

**The Institution of the Ombudsman for
Human Rights of Bosnia and
Herzegovina**



**ANNUAL REPORT ON THE RESULTS OF
THE ACTIVITIES OF THE INSTITUTION OF
THE OMBUDSMAN FOR HUMAN
RIGHTS OF BOSNIA AND HERZEGOVINA
FOR 2014**

Banja Luka, March 2015.

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INTRODUCTION

Report on the activities of the Institution of Ombudsman for Human Rights of BiH for 2014 is made in accordance with Articles 34 and 35 of the Law on Ombudsman for Human Rights of BiH, which contains information on the activities of this Institution and the extent of respect for human rights and freedoms, for whose realization the citizens and legal entities addressed before the public authorities, as well as private institutions performing public duties.

The report specifically highlights statistics on the overall activities of Ombudsman Institution, as well as activities in certain areas of human rights, and results of operations on citizens' complaints and recommendations for elimination of violations of human rights and civil liberties, as well as the observations, conclusions and recommendations.

In addition, in accordance with the Strategy of action, Ombudsman Institution had significant activities in taking measures that effectively protect and promote human rights, strengthening cooperation with domestic institutions and authorities, as well as with international institutions and civil society organizations involved in the protection of human rights.

Since the work of Ombudsman Institution is based primarily on citizens' complaints, conducted investigations of complaints and direct contact with citizens, it resulted in the indicators that reveal difficulties in exercise and protection of the rights of citizens and attitude of public authorities concerning exercise and protection of these rights. As you can see from the Report, it is, above all, about the lengthy procedures before the competent governmental bodies and local self-government, but not negligible is a number of complaints by citizens which points to the injustice and illegality of the decisions made by public authorities.

In 2014 Ombudsman Institution for the protection of human rights was addressed by 13,178 citizens, and it dealt with 4,737 complaints that were processed for determination of human rights violations.

The largest number of complaints and violations of human rights was in the area of civil and political rights, economic, social and cultural rights, and the rights of children, persons with disabilities, rights of minorities and persons deprived of their liberty.

Particularly noteworthy is the activity of Ombudsman Institution in prevention of all forms of discrimination. In 2014 there were 230 complaints on discrimination which is an increase in number of addresses to 16.6%. The Ombudsmen assess that this is not a real picture of scale of discrimination, because there are many unreported cases. Namely, for effective protection against discrimination it is not enough just to adopt legal solutions in line with human rights standards. It is necessary to ensure effective and proper implementation of the Law on Prohibition of Discrimination in BiH through the strengthening of institutions that provide protection against discrimination which includes ongoing support and provision of necessary conditions for protection against discrimination.

Also, the Ombudsmen conducted analyzes regarding exercise and protection of the rights of children, ethnic minorities, particularly Roma, as well as the rights of persons deprived of their liberty, women, victims of war, and persons with disabilities. In 2014 an analysis of the implementation of recommendations in the areas of mentioned human rights was carried out, on the basis of which are presented findings and opinions, and also proposed new measures to competent and responsible bodies that are supposed to improve and increase the efficiency of the protection of human rights of these groups.

In this year particularly is increased activity on the filing initiatives for the adoption of laws or amending them on the basis of analysis of citizens' complaints and work on them. This is important for the prevention of violations.

Please note that the attached to the Report is the table showing the activities and recommendations of Ombudsman Institution, as well as an overview of budget funds spent, and fulfillment of obligations by the authorities under Act on Freedom of Access to Information.

March, 2015.

BiH Ombudsmen

Ljubomir Sandić

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CHAPTER I. LEGAL FRAMEWORK AND THE SCOPE OF THE WORK OF THE OMBUDSMEN

1.1. The legal framework for the work of the Ombudsmen

The Institution of Ombudsman for Human Rights of Bosnia and Herzegovina (hereinafter: Ombudsman Institution) was established in 1996 in accordance with Annexes IV and VI of the General Framework Agreement for Peace in Bosnia and Herzegovina, as an independent institution for the promotion and protection of human rights.

According to Article 1 of the Law on Human Rights Ombudsman for BiH¹, the Ombudsman Institution is an independent institution established to promote good governance and the rule of law and freedoms of natural and legal persons, as guaranteed by the Constitution and international agreements that are appended thereto and which oversees the activities of the institutions of Bosnia and Herzegovina, its Entities and Brčko District.

The institution shall act within the framework of the Constitution, laws, other regulations and general acts, as well as the ratified international treaties and generally accepted rules and standards of international law.

1.2. The Scope of the Work of the Ombudsmen

The institution of the Ombudsman is responsible for the consideration of cases relating to poor functioning or violations of human rights and freedoms committed by any authority in BiH. It shall act upon receipt of a complaint or *ex officio*. After the investigation the Institution may recommend appropriate individual and general measures. It shall not consider cases relating to decisions, facts or events which occurred prior to 15 December 1995.²

Within the scope of the institution of Ombudsman is to be able to conduct investigations on complaints of violations of human rights and freedoms committed by the military authorities³ as well as to act in cases relating to poor functioning of the judicial system or improper processing of individual complaints and to recommend appropriate general or particular measures.

It expressly provides that the Ombudsman shall not interfere in the decision-making process of the courts, which means it does not have jurisdiction to review judicial decisions in the capacity of a higher authority.⁴

Ombudsman may refer cases of alleged human rights violations to the highest judicial authorities in charge of human rights issues, in accordance with the rules governing appeals to these authorities, when he says that this is necessary for the effective performance of their duties.⁵

¹ The Law on the Ombudsman for Human Rights of BiH („Official Gazette of BiH“, no.32/00,19/02,35/04,32/06,38/06) of BiH“,no.32/00,19/02,35/04,32/06,38/06)

² Idem, Article 2.

³ Idem, Article 3

⁴ Idem, Article 4.

⁵ Idem, Article 6

Institution of the Ombudsman has special powers and jurisdiction under the Law on Prohibition of Discrimination in BiH⁶, too, within which jurisdiction receives complaints of natural and legal entities about discrimination, provides necessary information about their rights, the possibilities of judicial and other protection, decides to initiate procedure on complaints, proposes mediation, collects and analyzes statistical data, submits annual reports on discrimination, provides opinions and recommendations to combat and prevent discrimination, observes legislation, and improves practice which aims to ensure equal treatment.

Institution of the Ombudsman is empowered under the Law of the Ministerial, Governmental and Other Appointments⁷, to take measures to examine the objections of the complainants against decisions on appointments. It can trigger issues related to the appointment procedure, in which the complainants' objections relate, may require the responsible public official to refer documents and records related to the appointment.

It also has special powers under legislation on Freedom of Access to Information⁸, to consider create and disseminate information such as guidelines, regulations, general recommendations relating to the application of this Act, include this information in its annual report containing the activities of the Ombudsman on the application of this Act, review complaints and take action on requests and decisions on access to information, propose guidelines for ensuring the application of this Act.

In order to protect the rights of citizens, the Ombudsman Institution handles individual and collective complaints, undertakes measures for protection, informs individuals and legal entities on measures taken on their rights and obligations, introduces them to the possibilities of judicial and other protection, proposes the institution of mediation procedures and the like.

Institution of the Ombudsman each year prepares an annual report on the results of its activities, which is submitted to the BiH Presidency, BiH Parliamentary Assembly, the National Assembly of the Republic of Srpska and the Parliament of the Federation of Bosnia and Herzegovina, stating the number and nature of complaints received, on its findings in these complaints, with emphasis occurrences of violations of human rights, recommendations, those that are accepted and that are not accepted, as well as budgetary spending of the Institution in a given period.

1.3. The necessity for changing the legal framework for the work of the Ombudsman

Based on the experiences in the past 6 years of application, reasons for amendments to the Law on Human Rights Ombudsman of Bosnia and Herzegovina are perceived. The law was passed in 2000 and has been amended four times, but mainly in the part relating to the organization and transformation of the institution of Ombudsman and a consolidated text of the Law has not been made, which complicates its application, and a number of problems in

⁶ The Law on Prohibition of Discrimination in BiH („Official Gazette of BiH“, no. 59/09)

⁷ The Law on Ministerial Appointments, Appointments of the Council of Ministers and Other Appointments („Official Gazette of BiH“, no. 37/03, 34/03),, The Law of the Ministerial, Governmental and Other Appointments of the Republic of Srpska („Official Gazette of RS“, no..41/03)),

⁸ The Law on Access to Information in BiH („Official Gazette of BiH“, no. 28/00, 45/06, 102/09, 62/11), Freedom of Access to Information Act of the Republic of Srpska („Official Gazette of RS“, no.20/01), Freedom of Access to Information Act of the FBiH („Official Gazette of FBiH“, no.32/01).

exercising the powers provided by the Law appears due to the fact that some questions were not resolved at all or their regulation is not approached properly.

This refers to the promotion of human rights, inclusion of promotion in the mandate and powers, questions of initiating proceedings in the Constitutional Court, courts and other bodies, financial independence as part of the overall independence of the Institution, the question of outcome of the proposal of the Ombudsman for the suspension of measures of administrative bodies with purpose to prevent irreparable damage, question of formalization of cooperation with civil society organizations, issues of regulating the mandate and powers of the Ombudsman established in other laws, then a number of inadequate formulations and terms that make the Law vague and difficult to apply, and other issues that could contribute to more effective functioning and protection of human rights.

Considering mentioned needs, the Council of Ministers of BiH⁹ has appointed a working group tasked to prepare a proposal to amend the Law, following which it will be submitted for public debate and parliamentary procedure of adoption.

⁹ Decision of the Council of Ministers of BiH no. 01/2-02-936-3/14 of 15.7.2014.

CHAPTER II. TYPES OF OMBUDSMEN'S ACTIVITIES

2.1. Direct contacts with the citizens

The Ombudsman, in every office, every working day has enabled the arrival of citizens and direct contacts with citizens.

In 2014 in premises of the institution of Ombudsman the Ombudsmen and their collaborators had 13.178 direct contacts with citizens. On the arrival and direct talks people had the opportunity to directly present the facts to their problems, facts related to non-realization of their rights, and all the circumstances related to their demands for protection of their rights, and representatives of the Institution of the Ombudsman made them familiar with human rights their demands were related to, as well as the responsibilities and powers of the Institution, the possibilities for lodging complaints of violations of their human rights or addressing to any other competent institution. Thereby, they often clarify certain situations regarding existence of human rights violations, the actions of competent authorities, public services and organizations, and came to information about the situation of human rights, achieved standards of protection and the like.

The citizens are enabled to contact the Ombudsman through phone, where citizens had direct contacts and expressed their problems and demands. In 2014 such contacts were made in 6.685 cases.

In 29 cases citizens contacted the Institution by e-mail, which was mainly related to the search for information on problems and opinions on various violations of their human rights. They were directly answered on their e-addresses and received information, opinions and suggestions.

The Ombudsmen and their collaborators visited a number of municipalities, where they performed direct conversations with citizens and receive their complaints. The meetings were held with representatives of municipalities, during which they became familiar with the responsibilities and powers of the Ombudsman Institution, as well as problems and difficulties in exercise of human rights and freedoms before the organs of the local communities indicated by the citizens.

2.2. Processing of citizens' complaints

The largest part of the activities of the Institution of the Ombudsmen was related to work and act on concrete individual and group complaints of citizens and legal entities referred to the violation of human rights.

During 2014 there were processed 4.672 complaints, of which 3.131 new registered complaints, upon which were undertaken, a number of activities to investigate the existence of human rights violations.

In complaints processing there were a lot of different activities, such as seeking explanations of the authorities alleged in complaints, answers on issued recommendations, various types of written communication with complainants, monitoring of judicial and administrative proceedings, informing the complainants on explanations given by responsible parties alleged

in complaints, sending urgencies to competent organs, various requests for explanation and clarification of various actions, provision of information to complainants on how to complement complaints, clarifying procedures and the like, then, issuing recommendations, actions to implement the recommendations, then, reasoned decisions on rejecting in cases of unfounded complaints, untimely complaints, complaints where there is no Ombudsmen's jurisdiction, forwarding complaints to the competent institutions and the like.

All the complaints received by the Ombudsmen are registered as per the areas of human rights. Complaints can be submitted by natural and legal persons, regardless of nationality, citizenship, residence, gender, minority, ethnicity, religion, legal capacity, stay in prison of any kind, in other words, there is no limitation on the right to file a complaint with the Ombudsman Institution.

The complaints received are often complex because they point to the multiple violations of rights relating to different categories of citizens who, according to international standards, enjoy special protection, such as persons with disabilities, women, children, minorities, returnees. This phenomenon is especially present in the area of economic and social rights, and complaints in addition to the violation of certain rights indicate discrimination as well.

A number of complaints indicate the violations committed by two or more organs, and activities on such complaints are directed to all designated bodies. This means that there are more activities related to multiple organs than what could be concluded from the number of complaints. So in the course of 2014 in relation to the total number of complaints, and this is 4.672 complaints, the Institution had 4.973 different activities such as seeking plea, reasoning, information, submission of documents and the like, requested by the authorities in BiH.

CHAPTER III. STATISTICAL DATA ON THE ACTIVITIES OF THE OMBUDSMEN

3.1. Statistical data on activities in 2014

a) The total number of addressing

During 2014 the Ombudsman Institution was addressed by total of 13.178 citizens.

Of this number there were 283 written submissions in which citizens were looking for a variety of explanations, information and advices about their problems and issues related to exercise of their rights.

Direct contacts with citizens at front desks of the Institution of Ombudsman were realized with ombudsmen and their collaborators through 3.079 contacts, in which citizens directly talked with ombudsmen and their collaborators, to justify and clarify certain cases, obtaining expert information, guidelines for further steps to protect their rights.

There were 6.685 telephone contacts at front desks, where citizens received assistance, advice, support, giving appropriate advices, information, explanations.

During 2014 the citizens filed 3.131 complaints, which referred to the violation of their rights, due to which investigations of human rights violations were conducted.

The analysis of nature and number of citizens' complaints to the Ombudsman Institution, it is evident that the most frequent addressing were through telephone, then directly in front desks, and then through written submission. This leads to the conclusion about the aspirations of citizens for the most direct contact with the Ombudsmen, as well as the need for greater intimacy and proximity of the Institution to the citizens. One of the permanent strategic and planning tasks of the Institution of the Ombudsman, which includes the development of the Institution in functional and territorial terms is to achieve the best possible conditions for such direct contacts and bringing the Institution closer to the citizens.

