of Culture and Sports	
Ministry of Internal Affairs	Hana Korać, tel 286-705, e-mail: <u>kabinet2@mupks.ba</u>
Ministry of Environment and Tourism	
Ministry of Economy – Department of Agriculture, Water Management and Forestry	
Ministry of Economy – Department of Forestry	
Ministry of Finance	
Ministry for Education, Science and Youth	Office for Quality Tel: 033/562-217
Ministry for Veterans Affairs	Several persons act as a contact points

ZENIČKO-DOBOJSKI CANTON	
Ministry for Veterans Affairs	032 245 645
Ministry of Health	
Ministry of Agriculture, Water Management and Forestry	
Ministry of Physical Planning, Traffic, Communications and Environment	
Ministry for Education, Science, Culture and Sports	Amir Hodžić 032 243-120, 243-121. Indira Heganović; indira.h76@gmail.com 032 243 120, 243 121
Ministry of Labor, Social Affairs and Refugees	Edin Arnaut, Minister's Assistant, edin.arnaut@zdk.ba 032 244 618
Ministry of Economy	

POSAVINA CANTON

Ministry of Health, Labor and Social Affairs	Zvonko Marković, Minister's Assistant 032/713-345
Office for Return of Displaced Persons and Refugees	
Department of Civil Protection	
Ministry of Education, Science, Culture and Sports	
Ministry of Veterans Affairs	
Ministry of Finance	

CENTRAL BOSNIA CANTON	
Ministry of Physical Planning, Reconstruction and Return	
Department of Veterans and War Invalids	
Ministry of Finance	
Ministry of Health and Social Policy	030/511-536 Anto Gavrić
Ministry of Education, Science, Culture and Sports	030/513-271 Slavica Batić-Delić
Ministry of Agriculture, Water Management and Forestry – Department of Agriculture	

HERCEGOVINA-NERETVA CANTON	
Ministry of Education, Science, Culture and Sports	
Ministry of Justice, Administration and Local Self- Government	
Ministry of Internal Affairs	
Department of Refugees and Displaced Persons	Enver Brkan, 036 321 438 upravaprognanikahnk@hotmail.com
Ministry of Health, Labor and Social Affairs	Janja Milinković 036/321-206
Ministry of Economy	
Ministry of Agriculture, Water Management and Forestry	
Ministry for Veterans Affairs	Marinko Petrić, Minister 036 580 750

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Ministry of Health	
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Ministry of Finance	
Ministry of Physical Planning and Environment	
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Ministry of Trade, Tourism and Traffic	

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Ministry of Education, Science, Culture and Sports	
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CANTON 10	
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Ministry of Economy	
Ministry of Labor, Health, Social Care and Refugees	
Ministry of Agriculture, Water Management and Forestry	

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Ministry of Physical Planning, Construction and Environment	
Ministry of Health, Labor and Social Affairs	

Entities – Federation of Bosnia and Herzegovina

Civil Service Agency FBiH	
Federal Agro-Mediterranean Institute	
Federal Institute for Agropedology	
Federal Institute for Agriculture	
Ministry of Transport and Communications	
Ministry of Energy, Mining and Industry	
Ministry of Finance	
Ministry of Culture and Sports	
Ministry of Education and Sports	
Ministry of Justice	
Ministry of Labor and Welfare	Esma Palić, palic.esma@fbihfmrip.ba
Ministry of Labor and Welfare – Department for protection of persons with disabilities and civil war victims and Department of social protection of families with children	Esma Palić, <u>palic.esma@fbihfmrtsp.ba</u> , 033/722-711, Emira Slomović, <u>emira.krim@gmail.com</u> , 033/661-782
Ministry of Development, Entrepreneurship and Crafts	
Ministry of Trade	Department of Consumer Protection, Amra Vučijak, e-mail: amra.vucijak@fmt.gov.ba tel 036 356 443, 036 310 148
Ministry of Internal Affairs	
Ministry for Issues of Veterans and Disabled War Veterans	
Ministry of Physical Planning	
Ministry of Health	Zlatan Peršić.033/220-542 ;Kapetanović Sanjin 033/203-592

Fund for Professional. Rehabilitation and Employment of People with Disabilities	
Civil Service Committee of Appeals	
Audit Office for the Institutions of FBiH	
Office for legislation and harmonisation with EU legislative	
Public Health Institute of FBiH	

Entities – Republika Srpska

Fund for Professional. Rehabilitation and Employment of People with Disabilities	
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Ministry of Families, Youth and Sports – Department of Youth	
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Ministry of Education and Culture – Department of Primary Education	Vedran Padalović, Darko Stojnić 051 338 584, <u>d.stojnic@mp.vladars.net</u> Nataša Cvijanović 051 338 841, <u>n.cvijanovic@mp.vladars.net</u>
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	704
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Ministry of Trade and Tourism	
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Ministry of Industry, Energy, Mining and Industry	
Ministry of Traffic and Communications	
Ministry of Internal Affairs	
Ministry of Physical Planning, Construction and Ecology	

State Level

Ministry of Finance and Treasury	
Agency for Medicines and Medical Devices	
Ministry of Civil Affairs	
Ministry of Communication and Traffic	
Ministry of Defense	
Ministry of Justice	
Ministry of Safety	

Ministry of Human Rights and Refugees Ljiljana Šantić i Zora Koprivica

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