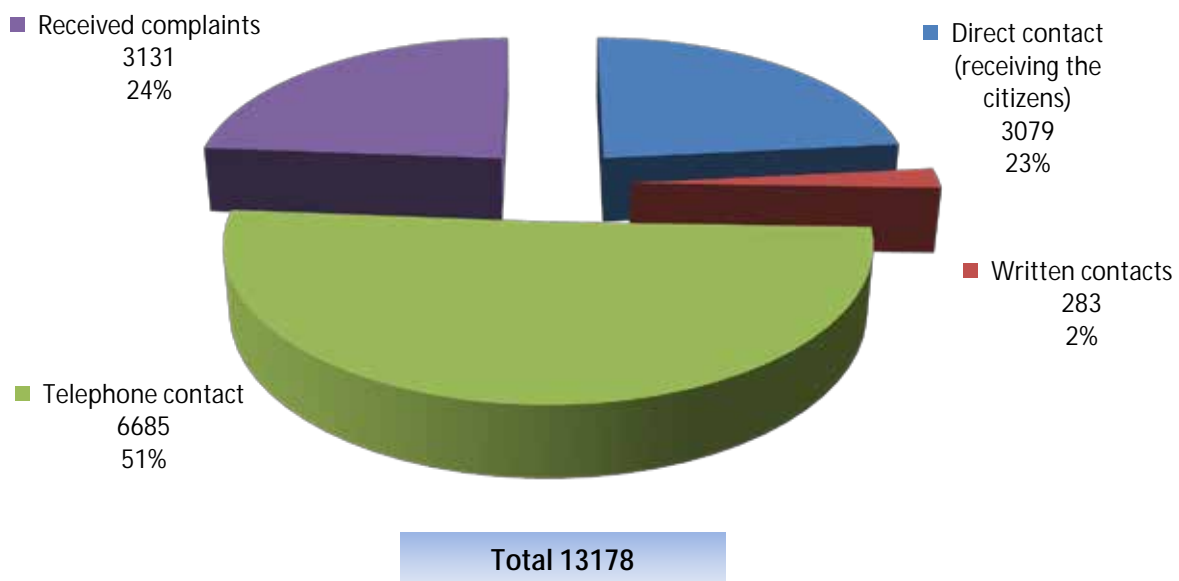


Chart 1. Citizens' addressing in 2014

b) Ombudsmen's actions on complaints filed

Every natural or legal, local or foreign person who considers that act, action or omission of the authorities violated his/her rights may complaint to Ombudsman Institution. Institution of the Ombudsman has an obligation to act on any complaint, except if there are no grounds for action, in which case the complaint is rejected and the complainant notified, stating the reasons for lack of grounds.

In 2014 Ombudsman Institution had in work 4.672 complaints, which pointed to human rights violations, of which 3.131 complaints were received in 2014, and 1.541 complaints were transferred in 2014 from previous years.

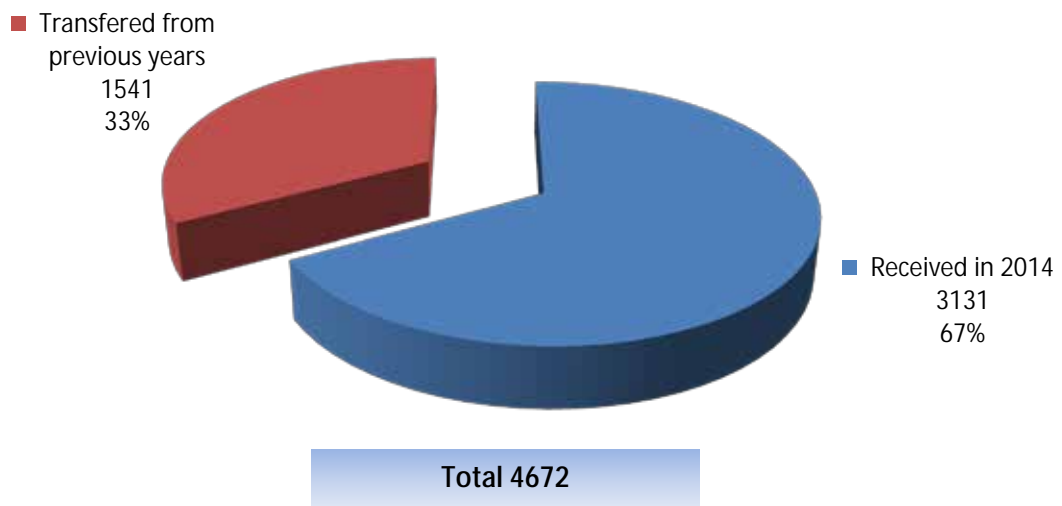


Chart 2. Complaints received in 2014 and those transferred from previous years.

As can be seen from the following chart of the total number of complaints in the work the Ombudsman Institution completed 3.091 complaints or 66.20%, and the efficiency in processing complaints increased by 1.20%. It is important to point out that the total number of complaints brought forward from previous years is over 1.174 complaints or 76.20%, indicating that these complaints were covered by the continued conduct of the institution of Ombudsman.

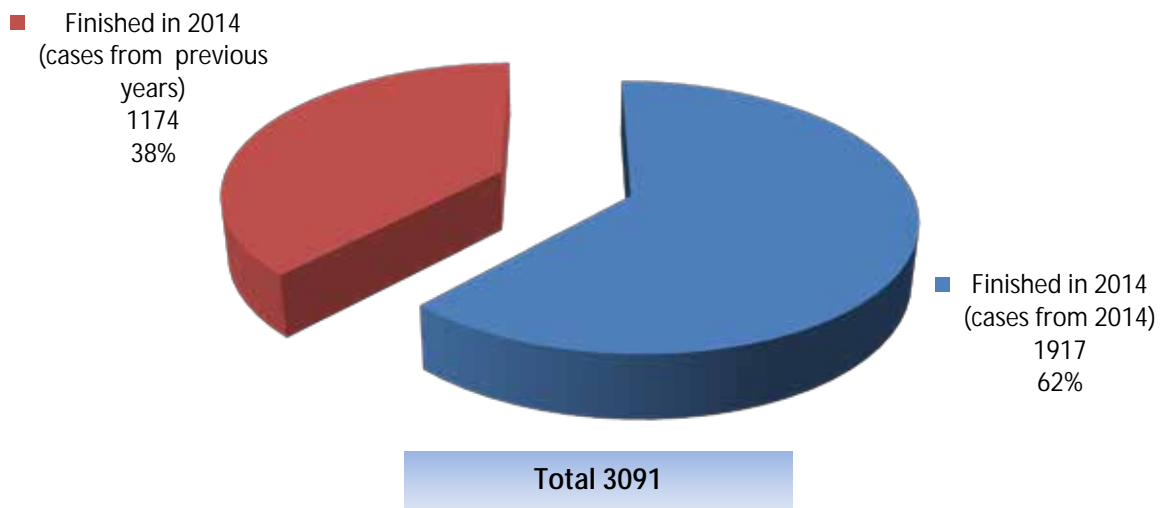


Chart 3. The complaints completed in 2014

c) Results of Ombudsmen's actions on complaints

Ombudsman Institution conducts processing of any complaint, except on complaints for which it has no jurisdiction, that are untimely, premature, and irregular or submitted by unauthorized persons.

Institution of the Ombudsman shall inform the complainant of the initiation and completion of the procedure, as well as the authority against which a complaint was filed. Organs have a legal obligation to answer at the request of the Ombudsman, as well as to provide all the requested information, files and documentation within 15 to 60 days.

From a total of 3.091 completed complaints, the largest number was completed during the procedure and the intervention of the Ombudsman, then completed due unsoundness of complaint, and through recommendations and in some other ways.

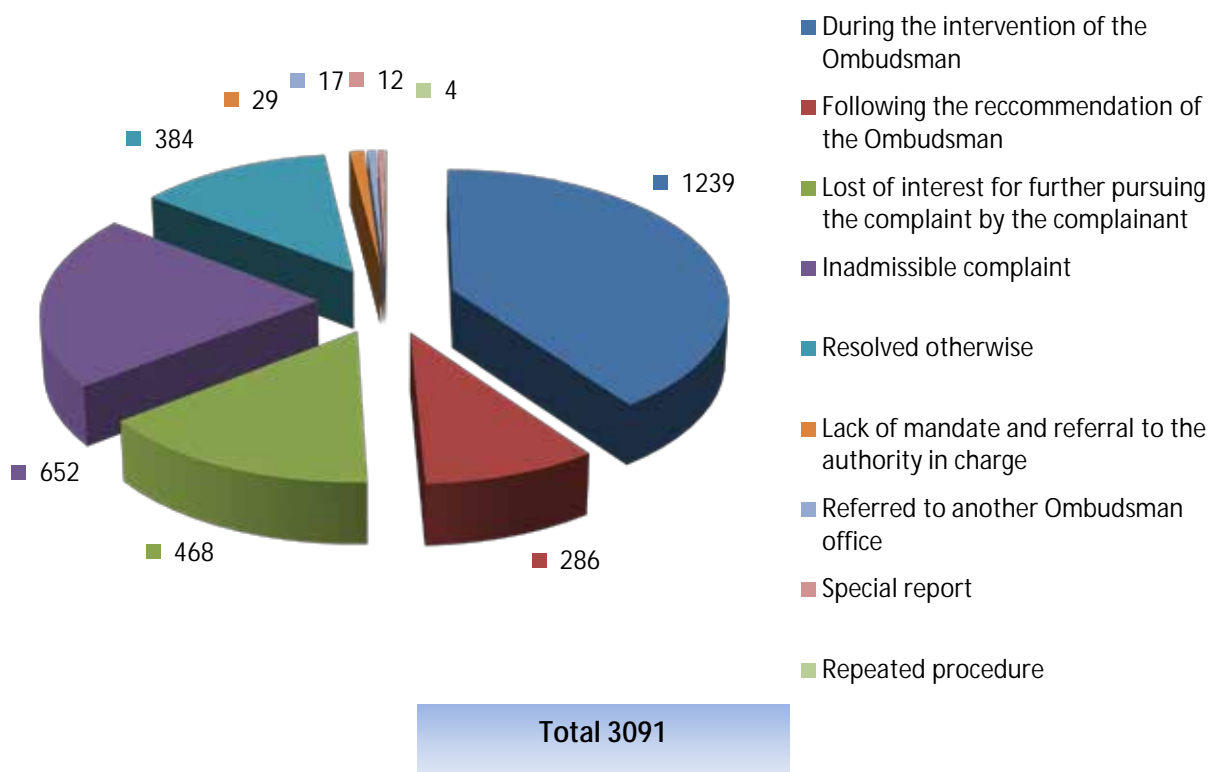


Chart 4. The way in which the complaints were completed in 2014

Completion of procedure during intervention

Upon receipt of complaint, the complainant is noticed on reception of the complaint and the authorities to which the complaint relates, and the authorities are requested to deliver certain information contained in file and relevant documents. During this part of the procedure, the authorities have the option, upon receiving the notice of complaint and request by the Ombudsmen for answers and information, they themselves may take measures to eliminate violations of the rights of the complainant, inform about it the Ombudsman Institution and the complainant, whereby the Institution, after having been informed on violations from complaint are eliminated, finishes the procedure by decision to close the case and notices the complainant of executed elimination of violations of rights.

In 2014 in this way 1.239 complaints were completed, of which 706 received in 2014 and 533 complaints from previous years, which are 40% resolved complaints during the intervention compared to the total number of cases completed in other ways.

The complainant realized their rights without special measures and recommendations. This is one of the most effective forms of elimination of human rights violations. This data points to the changed attitude of the authorities towards the Ombudsman in the direction of raising awareness of the role and importance of this Institution, as indicated by the actions of already after request by the Institution of the Ombudsman for answers and information on complaints.

Completion through recommendation

Of the total number of completed complaints, 355 or 11.50% were completed through issuance of recommendations, as well as measures addressed to specific bodies and authorities to take them in order to eliminate human rights violations.

Procedure upon complaint ends in recommendation in cases where the recommendations are implemented and the violation of law contained in complaint remedied. In other cases where issued recommendations are not implemented or partially implemented or there is not information on the enforcement, flowing action is direct addressing to the higher bodies and organs up to inclusion in the Annual report on the activities of the Institution of the Ombudsman, which is submitted to the competent parliaments for consideration.

Completion due to complaint's inadmissibility

Of the total number of completed complaints in 2014 in 652 or 21.09% of the cases the complaints were not accepted.

The reasons for non-acceptance of the above complaints are largely unfounded complaints, unfounded anonymous complaints, malicious complaints, complaints that do not contain any claims, complaints referred to the violation of the legitimate rights of third parties, untimely complaints, premature complaints, incomplete or incomprehensible complaints (not subsequently amended), complaint withdrawn, complaints to the already discussed facts (duplication of complaint) and complaints relating to the facts of before 15 December 1995.

The largest number of unaccepted completed complaints in 2014 (507 of them as unfounded), in which were mainly emphasized the facts and information, which were determined during the proceedings that were unfounded. Then 31 complaints that were premature because complainants did not exhaust all legal remedies to exercise the right, then 19 complaints the fact of which were already discussed, and 64 completed complaints as unfounded for various reasons covered by this categorization.

Completion due to lack of jurisdiction

Institution of the Ombudsman completed 29 cases for lack of jurisdiction for dealing with such complaints. The largest number refers to the work of the courts, administrative organs, agencies and institutions, in which cases this was about the activity of supervision under the jurisdiction of other organs of bodies.

On the basis of the competence of other ombudsmen 17 complaints were referred to competent ombudsman institution, which is related to consumers' rights and the rights in other neighboring countries.

In Ombudsmen's public statements, as well as in their written statements, repeatedly pointed to the jurisdiction and mandate of the Institution, in particular, in actions before certain bodies, the representation before the authorities, the inability to participate in decision-making process and decision-making of certain organs, especially the decisions of courts. The Ombudsman Institution still receive a large number of complaints, especially direct addressing and contacts with citizens, relating to the work and activities of above mentioned authorities, especially the courts. This shows to still insufficient awareness of citizens on the powers of the Institution of Ombudsman, but also the fact that in terms of their respective duties, there are obvious problems that citizens show in their complaints.

Completion in some other ways

In relation to the total completion of the complaints in 468 complaints procedure was completed for failure of complainant to provide his/her explanation at the request of the Ombudsman and the failure to provide the Ombudsmen with information on further procedure in cases where complainants obtained responses, information and documents by the authorities, which mainly unarguably pointed to unfounded parts of the complaint, which is manifested in lack of interest of the complainant to proceed.

Of the total of 384 complaints resolved complaints were completed in other ways, and these are mostly complaints that could not be subsumed under the above criteria and ways of completion.

Special Reports completed 12 complaints, which were mainly related to some systemic violations of children's rights, where the topicality and urgency demanded specific analyzing of the relationship between certain rights.

Completion of four cases was done through re-opening of the procedure, as the previous methods, measures and activities did not completely eliminate human rights violations in the areas of economic and social rights and rights of disabled persons.

3.2. The recommendations issued to public authorities

In 2014 the Ombudsman issued a total of 326 recommendations from the treatment of 355 complaints (including complaints from previous years), which were addressed to 362 organs as responsible parties for human rights violations.

Issued recommendations included larger number of complaints than the number of recommendations, since in a few cases, due to the fact that violation of the rights and identity of these rights violators were identical, one recommendation included more complaints.

Compared to the previous year, the Ombudsmen in 2014 issued a small number of recommendations, 9 recommendations less, or 2.76% less, and the recommendations were issued in a small number of complaints, 4 complaints less or 1.10% less, which is insignificant indicator for analysis for reduction of recommendations and the number of complaints in which the recommendations were issued in 2014 compared to the previous year.

The recommendations were issued in 355 complaints, which are 23% of complaints, of a total of 1,525 complaints, which determined human rights violations.

The bodies to which recommendations were addressed were mainly ministries, public enterprises and institutions, administration and the directorates, judicial authorities, agencies, local communities, institutions in the field of health care, social protection, education and others.

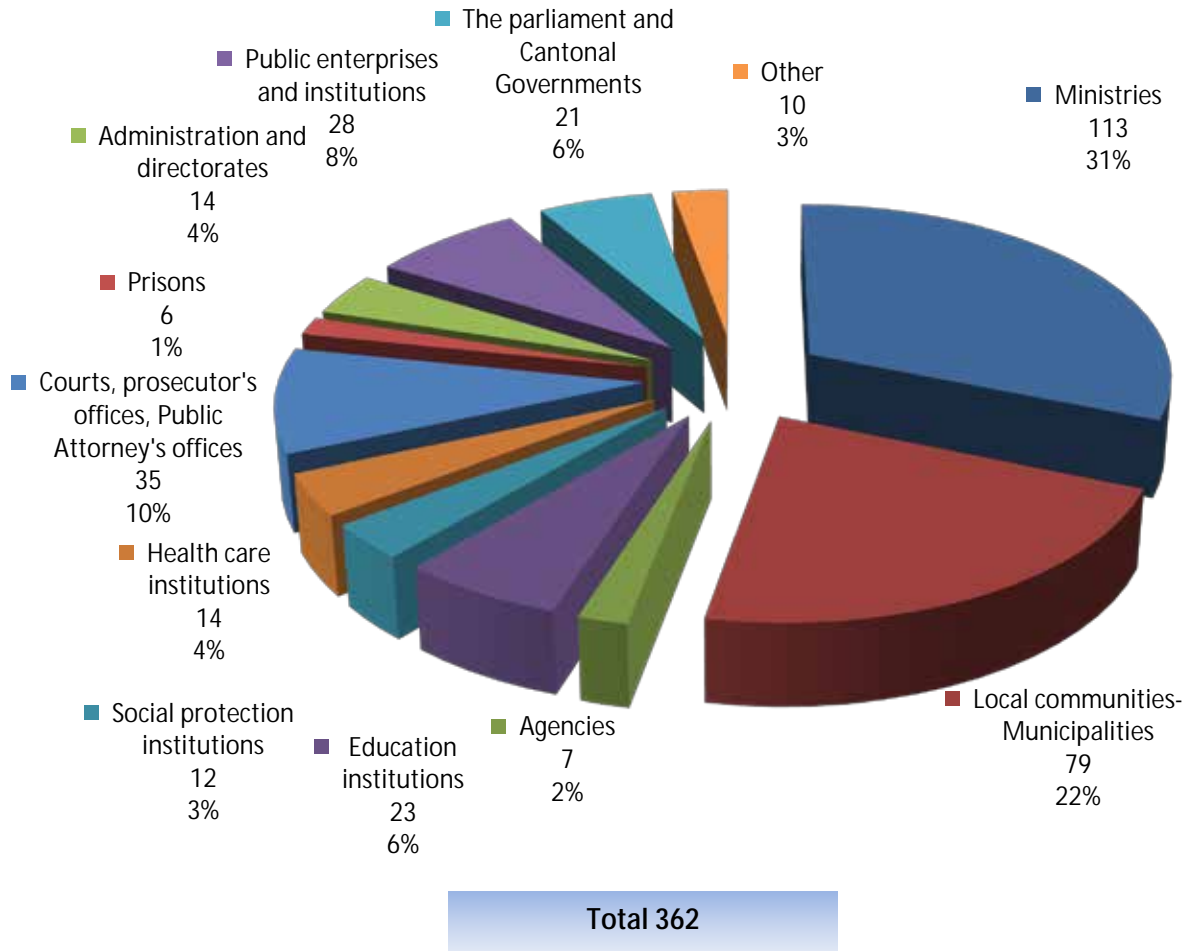


Chart 5. Governmental organs that were addressed recommendations in 2014.

From the table below it is visible that most of the recommendations in 2014 were based on complaints from the area of civil and political rights. It was 194 or 59.50% of the total number of complaints with the recommendation.

Then, in the field of social, economic and cultural rights the Ombudsmen issued 55 recommendations, or 16.80% of the total number of complaints with the recommendation

In the field of children's rights 20 recommendations were issued, or 6.13% compared to the total number of cases with the recommendation.

In the area of rights of persons with disabilities nine recommendations were issued or 2.80% compared to the total number of issued recommendations.

In the area of the rights of detainees/prisoners 21 recommendations were issued, or 6.40% compared to the total number of recommendations.

In the area of national, religious and other minorities' rights two recommendations were issued or 0.6% of total recommendations.

In the area of elimination of all forms of discrimination 44 recommendations were issued or 13.50% of the total number of recommendations.

During the investigation process and determination of violations of rights without recommendation were completed 1,239 complaints, which is 81.20% of completed complaints in relation to the number of complaints and human rights violations found, or 6.50% more than in previous year.

In the area of political and civil rights citizens' rights are still most violated, which is why the Ombudsmen most of the recommendations issued in this field, then in the field of economic social and cultural rights, in the area of government, ministerial and other appointments, and in the elimination of all forms of discrimination.

DEPARTMENT	Number of recommendations in 2014.
Area of political and civil rights	194
Area of economic, social and cultural rights	55
Area of rights of persons with disabilities	9
Area of national, religious and other minorities rights	2
Area of the rights of detainees/prisoners	21
Area of children's rights	20
Area of elimination of all forms of discrimination	44
TOTAL	326

Table 1. Number of recommendations issued in 2014 based on the areas of rights

Looking at the chart below number of recommendations in 2014 springing from complaints of certain categories of rights was the largest in the field of administrative rights and was contained in 44 cases, in 42 cases related to discrimination, in 28 cases in the field of freedom to information, in 24 cases in the field of government, ministerial and other appointments, in 21 cases of labor relations, in 13 cases in the field of the right to a fair and timely trial, in 11 cases in the field of children's rights, in seven cases in the field of exercising the right of police authority, in 5 cases of property and legal area, by 4 cases with recommendation we had in area of pension rights and disability rights, 3 cases with recommendation from area detainees/prisoners rights, two cases with recommendation in the field of religious and minority freedoms, area of the right to education and area of the utilities sector, and 1 case with recommendations and one case regarding the rights of ecology and environmental protection.

Violations of right	Number of cases in 2014 with recommendation issued
01 - Discrimination	42
02 – The media and freedom to information	0
03 – Access to information	28
04 – Religious rights/religion	2
05 – The police	7
06 – Public incomes	0
07 - Prisons	3
08 – Gender equality	0
09 - Courts	13
10 – Work relations	21
11 - Education	2
12 – Persons with disabilities	4
13 – Children’ rights	11
14 – Ecology, environmental protection	1
15 – Property rights	5
16 – The violence	0
17 – The public documents	0
18 - Minorities	0
19 - Administration	44
20 – War damage	0
21 – Communal services	2
22 – Governmental and ministerial appointments	24
23 - Health	2
24 – Social protection	0
25 - Pensions	4
26 – Prosecutor's offices	2
27 – Public attorney's offices	0
TOTAL	216

Table 2. Number of cases with recommendation issued in 2014 based on certain category of rights

Deadlines for treatment and the implementation of recommendations issued in 2014 and after 31.12.2014 still run. From a total of 86 recommendations, which are not provided with any answers, deadlines expired as to 70 recommendations, and there are 16 recommendations with deadlines expiring in 2015 and analytic indicators for implementation are related to the terms of implementation of recommendations.

Of the total number of recommendations in 2014 as of 31.12.2014 have been implemented 118 recommendations, or 36.20%, 4 were partially implemented, or 1.23%, cooperation in the implementation of recommendations 79 cases, or 24.23%. Taking into account realized, partially realized and recommendations on which cooperated was achieved, of authorities accepted 201 recommendations, or 61.66% of recommendations pertaining to human rights violations.

Of the issued recommendations 39 were not implemented, or 13.80%, while 70 recommendations, or 21.47% were not answered (time limits expired) as to in which way and whether recommendation was complied with, which is together 109 or 33.44% of unrealized recommendations.

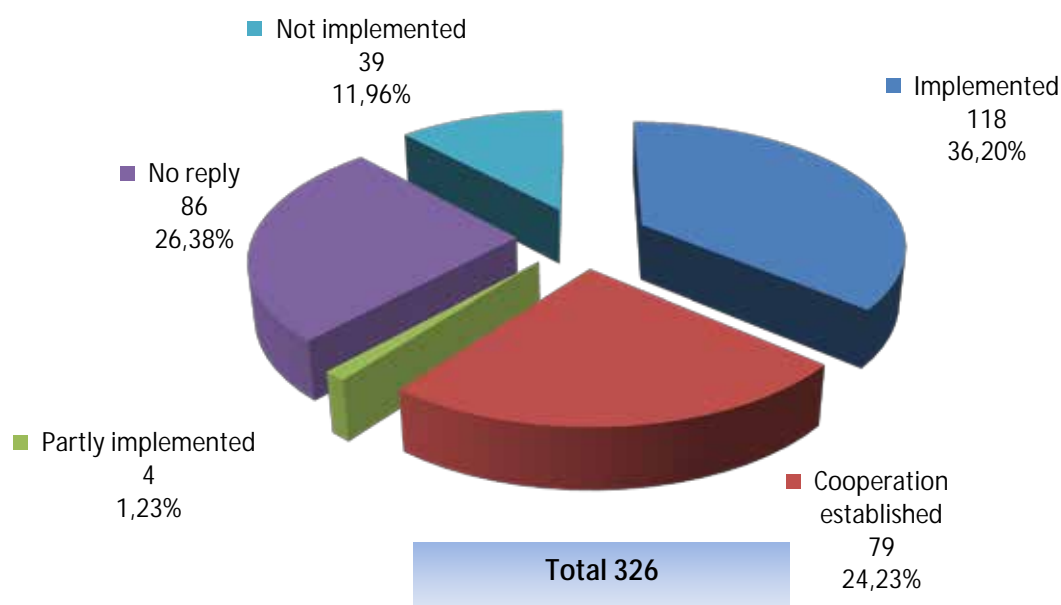


Chart 6. The way of implementation of all recommendations issued in 2014.

From the following table it is visible that the authorities did not comply with recommendations. In fact, 39 non-implemented recommendations included 45 public authorities.

Responsible parties	Not-implemented	Percent
Ministries	11	24,44
Local communities-Municipalities	11	24,44
Agencies	3	6,67
Education institutions	7	15,56
Social protection institutions	1	2,22
Health care institutions	0	0,00
Courts, prosecutor's offices, Public Attorney's offices	3	6,67
Prisons	1	2,22
Administration and directorates	2	4,44
Public enterprises and institutions	3	6,67
The parliament and Cantonal Governments	1	2,22
Other	2	4,44
Number of public authorities that did not implement recommendation	45	13,80

Table 3. Public authorities that did not comply with recommendations

Implementation of recommendations, by departments/areas of human rights in which the recommendations issued is shown in the following Table 4 according to which in the area of children's rights, 54% were implemented, in the area of rights of persons with disabilities 100% recommendations were implemented, in the field of national, religious and other minorities 50% recommendations were implemented, in the field of economic, social and cultural rights

54% recommendations were implemented, in the area of civil and political rights 64% recommendations were implemented, in the field of elimination of discrimination 69% recommendations were implemented and in the field of the rights of detainees/prisoners 100% recommendations were implemented.

Name of Department	Partly implemented	No answer	Not implemented	Cooperation achieved	Implemented	Total
Department for monitoring children' rights	2	4	1	2	2	11
Department for monitoring the rights of persons with disabilities	0	0	0	3	1	4
Department for monitoring the rights of national, religious and other minorities	0	0	1	1	0	2
Department for economic, social and cultural rights	1	11	4	10	7	33
Department for monitoring political and civil rights	0	29	15	27	50	121
Department for elimination of all forms of discrimination	1	9	4	11	17	42
Department for monitoring the rights of detainees/prisoners	0	0	0	2	1	3
Total number of complaints with recommendations filed in 2014	2	68	16	73	57	216

Table 4. Implementation of recommendations in 2014 on department-to-department basis, that is, areas of the rights

When considering the number of 118 implemented recommendations and 1,239 complaints in which the authorities eliminate human rights violations during the procedure of intervention and investigation of the Ombudsmen, it is evident that eliminated 1,357 human rights violations and, in relation to the 1525 complaint in which the breaches were determined, it shows that in 88.90 % complaints the violation of human rights was remedied in 2014.

3.3. The authorities the complaints were related to

The following review of the number of complaints against the authorities to which the complaints referred, it is important to point out, for the prevention of human rights violations,

as it relates to the authorities that in 2014 appeared as a party that complaints indicated as human rights violators.

This is also important because the decision-making bodies, primarily the legislative and executive authorities, using its authority, could influence the factors that lead to the fact that those authorities do not violate the rights of citizens.

The enclosed review shows that correctional are still the most frequent violators of human rights, pension and disability insurance institution, too, then, municipal authorities and city authorities.

Evident is the increasing number of complaints relating to the judicial authorities (593 or 19.80% compared to the total number of complaints), which is worrying, given the role of these institutions and obligation of their efficient operation in ensuring the protection of human rights, as one of the pillars of government.

The following tables present the institutions and judicial organs that citizens most frequently marked as violators of their rights.

No.	Name of public authorities	Number of cases
1	CORRECTIONAL INSTITUTION ZENICA	81
2	PENSION AND DISABLEMENT INSURANCE OF FBiH TUZLA	68
3	PENSION AND DISABLEMENT INSURANCE FUND OF THE REPUBLIC OF SRPSKA BIJELJINA	32
4	INTERIOR MINISTRY OF CANTON SARAJEVO	25
5	THE MINISTRY OF LABOR AND PROTECTION OF VETERANS AND DISABLED PERSONS OF THE REPUBLIC OF SRPSKA	24
6	THE GOVERNMENT OF THE FEDERATION OF BIH	19
7	CITY OF BANJA LUKA	17
8	MUNICIPALITY NOVI GRAD SARAJEVO	17
9	MUNICIPALITY NOVO SARAJEVO	16
10	REPUBLIC ADMINISTRATION OF GEODETIC AND PROPERTY AND LEGAL AFFAIRS BANJA LUKA	16
11	MUNICIPALITY STARI GRAD SARAJEVO	15
12	LIVNO POLICE ADMINISTRATION	15
13	THE ASSEMBLY OF CANTON TUZLA	15
14	CORRECTIONAL INSTITUTION BANJA LUKA	14
15	SEMI-OPEN PRISON TUZLA	14
16	THE GOVERNMENT OF THE REPUBLIC OF SRPSKA	14
17	SOCIAL WORK CENTER SREBRENİK	13
18	FEDERATION MINISTRY FOR AFFAIRS OF WAR VETERANS AND DISABLED PERSONS OF FBiH	13
19	PENSION AND DISABLEMENT INSURANCE FUND OF RS, BANJA LUKA BRANCH	13
20	INTERIOR MINISTRY OF RS	13

Table 5. 20 public authorities the citizens complained of most frequently

No..	Name of public authorities	Number of cases
1	MUNICIPAL COURT LIVNO	64
2	BASIC COURT BANJA LUKA	59
3	MUNICIPAL COURT SARAJEVO	53
4	CANTONAL COURT SARAJEVO	51
5	MUNICIPAL COURT MOSTAR	35
6	CANTONAL COURT LIVNO	31
7	CANTONAL COURT TUZLA	31
8	COUNTY COURT BANJA LUKA	29
9	CANTONAL COURT OF CANTON HERZEGOVINA-NERETVA	20
10	MUNICIPAL COURT TUZLA	19

Table 6. 10 judicial organs the citizens complained of most frequently

3.4. Complaints according to the territorial origin of the complainants

Due to the structure of Bosnia and Herzegovina, which is composed of, entities the Republic of Srpska and the Federation of Bosnia and Herzegovina, in which there are 10 cantons and Brčko District, and since it is the parliaments of BiH, RS, FBiH that consider present Annual Report on the activities of the Human Rights Ombudsman of Bosnia and Herzegovina, it is important to display the data on the number of complaints filed by the complainants by their territorial origin, although these indicators are relative, since the citizens can lodge complaints with any office, regardless of their residence and place of living, including addressing of citizens living abroad.

Highlighting the territorial origin of the complainants is significant, since the Ombudsman Institution is territorially organized into one Head office (Banja Luka) three regional offices (Sarajevo, Mostar and Brčko) and one field office (Livno) also taking into account territory and headquarters of these offices.

The most common is the conviction and the complainants to address the office which is the closest to the bodies and the authorities against which the complaint is filed, and, then, the office which is the closest to their residence and place of living.¹⁰

In 2014 the Ombudsman Institution was addressed by 774 citizens from the territory of the Republic of Srpska, four times more compared to the previous year.

The most frequent addressing by municipalities and cities are the City of Banja Luka 301, Bijeljina 56, Prijedor 45, Doboj 36, Gradiška 31, Šamac 17, Trebinje 16, Zvornik 17, Foča 18, Ipovo 15, East Sarajevo 15, Mrkonjić Grad 14, Pale and Laktaši by 13, Kreševo and Kupres by 12 addressing, etc., which can be seen from Annex I to present Report.

In 2014 the Ombudsman Institution was addressed by 2,068 citizens from the territory of the FBiH, it is two addressing more than in the previous year.

¹⁰ Annex III: Table: Number of complaints filed in 2014 in the entities, cantons and municipalities of residence of the complainants

The most common addressing by cantons are from Canton Sarajevo where 591 citizens addressed the Institution, Canton Tuzla 376, Canton 10 337, Zenica-Doboj Canton 261, Herzegovina-Neretva Canton 225, Una-Sana Canton 139, Central Bosnia Canton 89, West Herzegovina Canton 27 addressing, Canton Podrinje 14 addressing.

The most frequent addressing by municipalities in FBiH are Livno 189, Tuzla 181, City of Mostar 177, Sarajevo Center 175, Zenica 154, Sarajevo-Centar 120, Sarajevo-Novo Sarajevo 110, Sarajevo-Stari grad 81, Tomislavgrad 57, Bihać 51, Lukavac 51, Drvar 40, Živinice 35, Vogošća 35, Glamoč 32, Travnik 20 addressing, as shown in Annex I to present Report.

In 2014 the Ombudsman Institution was addressed by 93 citizens from the territory of the Brčko District, which is one more than in the previous year.

3.5. Special reports prepared in 2014

Special report on implementation of recommendations contained in Special report on exercise of Roma rights in BiH was prepared In 2014¹¹. This report provides a comprehensive analysis of implementation of recommendations on the rights of Roma in Bosnia and Herzegovina. The aim was to show the achieved level of exercises of the rights of Roma by the recommendations and measures from the recommendations, which reflect the situation of Roma rights in the areas of employment, education, health care and housing. This analysis presented numerous authorities and institutions that have an obligation to implement measures and before which the rights of Roma are exercised. The analysis provided assessment on the partial implementation of the recommendations, as well as a partial improvement of the rights of Roma, and the Special report set out additional recommendations with additional measures.

In this year was elaborated a comprehensive analysis of the implementation recommendations from the Special Report on the role of social work centers in the protection of children's rights¹², then, Special report on children in conflict marriages¹³, and Special Report-Children and Leisure¹⁴.

These analyzes are presented to institutions engaged in the exercise and protection of children's rights in order to fully implement the recommended measures and to remind the authorities and bodies on the need for a continued process of promoting children's rights and their protection.

The recommendations from these reports and analyzes are addressed to the competent authorities and bodies in order to take measures to prevent violations of rights and measures to strengthen institutions in the exercise and protection of the rights of these groups of citizens.

¹¹ Special report on exercise of Roma rights in BiH is available on WEBSITE of BiH Ombudsman institution; www.ombudsmen.gov.ba

¹² Special Report on the role of social work centers in the protection of children's is available on WEBSITE of BiH Ombudsman institution; www.ombudsmen.gov.ba

¹³ Special report-Children in conflict divorces is available on WEBSITE of BiH Ombudsman institution; www.ombudsmen.gov.ba

¹⁴ Special report-Children and leisure is available on WEBSITE of BiH Ombudsman institution; www.ombudsmen.gov.ba

3.6. Initiatives for amendments to legislation

Within legislative activities, aimed at improving the legal regulations on the protection of human rights, of the institution of Ombudsman addressed the initiative to the competent authorities and bodies to amend the law in accordance with Article 32, paragraph 4 of the Law on Ombudsman for Human Rights of BiH.

1. Ombudsman Institution referred to the Parliament of FBiH initiative¹⁵ to amend the Labor Act of the FBiH and the Law on Public Enterprises of BiH, addressed for a more detailed elaboration of work recruitment, regulating the obligations of the authorities and enterprises, in which the owner or establisher is the State, that recruitment should be carried out with the public announcement. This initiative is under consideration.

2. Initiative was referred to the Parliament of FBiH¹⁶ for amendments to the Law on Inspections of FBiH, to the right to an effective legal remedy and the rights of citizens ensuring the participation in the process. This initiative is under consideration.

3. Initiative was referred to the Parliament of FBiH¹⁷ for amendments to the Law on Misdemeanors FBiH, to the right to timely submission of misdemeanor decision, the right to an effective remedy. This initiative is under consideration.

Five recommendations were addressed to competent organs¹⁸ to undertake legislative activities in the area of family relations, pension and disability rights, preschool education, the police officers, free legal aid.

¹⁵ Initiative from the case Ž-SA-05-269/14

¹⁶ Initiative from the case Ž-SA-05-974/14

¹⁷ Initiative from the case Ž-SA-05-190/14

¹⁸ Recommendation from the cases Ž-BL-01-632/14, Ž-BL-04-68/14, Ž-SA-05-958/14, Ž-SA-06-487/14, Ž-SA-06-317/13

CHAPTER IV. ACTIVITIES OF THE OMBUDSMEN IN CERTAIN AREAS OF HUMAN RIGHTS

4.1. POLITICAL AND CIVIL RIGHTS

4.1.1. Observations and occurrences in the field of civil and political rights

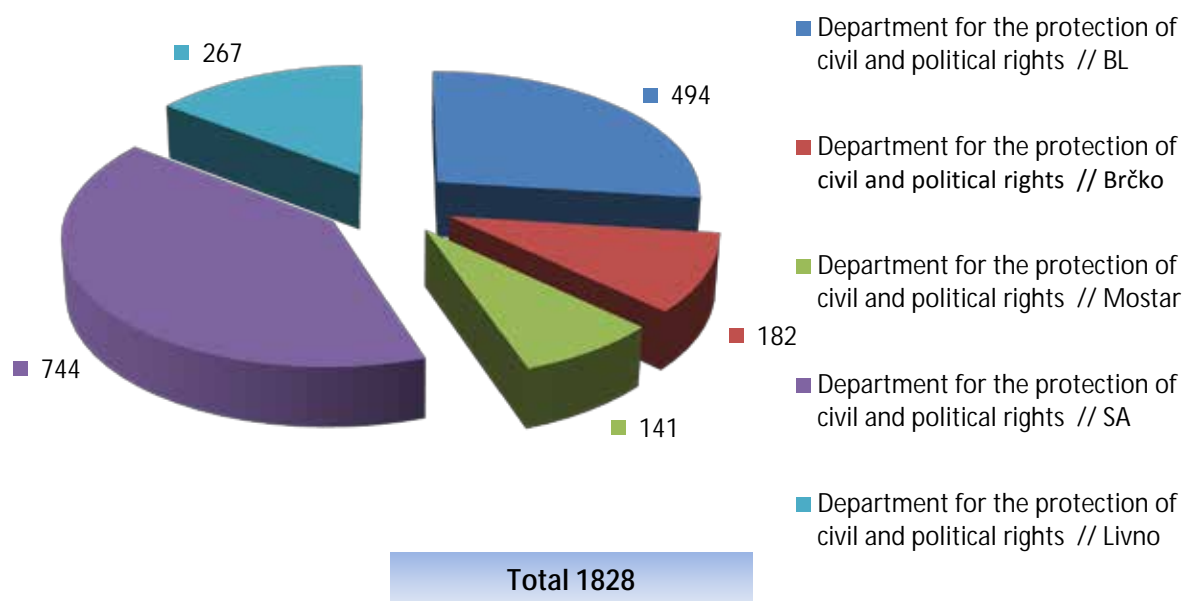


Chart 7. Review of complaints received by the Department for monitoring of political and civil rights in 2014 on office-to-office basis

In 2014 were received and considered the complaints, according to the categories of injuries related to: media and freedom of information, access to information, the police, the judiciary, cases of property and legal nature, public documents, the functioning of administration, war damage, governmental and ministerial appointments, prosecution, attorney's offices and rights relating to electoral rights.

One can not say that there was a "notable" change in statistical indicators. A significant number of complaints continued to be received, filed by citizens and legal entities.

Viewed through categories of infringement, the analysis of the number of complaints received, shows that in relation to certain categories of injuries occurred decrease in number of complaints received, and with others, in turn, to increase. For example, in relation to the courts was in a slight drop in the number of complaints received, while the administration complaints increased. This situation was caused by a number of factors such as: non-compliance of national legislation with international standards, disharmony between legislation and the situation in practice (conflict of normative and real), and, in particular, the complex of administration and administrative structure of Bosnia and Herzegovina, political factors (consequences of the war and war destruction), socioeconomic factors (poverty of citizens, unemployment, strikes, etc.). In the final analysis, these factors have resulted in the absence of the rule of law, which is one of the major obstacles to the exercise of human rights.

There is still a trend that citizens address the Ombudsmen in relation to issues that, according to the Law on Human Rights Ombudsman of Bosnia and Herzegovina, are outside the jurisdiction of the institution of Ombudsman. Complainants addressing the Ombudsman institution in specific cases often require the decision on merits, free legal aid, a decision in the second instance, assume the role of civil parties in the proceedings, filing a charge, institute proceedings before the competent courts (civil, misdemeanor, etc.).

Specificity, which had been noted, among other things, was systematic human rights violations by the same public institution, the institution, which indicates the weaknesses in the management of human resources of public institutions, institutions.

BiH Ombudsmen expressed concern over the fact that some representatives of the authorities, courts, public institutions still in individual cases violate the provisions of the Law on Ombudsman for Human Rights of BiH and other relevant laws, with the complete lack of cooperation by government representatives in relation to the adopted recommendations, lack of actions by immediately higher authorities in order to fully implement the recommendations, which has resulted in further violation of human rights and fundamental freedoms of citizens.

4.1.2. Statistics of citizens' complaints

In the reporting period the largest number of complaints received was registered in the area of civil and political rights. A total of 1,828 complaints were received, of which 744 complaints by Sarajevo Office, Banja Luka Office 494, Office Mostar 141, Brčko District Office 182 and Office Livno 267. In comparison to 2013 (1,880 complaints), in 2014, in the area of civil and political rights received 52 complaints less, which is 2.77% less.

The workload was 2,617 complaints, 1,812 were completed, and the rest of 805 complaints from previous years along with complaints from 2014 remained in the work.

Divided to the categories of infringement, complaints received in 2014 were: the media and freedom of information 3, access to information 218, the police 145, courts 579, property and legal relations 162, a public document 20, Administration 517, war damage 3, governmental and ministerial appointments 109, Prosecution 73, and Attorney's offices 1.

The cases from previous years, in which the process is not completed before the Ombudsman Institution and had been transferred in 2015 (151), in most cases, are cases that by their nature, can be qualified as complex cases and are mainly related to the lengthy proceedings before courts and administrative bodies in Bosnia and Herzegovina. The issue of these cases, in most cases, is linked to unresolved property rights. In specific cases procedures last for many years, both before administrative bodies and before the courts (administrative proceedings or civil proceedings). Besides, in these cases it is noticeable that the complainants themselves, in certain ways, through permanent submissions and addressing, especially in proceedings before administrative bodies contribute to the inappropriate length of the proceedings.

4.1.3. Results achieved through activities

Of the total number of 2,617 complaints in the work (2014 and previous years) in this area of law were completed 1,812 or 69.23% of the total number of complaints. In 2014 the Institution

received 1,828 and 1,174 complaints were completed or 64.22%, while out of 789 complaints from the previous years 638 were resolved or 80.86%.

It is necessary to point out the presence of good cooperation between some of the authorities in Bosnia and Herzegovina and the institution of the Ombudsmen, especially in some specific cases in which the violation of the rights was removed immediately after the preliminary act addressed to a responsible party. Examples of individual cases where Ombudsmen recommendations were fully complied with were not uncommon. Using the powers prescribed by law, BiH Ombudsmen in resolving individual complaints applied in the mediation, where the presence of representatives of the Ombudsman Institution, government representative expressed interest for immediate resolution of the case. Often, in cases related to the work of courts, attendance by representatives of the Ombudsman Institution at the hearing, contributed to the elimination of violations of Article 6 of the European Convention. Ombudsman Institution often receives notification by the complainants on elimination of infringement. The courts, administrative bodies in individual cases showed zeal and efficiency in acting on the request of the institutions of the Ombudsman. Certain cases after the act sent by the Institution of the Ombudsman were resolved without delay.

4.1.4. The judiciary

Description of problems and observations of human rights situation in the field of the judiciary

Violations of human rights and fundamental freedoms enshrined in Article 6 of the European Convention on Human Rights and Fundamental Freedoms in the proceedings before the courts primarily characterized the reporting period for 2014. The courts are still one of the responsible parties, which citizens often labeled as a potential violator of human rights. In most cases, complaints regarding the functioning of the judiciary refer to the inappropriate length of the court proceedings, ineffective enforcement of court decisions, complaints against judges due to violations of procedural law, in particular related to the principles of impartiality, non-adoption of court decisions in legally prescribed way and within legal deadlines, inconsistencies of judicial practice. Besides, citizens' complaints expressed their dissatisfaction with the courts of first instance due to delay of the proceedings, forwarding appeals to the court of second instance (the appeal lodged against the judgment of the first instance is referred to court of second instance through the court of first instance). Situation of non-effective and lengthy court proceedings creates distrust of citizens in the courts, and seriously hinders citizens' access to court. This situation results in legal uncertainty and causes numerous violations of citizens' rights to effective judicial protection.

The slowness of the proceedings and delay in the application of rules constitutes a "denial of justice and a special kind of unlawfulness". This situation in the courts is caused by many factors such as lack of computerization of the system, inadequate professional and other staffing of courts, inherited (accumulated) files or, unfortunately, in some cases, lack of responsibility in the work. Although a CMS (Central Management System) has been established, which ensures the unity of keeping all items in the judicial system, which enables chronological processing of cases, from direct addressing of citizens it is still visible that they have a high degree of distrust in courts and avoid to seek protection of rights through court proceedings, even in cases where only the courts have jurisdiction over such rights.

Complaints received by the Ombudsman Institution on the work of the courts can be divided into two groups:

Complaints relating to the work of courts of first instance in dealing with individual cases due to not taking cases in work by the trial judge, not scheduling hearings, delaying of issuance and delivery of the judgment as well as complaints about the second instance courts in deciding on legal remedies (inadequate length of the proceedings), in written correspondence with the courts, the excessive length of judicial proceedings in the majority of cases. The courts justify above mentioned by the fact that the courts work and deal with cases according to the Plan of work and resolution of the backlog delivered by HJPC of BiH, that they have a large number of inherited cases, newly received cases, lack of judges, the phenomenon of frequent absence of judges due to sick leaves. Responses received by courts, on the above manner, the Institution of the Ombudsman in individual cases evaluated according to the standards of Article 6 of ECHR. BiH Ombudsmen in these cases issued recommendations and referred them to the courts for further actions. However, the problem of the individual case would be resolved, but still remained the issue of systematic elimination of violations of the standards of reasonable time. Of particular concern for BiH Ombudsman is created by complaints of the work of the courts in cases of administrative dispute procedures related to property repossession, i.e., the implementation of Annex VII. Inappropriate length of proceedings, avoiding making decisions on the merits by the cantonal courts, continually returning of cases to first instance bodies (municipal and cantonal services for Housing Issues, Property and Legal Affairs), applying the principle of "ping-pong" (table tennis match), points to the potential discrimination of the complainant as in the majority of cases it is about internally displaced persons or returnees.

Complaints about the lengthy proceedings before the Supreme Court of the Federation of Bosnia and Herzegovina and the Supreme Court of the Republic of Srpska in most cases have been completed at the stage of preliminary examination of the allegations of the appeal. In correspondence with the Ombudsman the Supreme Courts of FBiH and RS answered in a way that preliminarily has been set a deadline by which is to be solved subject of interest of the appellant.

Complaints concerning the inefficiency of court rulings can be separated into several subgroups. The first group is consisted of complaints relating to the failure to implement judgments where the enforcement should be implemented by municipality, canton or entity. These enforcements of court decisions are based on legal grounds, because of the provisions of the Law on Executive Procedure the enforcement is only possible on the funds that are designated for that purpose. Permanent restrictions of budgetary funds for this purpose steadily decrease which results in question of security of citizens. The second group consists of complaints from citizens who realized their rights in the courts proceedings against the Republic of Srpska and the Federation of Bosnia and Herzegovina, and the manner of payment of obligations is regulated by the Law on Establishment and Manner of Settlement of Internal Debts of the FBiH and the Law on Establishment and Settlement of Internal Debts of RS. The citizens in their complaints very often expressed dissatisfaction with payment of bonds, citing dissatisfaction with deadlines and other circumstances. The third group includes complaints where citizens can not exercise their claims due to insolvency of enterprises in which they worked. The fourth group consists of complaints related to the enforcement of court decisions where complainants belong to particularly vulnerable groups, primarily the parents addressing due to impossibility of fulfillment of claims based on non-payment of maintenance from the other parent.

In cases of complaints against judges for violation of the provisions of the procedural laws, in particular the principle of impartiality in the conduct of the proceedings and the adoption of judicial decisions, Ombudsman Institution advised complainants to address the Office of Chief Disciplinary Prosecutor, which operates within the High Judicial and Prosecutorial Council (HJPC), to examine allegations. Acting in relation to citizens' complaints for violation of the principle of impartiality in the conduct of the proceedings, the Ombudsman Institution in the framework of its powers, and the regular activities carried out a monitoring in individual cases. In most cases, monitoring was carried out in the procedures regulated by the Civil Procedure Code of FBiH and RS (right to work, to property, rights of the child, a misdemeanor procedure, etc.). Allegations of complaints from citizens in monitoring individual cases, referred to the bias of judges in a way to favor a defendant or plaintiff concerning the burden of proof, belittling the dignity of the plaintiff or the defendant at the expense of one or the other, irresponsible behavior of judges, delays in the proceedings.

The complaints related to violations of the provisions of the Law on Criminal Procedure, are related to the right to a mandatory defense. The complainants in their complaints pointed out that lawyers *ex officio* inadequately represent their interests, that the proceedings are unusually lengthy.

Ombudsman Institution in this reporting period, too, received complaints about the Constitutional Court of Bosnia and Herzegovina. The Constitutional Court of Bosnia and Herzegovina is not a part of the regular court system. It is founded by Article IV of the Constitution of Bosnia and Herzegovina. As in other countries where there is an institution of the Constitutional Court, the Constitutional Court acts as an institutional guarantee for the protection of human rights and freedoms set forth in Article II of the Constitution, the international instruments listed in Annex I of the Constitution of Bosnia and Herzegovina. BiH Ombudsmen undertook a series of activities in the individual complaints of citizens where the responsible party is the Constitutional Court.

There are still a significant number of judgments of the Constitutional Court of Bosnia and Herzegovina without ensuring of the implementation, and these are judgments in which the violation of human rights is determined. Failure to enforce decisions of the Constitutional Court is sanctioned by Article 239 of the Criminal Code¹⁹.

The Ombudsmen indicate that the largest number of cases against Bosnia and Herzegovina is before the European Court of Human Rights, among other things, in connection with a violation of Article 6 of the European Convention on Human Rights and Fundamental Freedoms.

The institution of Ombudsman acted in individual complaints of citizens, which are related to the work of the courts (violation of the standards of reasonable time), investigated the allegations and complaints from citizens regarding the work of the Chief Disciplinary Prosecutor of the Chief Disciplinary Prosecutor. Complaints about the work of the Chief Disciplinary Prosecutor, in connection with inappropriately long duration of the procedure for deciding on the applications of citizens on the work of judges in individual cases. The complainants point out that even after numerous interventions over a longer period of time have not received any notice or information on undertaken activities by the Chief Disciplinary Prosecutor related to the work of a judge. Answers provided to citizens and the Ombudsman by the HJPC, are typical

¹⁹ "Official Gazette of BiH" no. 3/03, Article 239 "An official of the institution of Bosnia and Herzegovina, the Entities and Brčko District, who refuses to enforce the final and enforceable decision of the Constitutional Court, or prevents its execution, shall be punished with imprisonment of six months up to five years."

of content (form). Without entering in any way the merits of the decisions made by the Chief Disciplinary Prosecutor, in conjunction with the implementation of legal procedures, BiH Ombudsmen express concerns about the methodology and form of the decision-making by the Chief Disciplinary Prosecutor in correspondence with citizens.

Statistics of citizens' complaints

In 2014 there were a total of 579 registered complaints concerning the work of the courts. In the Sarajevo Office 200 complaints, Banja Luka Office 138, Brčko District Office 80, Mostar Office 46, Livno Office 115.

Compared to 2013 where Ombudsman Institution received 606 complaints, meaning 27 less or 4.46% reduction in the number of registered complaints in this area.

Analyzing the complaints filed against the courts, statistical indicators pointed to the fact that the highest number of complaints were related to the lengthy court proceedings 155, complaints due to non-implementation of judgments 72, complaints about the judges 36, and other complaints against the courts 316 (violation of procedural rights, not passing judgment, violations of rules on delivery, complaints about the HJPC, the Chief Disciplinary Prosecutor, etc.).

In connection with the conduct of the courts there were issued a total of 23 recommendations which included cases from previous years. A total of 593 complaints were completed, of which 408 complaints from 2014, and 185 complaints from previous years.

Results achieved through the activities

The right to court proceedings within a reasonable time is an inseparable part of the right to a fair trial, as it has been defined by the International Covenant on Civil and Political Rights. To ensure the right to a fair trial, and it is on the state to organize its justice system in such a manner as to ensure it, to persons who are under the jurisdiction of that country, regardless of their financial situation or level of education, the foreseeable results of the trial (including the time need to make a decision), and effective remedies.

Cooperation between the Ombudsman Institution with the courts in Bosnia and Herzegovina can be considered positive. However, the response of the courts delivered to the Ombudsman, still explain the inefficiency of courts by the facts that they continued to have a lack of professional staff, lack of uniformity of logistical support for specific courts in BiH, still present a greater number of pending utility cases, outdated backlog, received new cases, which ultimately results in an unreasonable length of proceedings.

Certainly, the human factor is the cause of this condition, too. However, the state's duty is to ensure the courts, then as now, to meet the requirements imposed by Article 6, paragraph 1, of the Convention. The courts are part of the government, and the judges are persons who in the name of the country carry out judicial powers. Although the judiciary is independent, just because the judicial authorities carry out an important part of government, it is essential that they also should be subject to control. A special form of responsibility rests with the High Judicial and Prosecutorial Council of Bosnia and Herzegovina, whose range of competencies includes improving the overall situation in the judiciary. The presidents of the courts, as the first

among equals, in accordance with the law are part of the responsibility for the whole system of work and functioning of the courts.

With respect to the complaints considered or is considering by the Ombudsmen for Human Rights of Bosnia and Herzegovina, one can not conclude that the judiciary of Bosnia and Herzegovina meets satisfactory the criteria and standards of reasonable time under Article 6 of the Convention.

Fragmentation of the budgets in BiH certainly affects the independence and efficiency of the judiciary. The authorities of the Federation of Bosnia and Herzegovina and the Republic of Srpska are responsible primarily for the creation of material and financial preconditions (as well as other obligations in accordance with their competences) which will fully support the efficient operation of the judicial system. The adoption of new procedural laws in BiH (criminal and civil), both at the state and entity levels greatly reducing time limits for taking certain actions in the procedure. It should be noted that in the light of the case law of the European Court, the Court conducting the proceedings, is responsible for delays caused by the actions of the parties, bearing in mind that above-mentioned laws provide for certain types of punishment for participants in the process, who neglect to follow the court order.

The individual complaints that were the subject of work of the Ombudsmen in the majority of cases were related to possible violations of the provisions of the Entity Code of Civil Procedure. In examining the allegations, making monitoring, BiH Ombudsmen noted that, often one of the parties, and the courts as well stall the proceedings. Party absences of the hearing for which it is questionable whether they are justified, the daily submissions of irrelevant facts, failure to produce expert reports within the deadline set by the court, failing to take adequate measures from the Court to the parties in the procedure prescribed by law, casual, biased judges relationship with one party to the process or an expert witness, failing to take adequate measures to experts for failing to observe deadlines or other actions. In these situations, BiH Ombudsmen requested the elimination of violations of these rights, and in the end they addressed the recommendations and the court complied with the recommendations in such a way that the injury was eliminated.

In Bosnia and Herzegovina, in the area of judicial reform, it can be said that limited progress was made. The structural dialogue on the judiciary in the opinion of the BiH Ombudsman positively reflected on the implementation of the Strategy for Justice Sector Reform. Ombudsman Institution received the complaints of candidates for the election of judges and prosecutors. Allegations contained in the complaints were related to the violation of Article 6 and 13 of the European Convention, and the right of access to court and the right to a legal remedy. The complainants indicated that, the Law on the HJPC does not stipulate the possibility of filing a complaint, or to bring proceedings against the decision of the HJPC in the process of selection of candidates for vacant positions of judges and prosecutors. Once they have completed the investigation procedures in the case of complaints, BiH Ombudsmen adopted the recommendation. Legal impossibility to appeal against the decision of the HJPC in regard to the election/non-election of candidates to the position of judge or prosecutor, according to BiH Ombudsman is a violation of basic human rights of candidates. In regard to this, the Institution of the Ombudsman has sent a recommendation to the Ministry of Justice. In its response, the Ministry of Justice informed the Ombudsman Institution that it made the proposals of the Law on Amendments to the Law on HJPC BiH and the Law on Courts in the territory of Bosnia and Herzegovina, the new law provides for the elimination of these and other perceived legal

solutions that are a source of human rights violations and fundamental freedoms, which is in the spirit of the Structured Dialogue on Justice.

Free legal aid

Some progress has been made in the area of access to justice (free legal aid) in civil and administrative proceedings. The new agencies have also started with the work (institutes, centers) to provide free legal aid. However, the legal aid system is still not fully regulated.

The Ombudsmen of Bosnia and Herzegovina on this occasion point out as a positive example a number of authorities who have adopted legislation on free legal aid and their efforts to establish the same institution and network of providers of free legal aid through which the people exercise the right to free legal aid.

The Ombudsmen of Bosnia and Herzegovina reminds the authorities in Bosnia and Herzegovina (Institutions of Bosnia and Herzegovina, cantons), who have not yet passed the Law on Free Legal Aid, "to the obligations established by the Constitution of Bosnia and Herzegovina and Article 6 of the European Convention, and request institutions in Bosnia and Herzegovina as well as other levels of government who failed to comply with the obligation to adopt the Law on Free Legal Aid as soon as possible, in which way discrimination in the realization and protection of citizens' rights would be eliminated."

Prosecutor's offices

Observations and human rights violations in the area of prosecution

The largest number of complaints received on the work of the prosecution related to the failure to activities related to the criminal reports filed by citizens and legal persons. Acting in individual cases, the Ombudsman Institution examined verification of the complaint. Subject to complaints in most cases were related to administrative proceedings brought by citizens to enforce and protect property rights. Citizens, due to inefficiency, obstructions, and other potentially illegal activities submitted criminal charges against the authorized officials. Besides, complaints contained allegations regarding the filing of criminal charges filed for the sake of non-enforcement of court decisions, as well as non-uniformity of the criminal legislation. Ombudsman Institution upon received complaints undertook the activities.

Statistics of citizens' complaints

In 2014 Ombudsman Institution received a total of 73 complaints about the prosecutor's offices. Sarajevo Office received 25 complaints from citizens, Banja Luka Office 17, the Office of the Brčko District 9, the Office of Mostar 5, and the Office of Livno 17. In 2013 were received 68, in 2014 were received 73 complaints, which are 5, or 7.35% of complaints more in 2014.

Results achieved through the activities

Of all the complaints received in the area of civil and political rights there were issued two recommendations.

According to a complaint issued recommendations²⁰, where the responsible party was the prosecution, and recommendations related to the initiation of criminal proceedings for the criminal offense of avoiding compulsory child support and non-enforcement of court decisions.

In the field of freedom of access information, recommendation was issued on the complaint²¹ for failure to reach a decision on the request in accordance with Act on Freedom of Access to Information.

A certain number of complaints pointed to the need for rapid adoption of prosecution's decisions, according to which the prosecution acted without issuing specific recommendations.

4.1.5. Administration

Observations and occurrences in exercise of human rights in the area of administration

An analysis of complaints received by Ombudsman Institution, in which citizens as rights violators indicate public administration (administration), primarily reflects the fact that because of the slowness and inefficiency of public administration, citizens difficulty exercise the right to equal access to public services. Due to this situation, citizens through complaints filed with Ombudsman Institution, expressed dissatisfaction with the work of the public administration, and pointed out "inequality before the law."

The ineffectiveness of inspections manifested through selection of citizens' complaints according to kinship, friendship, party and other connections. This situation is particularly pronounced in the case of administrative proceedings in which it decides on property rights, the process of legalization, the issuance of permits for construction of facilities for the needs of conducting economic activities, as well as private homes.

In obligation of public administration in the performance of their obligations towards the citizens, it is understood that it should be as closer to the citizens as possible, to guarantee the improvement of the quality of work in the way that it should take care that decisions which affect the rights or interests of individuals are based on the law, that the content of such the decision is in accordance with the law, that in its work it should respect the principle of equal treatment, to avoid discrimination based on nationality, gender, ethnic origin, religion, disability, etc., to behave towards the citizens in helpful, fair and accessible manner, to take decision on the application or make an appeal within a reasonable time, without delay, with the reasoning and legal basis of the decision and that the decisions that may adversely affect the rights or interests of citizens must include instructions on legal remedies.

Complaints about the work of the public administration were related to the expression of unkindness, inadequate working hours, sending party from one to the other organs, excessive formalism, inefficiency in the work, in violation of the procedural provisions governing administrative procedure. In their complaints the citizens expressed dissatisfaction with the fact that the administrative proceedings initiated by the demands of citizens before the administrative authorities are conducted contrary to the provisions of the Administrative Procedure Act, in a manner of failure to reach a decision within the legal deadlines, insisting on the delivery of a large number of unnecessary documentation, failure to reply (silence of the

²⁰ Recommendation P-108/14

²¹ Ž-SA-05-729/14

administration), infringement of the principle of providing assistance to ignorant party, failing to adopt a decision on the appeal, lengthy decision-making procedures in the second instance, often repeated and for several times (the principle of ping-pong balls) remitting the matter of first instance bodies for reconsideration, misapplication of substantive law.

Legal protection of the "silence of the administration" is set forth by legislation. An analysis of complaints received in the Institution of the Ombudsman in which such rights violators citizens indicate administration, indicating that they feel unequal before the law, that they can not achieve a fair hearing within a reasonable time, due to the slowness of the administration difficult exercise their right to property, home, equal access to public services, the right to work and other rights. In concrete cases in investigation procedures, which were carried out on the basis of complaints or *ex officio*, the Institution received responses, pleas, mainly within legal time. However, this cooperation often comes down to a mere form, failure to comply with procedures stipulated by the Law on Human Rights Ombudsman of Bosnia and Herzegovina and the Rules of Procedure of the Institution of Human Rights Ombudsman, which in no way contribute to effective protection of human rights and fundamental freedoms, or generally contributes to the elimination of injury.

Particularly worrying is the fact that some institutions express ignorant attitude towards the Ombudsman Institution. The largest number of recommendations on non-cooperation with the Ombudsman was passed in cases where the responsible party was public administration. Public administration reform in the opinion of the Ombudsman has still not given the desired results. The fragmentation and politicization continues to impede the creation of a professional, accountable, transparent and effective civil service, based on merit and competence.

Statistics of citizens' complaints

According to statistics in the area of civil and political rights of the registered 517 complaints, were complaints related to to the work of administration. In the Office of Sarajevo were registered 220 complaints, the Office of Banja Luka 162, the Office of Brčko District 39, the Office of Mostar 7, and Office Livno 89 complaints.

In comparison to 2013 when it was registered 484 complaints in 2014 was filed 517 complaints against administration, which is 33 more complaints or 6.82% increase in the number of complaints.

Results achieved through the activities

In 2014 there were 491 complaints completed, that of 2014 were over 320, and from previous years 171 complaints were completed. In 44 cases from 2014 the municipal administration was addressed a recommendation. During the reporting period a total of 71 recommendations were issued in this area, which referred to all cases, including cases carried over from previous years.

It should be noted a significant number of individual cases of good cooperation between the authorities in Bosnia and Herzegovina and the Ombudsmen, or in individual cases where violations of the right was removed immediately after the preliminary act addressed to the respondent, then, successful interventions during the procedure itself, and even after the phone intervention without a formally registered complaint in Ombudsman Institution (first contact), then the implementation of certain recommendations in full capacity, then, committed efforts of the executive and legislative authorities on the adoption of legislation in

conformity with the standards of human rights and fundamental freedoms, ratification of international documents ensuring protection of human rights and fundamental freedoms.

The Institution of the Ombudsman carried out monitoring in cases pending before the administrative authorities. The outcome in these cases was positive in a way that any human rights violations during monitoring was eliminated and the process continued in the manner prescribed by law. It was also observed the behaviors of "hard parties" that set the requirements to administrative bodies in the way to seek protection of their rights at the expense of third parties, seeking a priority treatment contrary to time limits established by law, submitting and seeking treatment at "unfounded submissions". Institution of the Ombudsman in such cases brought the decision on inadmissibility of complaints as unfounded.

4.1.6. Right to property

The right to property is protected by Article 1 of Protocol No. 1 to the Convention is still very topical in the complaints in the area of civil and political rights, which are received either by virtue of violation of Annex VII or is a violation of other property rights.

Observations and occurrences in exercise of human rights in connection with the implementation of Annex VII

By Constitution of BiH and Entity Constitutions refugees and displaced persons are guaranteed the right to freely return to their pre-war homes. In its previous work, as well as in all previous reports, the Ombudsman Institution devoted much attention to the exercise of the right to return and right to sustainable return. Still citizens file complaints related to Annex VII because the signatories, even after the passage of time still do not in their territories at full capacity "provide political, economic and social conditions, which would contribute to the voluntary return and harmonious reintegration of refugees and displaced persons".

The number of complaints related to the protection of property rights on the basis of Annex VII, is significantly reduced, compared to previous years, however, the Commission for Real Property Claims of Displaced Persons and Refugees (CRPC) did not continue work on the remaining items after the end of the term in 2009. For this reason, there is still a large number of pending cases before the Commission and the Court of Bosnia and Herzegovina in the administrative dispute proceedings in which the legal actions are initiated against the CRPC. There is still no reliable database of pending cases and asset registers.

Also, there are still present collective centers in which live a number of internally displaced persons. It can not be concluded that the part of the authorities invested extra effort to solve the access to other rights to returnee population, such as social welfare, education and employment. There continues to be discrimination in access to employment, rights related to health care and pension rights. The above rights are still not following the return. Internally displaced persons and returnees continue to file complaints regarding the non-transparent allocation and selection of beneficiaries of the funds for the restoration and reconstruction of the war damaged and devastated buildings. It is not yet established a mechanism of coordination of policies to address legal gaps which are an obstacle to sustainable return and local reintegration. This phenomenon is especially present among the returnee population in rural (rural) areas. Often, the problem is solved individually and ad hoc, and it is certainly not in

the spirit of Annex VII of the General Framework Agreement for Peace in Bosnia and Herzegovina.

Observations and occurrences in exercise of human rights related to protection of other property rights

Complaints about legal and property nature that were and/or are considered by Ombudsman Institution and are characterized by breach of Article 6 of the Convention in conjunction with Article 1 of Protocol No. 1 to the Convention. In concrete cases, the complaints were related to inappropriate length of the proceedings where in some cases for several years decisions of administrative bodies and courts were not made, inappropriate requests for submission of additional documents, which citizens exposed to unnecessary expenses, breach of procedural and substantive laws, bias in decision-making, the irresponsible behavior of the acting officer in the case, the evasion of scheduling hearings, the evasion of resolving the case on its merits and on the basis of the documentation, and breaches of the right to a legal remedy, inefficient reaction of inspections, failure to process petitions from citizens and others. Examples of such behavior were particularly visible in the cases in the field of housing policy, survey and real property cadastre, real estate development, legalization of illegal constructions, construction of additional floor, the exercise of rights of way, right of access to a public road, usurpation of ownership.

The reform of legislation on property rights is one of the important conditions to meet the standards of Article 1 of Protocol No. 1 to the European Convention on Human Rights. A significant number of complaints of citizens was related to the work of cadastral and land registry offices, and mainly related to inaccurate and false information about real estate and this phenomenon was also observed in the returnee population.

Statistics of citizens' complaints

In 2012 Institution of the Ombudsman received a total of 162 complaints related to property issues (Office in Sarajevo 70, Banja Luka Office 24, Office Brčko 13, Mostar Office 53, Office Livno).

Compared to 2013, the year in which 154 complaints were received, it rose to 5.19% recommendations Issued in 5 cases of 201, that is, issued a total of 16 recommendations related to legal and property relations, which includes cases from previous years.

In 2014 were solved 162 complaints. Out of that number 80 complaints received in 2014 were resolved, and from previous years 82 complaints.

Results achieved through the activities

In implementation of Annex VII the Ombudsman Institution undertook a number of activities, which resulted in the facts that the complainants exercised the right for allocation of the required real estate, the right to a license for construction of houses and ancillary facilities, got necessary documentation for purchase of apartments, a greater degree the transparency of implementation procedures of beneficiary selection for donor funds, and high-quality use of resources for restoration and reconstruction, and the quality of work by various construction firms, as well as speeding up the process of issuing various documents, especially the urban and constructing permits.

There were frequent complaints on the work of the inspection services in order to legally foreseen activities and measures. Following intervention of the Institution of the Ombudsman,

the complainants were given notice by the inspection services on the activities and measures in individual cases. Reports on the activities of these services were substantiated, with the information supplied in individual cases, filed misdemeanor charges against the responsible persons for the purpose of non-implementation of inspection decisions.

In 2014 there was received a number of complaints from citizens against public manager (maintenance of buildings with flat owners) and after the recommendations issued, breach of the rights of these citizens were eliminated. It was noted from the complaints filed the insufficient care of maintenance of buildings with flat owners, mainly due to irresponsible attitude in implementation of existing legal and other regulations in this area.

4.1.7. The Police

Observations and occurrences

Police provides protection to the citizens of their basic human rights and freedoms and the protection of other constitutionally protected values, performing basic duties to protect the life, personal safety and property of citizens, as part of the overall security and ensure public order.

Ombudsman Institution in this reporting period received complaints against the police. The number of complaints compared to the previous year has increased. Statutory rights of police officers, the implementation of competition procedures related to new employment in the police force, excessive use of force, work and actions of the police were characteristic addressing of citizens.

In 2014, as in previous year, it shows that the internal control mechanisms did not give the desired results. Citizens, for the protection of their rights in cases where there is suspicion that those rights are violated by the police, most frequently addressed internal control mechanisms and most often turned to the Professional Standards Unit and Boards of Internal Control, with which they were not satisfied.

In 2014 the Ombudsmen received a number of complaints, which related to the non-application of all legal measures of the Law on Domestic Violence. Complaints pointed to the failure of the police to intervene in a timely manner, the failure to use appropriate measures to prevent violence, as well as of police findings on the absence of violence.

Statistics of citizens' complaints

In 2014 the Institution of the Ombudsman for Human Rights received 145 complaints related to police work. Of these 49 complaints were received by the Office in Sarajevo, Banja Luka Office 37, Office Brčko 23, Mostar Office 10, and Office Livno 26. Compared to 2013, the year in which the Institution received 138 complaints, it rose to 5.7%.

There were 144 complaints completed.

Results achieved through the activities

For complaints against the police, it is important to state that the police authorities are one of those with which the institution has a good cooperation. The acts of the Institutions are mainly answered within the given time and with detailed and exhaustive answers.

It was pointed out that the authorities of internal control in a very small number of cases, after the procedures performed, determine the responsibility of the police officers. The largest number of decisions of these bodies is that they could not determine either the merits or lack

of grounds the citizens' complaints. In these cases, in fact, nothing was found or taken, and questions remain unresolved including allegations of citizens' complaints. At the same time was noted the need for more effective treatment of these organs and the changing by-laws by which proceedings are conducted, which was accepted and the normative regulation of internal control followed and zealous work of internal control, after which better results are expected.

Investigating and working on individual complaints of citizens, there were seen many cases where the police took appropriate measures within its competence, especially when the police was requested reports and information on concrete measures to resolve certain cases with manifested violation of the public order and peace and the protection of persons.

However, police representatives pointed to the slow work of the competent authorities, in particular, prosecution by submitted reports about crime, slow processing and the like.

Significant is the place of the police in the implementation of the Law on Protection from Domestic Violence. Ombudsman Institucija constantly indicates the need for a systemic approach to the prevention and prevention of frequent and continuous threats due to which they even do not report cases of violence. It is difficult for the police to decided to apply for protective measures for victims of violence, despite the fact that the victim regularly requests it. The activities often ends in misdemeanor order or a report against the person who carried out the violence, which often does not provide adequate protection. Recommendations in such cases were respected and demonstrated the effectiveness of the measures.

The complaints brought by members of the police authorities, for violations of their rights, on the basis of work, related to the rights to various fees, questions of ranking, promotion, employment in the Police Service, the violation of competition procedures, and the like. Following verification of the complaint in most cases, the objects were terminated because of unfounded complaints or lack of interest of complainants for further work due to non-submission of information required by the Ombudsman.

A higher number of complaints was resolved in the course of the investigation of complaints from citizens and in seven cases were issued recommendations, eliminating violation of citizens' rights.

4.1.8. Public documents

Observations and occurrences

State or other authorized bodies within their jurisdiction, in the prescribed form issue public documents to citizens (copies of birth certificates, school testimonials, various certificates, excerpts from the commercial register, land certificates and other documents related to the different records of birth, death, domicile, personal documents) for the exercise of certain civil and other rights.

Citizens' complaints on the non-exercise of the right to a public document are present, and mainly related to long-term and unclear procedures for the issuance of public documents, the procedures for acquiring the due rights and the rights to the public document and the like.

Statistics of citizens' complaints

In 2014 the Institution received 20 complaints related to public documents (Office Sarajevo 9, Office Banja Luka 4, Office of Brčko 4, Office Mostar 2, and Office Livno 1).

In 2014 there were completed 16 complaints.

Results achieved through the activities

Through work on these matters it can be concluded that majority of competent authorities remove incurred problems after the first requests of the Institution.

In certain cases the problem is solved after the issuance of recommendations.

4.1.9. Electoral right

The political right, the right to elect and be elected (active and passive voting right), is regulated by the Election Law of Bosnia and Herzegovina.

Election results of the general elections of 2014 were not timely implemented in entity-level of the FBiH and State-level of BiH, which slowed the work of the legislature, and the establishment of the executive authorities.

In the final, this situation was reflected on the state of individual human rights and fundamental freedoms in this part of Bosnia and Herzegovina, in the way that many of the laws of vital importance for BiH citizens in legislative bodies have been "put on ice".

The Republic of Srpska entity, implemented the election results in legal terms and in a timely manner enabling access to required work and activities of the legislative and executive authorities.

The Election Law of Bosnia and Herzegovina was passed in 2001. It underwent a series of changes, however, did not answer fully the requirements of democratic principles and standards of human rights and fundamental freedoms as stipulated in international documents on human rights and fundamental freedoms by which Bosnia and Herzegovina is obliged to act. Building of democratic structures of government in Bosnia and Herzegovina is a prerequisite and guarantee respect for human rights. It is certain that the legislature, as the bearer of the legislation, is most responsible for exercise of human rights, because through non-adoption or enactment of discriminatory or non applicable laws produces human rights violations. In support is to say at least the "slow implementation" of decision of the European Court of Human Rights in the case of "Sejdić-Finci". Above decision indisputably shows that the normative legal framework of Bosnia and Herzegovina, under the given circumstances, shows that "every citizen is not under the same conditions allowed the right to vote."

Due to non-implementation of the judgment by the Constitutional Court of BiH²² concerning the review of the constitutionality of the Statute of the City of Mostar, Mostar citizens do not participate in the elections for a number of years for which they are denied the right to vote.

The participation of women in parliaments at all levels in BiH is still not recorded and is still without a significant increase of women's participation compared to the previous elections. Taking into account the relevant indicators, they require a thorough analysis of the electoral legislation in order to create quality reforms in this area, and that would be primarily aimed to create conditions for the prosperity of the country and its citizens, the strengthening of a democratic society with the aim of maintaining a fair, free and fair elections in the whole territory of Bosnia and Herzegovina.

²² U-9/09 of 26.11.2010.

4.1.10. Ministerial, Government and Other Appointments

The Institution of the Ombudsman for Human Rights, as an independent body for the protection of human rights, was given the power to review the appointment process, which is carried out in accordance with the Law on Ministerial Appointments, Appointments of the Council of Ministers and other appointments of Bosnia and Herzegovina, the Law on Ministerial, Government and Other Appointments of the Federation of BiH and the Law on Ministerial, Government and Other Appointments of the Republic of Srpska²³ (hereinafter: the Law).

In connection with the above appointments, the Ombudsman Institution in 2014 received 109 complaints, of which 79 of the procedure of appointment, and the failures in termination of appointments 13, while in 17 cases it was not about appointments that can be covered by provisions of the Law.

Reviewing the appointment procedures, the Ombudsmen noted that the largest number of complaints was related to the appointment of candidates who were holding office in a political party or were of some different political party affiliation, which in terms of the Law on Conflict of Interest in Government could not be nominated candidates, because of the function in a political party, and that had some functional positions in political parties and the like.

There was increased number of complaints related to the question of governmental and ministerial appointments in the event that the candidate was a member of a political party. This makes room for different practice due to the fact that, by the Law, an obstacle to the appointment exists only if the candidate performs a function in a political party.

Acting on complaints on the appointment of directors in the organs in which the government, cantonal, city or municipal authorities had an interest, the Ombudsmen noted that it was still a practice of differential treatment in the Federation of BiH, depending on the charge of a regulated body. Thus, some authorities determined the need to respect the principles and procedures established by the Law, while in others they did not, on the grounds that in the appointment of directors it is not a regulated authority defined by the Law, with regard to the fact that directors are appointed by the Board of Directors, not the authority that only gives its consent to the appointment.

The same is the case with the agencies whose management, in certain cases, was elected in accordance with the provisions of the Law, while in others they did not, although a concrete position met certain cumulative requirements of the Law.

Ombudsman Institution in the reporting period received complaints on termination of appointment procedure in the bodies appointed in accordance with the provisions of the Law, although the Law on Amendments to the Law on Ministerial, Government and Other Appointments of the Federation of BiH²⁴ contained no more a provision that regulated this issue, since it was deleted on the grounds that it was unclear and of temporal character, making reference to termination of appointment and lodging of complaint pursuant to the provisions of this Law is no longer possible.

²³ "Official Gazette of BiH", no. 7/03, " Official Gazette of FBiH", no. 34/03i 65/13, " Official Gazette of RS", no. 25/03

²⁴ "Official Gazette of FBiH" no. 65/13

It is still common a practice of appointing to a shorter period that the authorities called interim appointment, and for which there is no obligation to apply the principles laid down in the Law. Therefore, citizens often filed complaints to such appointments, powers of which are equal to final appointments. Despite of the fact that the Law laid down the period for which they are appointed for a shorter period can not be extended²⁵, in practice, the legal definition is not respected, and the appointments of the "interim" bodies are generally extended.

The Ombudsmen further noted that the criteria for the appointment is of a general character and often does not relate to the needs of specific organs, so that it does not take into account the length of work experience in the activities of regulated bodies and bigger and the appropriate level of professional education in related professions. Acting on one such complaints, the Ombudsmen expressed doubts regarding respect for the principle of quality, since in a Supervisory Board was appointed senior coach of recreational sport, while the complainants, bachelor of economist and bachelors of law, pointed to violations of the provisions of the Law in respect of the profession and the quality and especially bearing in mind that the candidates did not even conducted an interview nor was made the points list²⁶.

The selection procedures, in which the interview was the basic criteria for scoring candidates, the Ombudsmen can very difficultly find a violation of the principle of "quality" which requires the selected candidate to have skills, experience and qualities that must match the needs of the position to which the appointment is made. The Ombudsmen are not able to evaluate demonstrated ability and overall impression of the candidate during the interview, and can only conclude that the selected candidate does not possess better qualifications for the concrete function.

The Ombudsmen conclude that there is still lingering distrust of citizens to the governing and supervisory structures that are considered not to have the necessary qualifications to ensure quality work and management, but they have been appointed with the aim of political control over the resources of public institutions and enterprises. Such attitude is certainly contributed by the fact that political parties publicly express their agreement on the division of the governing boards of enterprises and agencies.

The Ombudsmen stress that consistent application of the Law can be the basis for quality of work and management that would ensure expediency, rational operation and better control of the regulated bodies. The previous practice of appointing persons according to their political affiliation, with disregarding of their expertise, in bodies that are of particular social importance (in the fields of education, health and social protection), can have far-reaching consequences when it comes to exercising of citizens' rights.

4.1.11. Freedom of access to information

The right of access to information is a fundamental human right derived from the right to freedom of expression, set forth by Article 10 of the ECHR²⁷. Although Bosnia and Herzegovina in 2000 passed the Freedom of Access to Information Act (the FAIA), first at the state level, and then in 2001 in both entities²⁸, as an important tool in ensuring the rule of law and good

²⁵ The Laws of BiH and RS define time period of 2 months at most, while the Law of FBiH defines time period of 3 months at most.

²⁶ Ž-SA-05-76/14, Ž-SA-05-104/14

²⁷ European Convention on Human Rights and Fundamental Freedoms

²⁸ Freedom of Access to Information Act in BiH, „Official Gazette of BiH“, no.: 28/2000; The Law on Amendments to Freedom of Access to Information Act in BiH „Official Gazette of BiH“, no.: 45/2006, 102/2009, 62/2011, 100/13;

governance, even after 14 years since the beginning of its implementation we can not talk about the fact that we provide a transparent operation and openness of the public authorities, nor on developed of awareness of both citizens and government representatives about the necessity of functioning of the authorities in the manner prescribed by the Act.

In the case²⁹ in which the complainant referring to the FAIA, in which he asked for the submission of information necessary for the exercise of rights arising from employment, after the many oral and written addressing to the Agency and the Civil Appeals Service of the FBiH, during the proceedings before the Ombudsman Institution, requested information were submitted to the complainant. Such behavior of the authorities alleged in most of the complaints that have been analyzed, shows unwillingness of the authorities to implement the FAIA and unwillingness to provide citizens with required and necessary information, as well as the lack of accountability for performance of the basic responsibilities.

The situation is similar in the cases³⁰ where on the requests for access to information has never been answered, but after the intervention of the Ombudsman the authorities acted upon requests.

It was also noted that the public authorities when processing requests for access to information take decisions contrary to the prescribed legal form.³¹ Specifically, in these cases the responsible authority, the Prosecutor's Office of Canton Sarajevo, issued decision in the form of a conclusion, not a decision, as prescribed by the FAIA, and after issuance of the recommendations requesting elimination of deficiencies the Prosecutor's Office proceeded according to the law and the recommendations was implemented.

Striking example of the lack of knowledge of FAIA and inadequate implementation of FAIA was contained in the complaint filed with the Institution³² where the Center for Social Work Tuzla, in the case when it was filed a regular complaint against the decision on rejection of the request for access to information, a complete file was forwarded to the Ombudsman Institution to decide, and following the recommendation unlawful act was removed and further action was in accordance with the provisions of the Act.

In the case³³ in which the complainant addressed the Faculty of Law in Sarajevo, seeking information on a test that was done during the examination, the request was rejected only because it was a definite date when could inspect the written exams, which indicates that the Faculty, as a public body did not enter in deciding on the merits of the case, did not conduct even a public interest test, or pointed to the relevant facts and the reasons for which access to information was denied. There is obviously a lack of knowledge of FAIA because the Faculty considered that the publication of the date on which it was possible to inspect the test materials complied with Article 56, paragraph 3, of the Law on Higher Education of Canton Sarajevo.

The complaints by the NGOs³⁴ filed in order to collect information for the purpose of conducting specific researches, the responsible authority of the Republic of Srpska, Pension and Disablement Fund of RS, after failure to answer on request and urging did not provide

Freedom of Access to Information Act in FBiH „Official Gazette of FBiH“, no.: 32/2001 , The Law on Amendments to Freedom of Access to Information Act in FBiH „Official Gazette of FBiH“, no. 48/11, Freedom of Access to Information Act in RS „Official Gazette of RS“, no 20/2001

²⁹ Ž-SA-05-151/14

³⁰ Ž-BL-05-588/14, Ž-BL-05-693/14, Ž-LI-05-254/14,, Ž-LI-05-256/14, Ž-LI-05-32/14, Ž-LI-05-33/14, Ž-LI-05-299/14, Ž-MO-05-162/14, Ž-MO-05-40/14

³¹ Ž-SA-05-718/14 and Ž-SA-05-729/14

³² Ž-SA-05-193/14

³³ Ž-SA-05-481/14

³⁴ Ž-SA-05-612/14, Ž-SA-05-613/14

information in accordance with Article 14 of the FAIA, or in the form of an act on which one can submit regular legal remedy - appeal, but only following the recommendation issued acted in accordance with the Act.

Examples that indicate the lack of knowledge about the Act and inconsistent application of the FAIA are also cases³⁵ where the public authorities ask the applicants to state the reasons for seeking information or prove a legal interest in obtaining information, which is expressly prohibited by the provisions of the Act, because the intention of the legislator was to enable everyone access to required information, without restrictions, as well as to contribute to the transparency of the work of public authorities and increase their liability to the citizens.

Complaints³⁶ filed with the Ombudsman that explicitly requested the Institution to reduce the cost of copying or the amount of fees prescribed by separate legislation for the issuance of excerpts or documents from the official records, indicating that citizens do not know enough FAIA or abuse the Act to get information for free.

A different conclusion was not possible, because the one who knows the law and knows that there is an obligation to pay the fees and costs, if requested more pages than the number of copies of the information prescribed by law.

In 2014 were also considered complaints³⁷ that requested an information or more information, and, among other things, information containing certain data, which the public authorities regard as a protected and refusing to provide such data. We re-emphasize the fact that we presented in earlier statements regarding the freedom of information and questions of access to information if the information contains any personal data.

Freedom of Access to Information Act as an exception to the refusal of provision of information defining and protecting the right to privacy, and not protection of personal data, however, allows rejection of the application only after performing a public interest test. Freedom of Access to Information Act establishes "that every person has the right of access to information to the greatest extent possible consistent with the public interest, and that public authorities have a corresponding obligation to disclose information". Consequently, all public authorities are obliged to apply the FAIA in the manner prescribed, until Amendments to the Act are enacted, which would regulate the conduct of public authorities in a different way. Also, in BiH is applied the Law on Protection of Personal Data which is why each case must be especially appreciated because there is no priority in the application of a particular piece of legislation. The right of access to information and the right to privacy are protected by the European Convention on Human Rights and Fundamental Freedoms so that there must be a balance between access to information and privacy rights.

Analysis of complaints received indicated that there were still identical weaknesses in the application to the FAIA that Ombudsman Institution indicated in its previous annual reports.

Of the total of 218 complaints, which were received in Ombudsman Institution, the largest number was related to non-deciding within the statutory period (60 complaints)³⁸, the refusal of access to information 35 complaints³⁹, and the remaining number of complaints in all other

³⁵ Ž-BL-05-305/14, Ž-BL-05-89/14,

³⁶ Ž-LI-298/14,, Ž-MO-05-171/14

³⁷ Ž-SA-05-592/14, Ž-BL-05-741/14, Ž-BL-05-742/14, Ž-BL-05-749/14, Ž-SA-05-592/14,

³⁸ Ž-BL-05-28/14, Ž-BL-05-115/14, Ž-BL-05-151/14,, Ž-SA-05-433/14,, Ž-MO-05-70/14,, Ž-SLI05-143/14,, Ž-BR-21405-1714,, etc.

³⁹ Ž-BL-05-260/14, Ž-BL-05-740/14,, Ž-MO-05/14,, Ž-MO-05-40/14,, , Ž-SA—05-1086/14, , Ž-SA-05-720/14,, etc.

situations (inadmissible and groundless complaints, the decisions taken contrary to legally prescribed form, the decision without any explanation, without legal remedy, etc.).

During the year, the Institution adopted 40 recommendations, 20 of which were implemented, 3 recommendations were not implemented and 6 recommendations without response on implementation, and in 11 cases was realized cooperation with the authorities. These recommendations were related to cases from previous years that have been transferred to work in 2014.

Although there are continuing problems identified in the implementation of Freedom of Access to Information Act, there are some developments that should be noted, and this is primarily that the majority of public authorities immediately upon receipt of a request for a declaration submitted explanation to the Ombudsman Institution, that information officers in the case of ambiguity contact the Institution and seek opinion/advice on how to proceed, but the general conclusion is that the largest number of public bodies do not know the Act and do not know how to apply it, which indicates the need for continuous training and education of public officials at all levels of government.

What remains a problem is that public authorities do not provide the requested data and information, and reject demands reasoning that their publication would be violation or serious violations of the Law on Protection of Personal Data.

Again we emphasize the circumstances stated in previous reports, that until the adoption of the Law on Protection of Personal Data, in practice there were not registered problems regarding implementation of FAIA, and if the information contains some personal information, which could compromise the privacy of the citizen, the public authority through use of public interest test could take a decision on the exception.

In spite of these provisions and the public interest test that public authorities are obliged to implement, and after considering the report of the Agency for Personal Data Protection of BiH for 2011, the House of Representatives of the Parliamentary Assembly of Bosnia and Herzegovina, tasked the Council of Ministers to adopt decision on the initiation of procedure for Amendment to Freedom of Access to Information in Bosnia and Herzegovina with the aim of complying with the Council of Europe Convention on Access to Official Documents (CETS 205). Following formation of the working group, the Ministry of Justice made the draft amendments to Freedom of Access to Information Act, on which delivered more than 200 objections by non-governmental organizations as well as by international organizations operating in Bosnia and Herzegovina. Discussion of received objections was not carried out, and the Council of Ministers of BiH on 11.06.2013 adopted the Decision on the establishment of the Interdepartmental Working Group for drafting the Law on Amendments to Freedom of Access to Information Act in Bosnia and Herzegovina, No. 251/13, published in „Official Gazette of BiH“, No. 95 of 09.12.2013.

By this Decision the Institution of the Ombudsman for Human Rights of BiH was appointed to be a member of Inter-ministerial Working Group with a commitment with the other designated representatives to carry out an analysis of the Act and its compatibility and to propose amendments to the Act.

With its act, No: Oi-K-01/14 of 06.01.2014, the BiH Ombudsman Institution informed the Council of Ministers of Bosnia and Herzegovina, the Ministry of Justice of Bosnia and Herzegovina, the Ministry of Security of Bosnia and Herzegovina and the Agency for Protection of Personal Data in BiH that the Institution of the Ombudsmen for Human Rights of BiH is not department of the Council of Ministers and that as such can not be appointed in the inter-

ministerial group for drafting and proposing legislation, but that the competent Ministry for the development of the said Act, is the Ministry of Justice of BiH.

The Ombudsmen also stated that Ombudsman Institution, in accordance with the Law on Ombudsman for Human Rights and the mandate to be there, could just give opinions on the proposals set forth by the Law, where it assess that adopted human rights standards are not sufficiently embedded, or are not embedded at all. It was also pointed to the question of incompatibility in cases of need to provide opinions on the proposals of the Law, in preparation of which the Institution would eventually participate.

4.2. ECONOMIC, SOCIAL AND CULTURAL RIGHTS

4.2.1. Observations and occurrences in the area of economic, social and cultural rights

The observations were that in 2014 a large number of complaints in the area of economic and social rights, were right behind the area of civil and political rights, as a result of the difficult economic situation, high unemployment and economic difficulties in exercise of social rights of citizens.

There were a slightly smaller number of complaints compared to the previous year; the largest number was related to labor relations and the realization in the area of pension rights.

It is visible a significant increase in complaints and citizens' addressing due to exercise of the rights in relation to education, rights related to utilities, and health care rights.

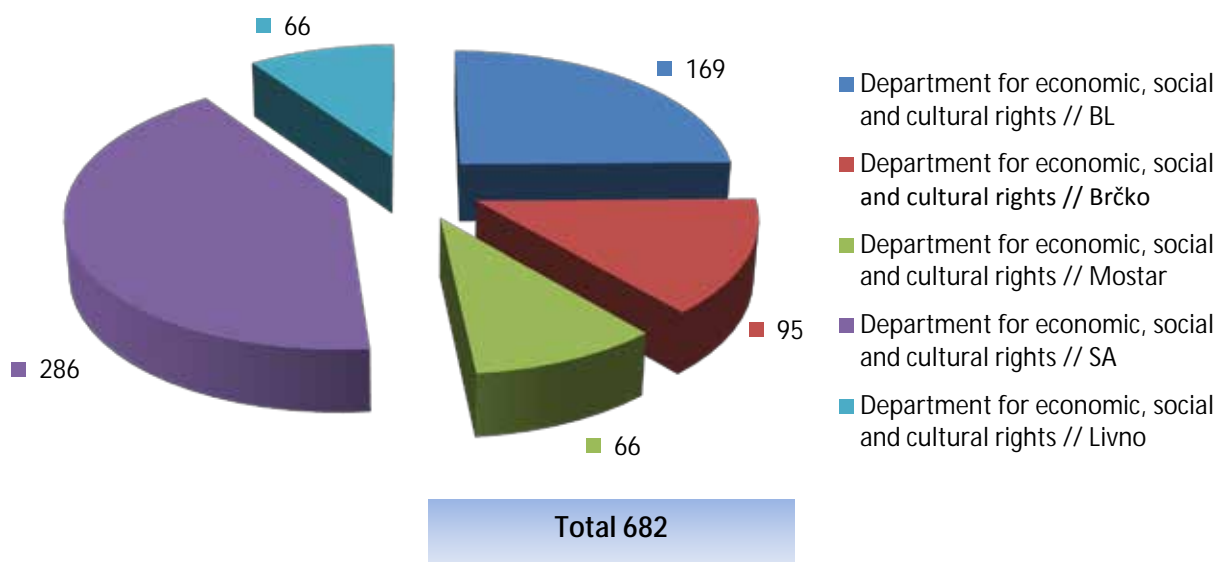


Chart 8. Review of complaints received in the Department of Economic, Social and Cultural Rights in 2014 by offices

4.2.2. Statistics of citizens' complaints

In 2014 the Office received 682 complaints and 326 complaints were transferred from previous years, and the total number of cases was 1,008 complaints. Of this total number 654 complaints were resolved, and in the work remained 354 complaints. 415 complaints from

2014 were resolved, and in the work remained 267 complaints, and from previous years 239 complaints were resolved and 87 complaints remained from previous years.

Considering the category of violation of the right we point out that on the basis of violations of labor rights the Institution received 291 complaints, the right to pension 155, communal services 70, social protection 65, health 58, education 33, ecology and environmental protection 4, war damage 3, and 3 complaints from the field of public revenues.

After analyzing statistical data, it can be established that in comparison with the previous reporting period (2013), in 2014 were received 16 complaints less, and that the difference in percentage is 2.29%.

In relation to the total number of appeals in the field of law, and observed by the territorial organization of the Institution, it is evident that the Regional Office in Sarajevo received 286 complaints, the Head Office in Banja Luka received 169 complaints in the branch, Office Brčko received 95 complaints, the Regional Office in Mostar 66 complaints, and the Field Office in Livno 66 complaints.

According to the structure of the complaints received, as in the previous reporting periods, where the situation is similar, the largest number of complaints received in 2014 was related to violation of labor relations 291, but in comparison with 2013, this year the Institution received 27 complaints less or expressed in percentages lower for 8.49%. The number of complaints that indicate violation of the right to pension was 155, and during 2013 were received 176 complaints, i.e. the number of complaints relating to these areas decreased by 21 or 11.93%. However, in this reporting period increased complaints on violations of the right to education (33) compared to the previous year (27). It may also be noted that during the reporting period was visible increase in complaints relating to utility services (70) in relation to the number of complaints from the previous year (66), and violations of rights in the field of health protection, which increased by 34 or 88%, that is, 58 complaints in relation to previous year when were received 43 complaints. As for other violations of these rights, in terms of the number of complaints received, was not recorded significant deviations compared to complaints received in the previous reporting year.

Complaints filed against violations of labor rights, as the most common category in the structure of infringement, 157 complaints were resolved, and 108 complaints were resolved from previous years, which represent a total number of 265 resolved complaints. On the basis of violation of the right to pension, as well as the other most prevalent categories in the structure of violations of these rights, 113 complaints were resolved in 2014 and 58 complaints from previous years, which give a total figure of 171 resolved complaints.

Acting on complaints filed in 2014, the Ombudsmen issued a recommendation in 33 cases. Since the largest number of complaints was related to labor relations it can be concluded that the highest number of cases with the recommendation was related to the field of labor relations (21), followed by cases in the field of violations of the right to pension (4), the field education (2), health (2), utilities (2) and the ecology and environment (1).

Of the 33 cases in which the recommendation were issued, full implementation of recommendations took place in 7 cases, in 9 cases the cooperated on the implementation of the recommendations was achieved, while in 1 case recommendation was not implemented, while 16 cases with issued recommendations has not yet received response on their implementation.

In this area in 2014, including cases carried over from previous years, were issued 55 recommendations (labor relations 29, education 3, ecology and environmental protection 1, utilities 2, healthcare 6, social security 2, pensions 8 and other 4)

Implemented recommendations 17, the cooperation achieved 11, without reply from the authorities on the implementation 21 and not implemented 6 recommendations.

4.2.3. Results achieved through the activities

A) Right to work

In the area of economic, social and cultural rights, the largest number of complaints was related to violations of labor rights. In 2014 the Ombudsmen received 291 complaints. In this reporting period, the number of complaints decreased, compared to 2013⁴⁰, for 27 cases, or 8.49 %.

The right to work and rights of workers play a decisive role in achieving human security. They depend on the social and economic predisposition of the state. The right to work goes beyond mere survival, because the satisfaction of basic needs is not enough to increase the economic security of people. Workers' rights mean ensuring of worthy and decent working conditions, and should protect workers from exploitation and all forms of discrimination in the workplace.

As in previous years, the reasons due to which the citizens of Bosnia and Herzegovina addressed the Ombudsman Institution were largely identical and related to violations of applicable legal regulations, and were reflected in the following: lack of reporting workers to institutions/funds for pension and disability insurance, and therefore non-payment of contributions for pension, social security, health insurance and unemployment insurance, non-payment of overtime, the inability to pay out claims of workers after the completion of bankruptcy procedures due to insufficient bankruptcy estate, the inability of realization of pension rights in order to outstanding receivables and payables that employers had towards employees, the inability of the enforcement of final court decisions in labor disputes (payment of back wages and claims, return to work) for the liquidation of the enterprise.

Some of the complaints⁴¹ received in Ombudsman Institution continued to point to the problem of employment without vacancy notice procedures, on the basis of an employment contract for a definite time period. Also, these cases showed still existing practice of employers to evade the conclusion of contracts of indefinite duration, but off employees for two weeks in order to avoid employment for an indefinite period. In the cases, after conducted investigation and establishment of facts, could be noted that employers' by-laws rarely prescribed obligation to open competition. The abovementioned, the employers justify by the fact that the Labor Law of FBiH⁴² knows institute of temporary and indefinitely contracts, while not explicitly prescribe the manner and procedure of employment in the form of mandatory public announcement of vacancy notice. BiH Ombudsmen noted that employment without open competition, often in public institutions, and in relation to the above in 2014 the Ombudsman Institution sent two initiatives to Federation Parliament upon complaint⁴³ concerning the regulation of employment, i.e., providing equal opportunities to all citizens to apply for jobs in the public service.

⁴⁰ 318 from area of work relations

⁴¹ Ž-SA-04-22614, Ž-SA-04-1003/14, Ž-SA-04-832/14., Ž-SA-04-448/14

⁴² "Official Gazette of Federation of BiH", no: 43/99, 32/00 i 29/03

⁴³ Ž-SA-05-269/14

Thus, the initiative⁴⁴ proposed amendment of the Labor Law of the Federation of Bosnia and Herzegovina on the way to the future employment on a permanent basis in the enterprises, enterprises and institutions founded by the Federation of Bosnia and Herzegovina, cantons, cities and municipalities could be established only in the case when for specified workplace is published vacancy notice. In this way, the Institution of Ombudsman is keen to achieve greater transparency in employment, in the light of the Declaration of the International Labor Organization (hereinafter referred to as the ILO) in 1998, according to which all member states are obliged to respect, promote and realize the principle of the elimination of discrimination in employment and interest, these principles are worked out in the ILO Conventions No. 100 and 101, of the Member States, among other things seek to ensure that equality policy applies to work under government control, particularly in the civil service and public enterprises. The above initiative is before the Committee on Labor and Social Protection of the House of Representatives of the Federation Parliament.

As part of the initiative⁴⁵ issued by the Institution of the Ombudsman proposed changes to the Law on Public Enterprises in the Federation of Bosnia and Herzegovina in the way to classify as illicit activities on employment of persons on indefinite time without a public announcement. The above initiative is before the House of Representatives of the Federation Parliament.

One could also mention complaint⁴⁶ in which the Ombudsman Institution issued an opinion that the Federation Ministry of Justice was asked to consider the need for the adoption of guidelines or other by-laws which would be aimed at achieving a balanced relationship between women and men guard in the institutions for execution of criminal sanctions.

As in previous years, a large number of complaints referred to the competition procedure in which the complainants pointed to the lack of transparency in employment, irregularities of procedures, lack of definition of criteria of employment and favoring candidates already employed. In some of the complaints pointed to the slowness of competitions procedures and failure to provision of timely information by the authorities. As one of these complaints, we can mention the complaint⁴⁷ according to which the complainant by the decision of the Interior Minister of Una-Sana Canton Bihać, following conducted competition procedure, was set to the position of an associate. Against the above decision was allowed appeal to the Committee for Appeals of the Civil Service of FBiH. Due to the fact that she had no information regarding the placing on the workplace, she sent an urgent letter to the Civil Service Agency of FBiH to comply with the deadlines and procedures, and delivery solution and a reference to the competent Interior Ministry of Una-Sana Canton. However, despite urgency she did not receive the information relating to the establishment of legal employment status. After the intervention of the Ombudsman Institution towards the Civil Service Agency of the Federation, complainant started working in Interior Ministry of USC.

Another complaint⁴⁸ that indicates the delay of competition procedures was the example of the complainant who, after a competitive selection process in the municipality of Kladanj and after the public announcement issued in January 2010, by the decision of the municipal mayor of June 2013, was set for a civil servant to the position of an associate. In concrete case, the

⁴⁴ P- 231/14

⁴⁵ P-256/14

⁴⁶ Ž-SA-04-960/14 i P-257/14

⁴⁷ Ž-MO-04-41/14

⁴⁸ Ž-SA-04-169/14

complainant addressed the Ombudsmen because he was not actually employed although on several occasions he addressed the Mayor. After intervention of Ombudsman Institution Complainant started working in March 2014. Delay of procedure took more than 4 years.

In certain cases⁴⁹, after taking investigative measures by Ombudsman Institution, it was noted that the responsible authorities after the indicated contentious procedure, when conducting tender procedures or publication of the call for proposals for specialization in health care facilities, advertising cancelation of public announcements. So, in such cases through the initial acts the Ombudsman Institution requested explanation regarding questionable actions, after which the responsible authorities on their own initiative decided to annul the contests off.

As one of more interesting complaints here may be mentioned the complaint⁵⁰ against procedure of recruitment of senior associate in the Agency for Police Support - the Ministry of Security of BiH. After the investigation, the Ombudsman Institution, given the fact that they established certain irregularities, issued a recommendation⁵¹. The recommendation pointed to certain inconsistencies in the treatment of the authority; however, designated parties ultimately did not comply with the recommendation. According to the same complaint the Committee for Appeals of the Civil Service of BiH did not decide in favor of the complainant, who, using the right of appeal, addressed to the Court of Bosnia and Herzegovina which by its judgment annulled the decision of the Committee for Appeals of the Civil Service of BiH and referred the case back for retrial. In May 2014 the Ombudsman Institution, through act of Agency for Police Support⁵², was informed that the complainant began to work in early May 2014.

Some of the complaints filed with Ombudsman Institution indicate that the complainants continue to have problems with the return of documents from personnel files, and they need them to exercise their right to pension. In the complaints⁵³ the complainants, a former employee of the Police Department Visoko, addressed because during the stoppage of employment during the outbreak of the war, did not receive back her work card. After the intervention of the Ombudsman Institution, and coordination between the Police Visoko and the Federation Ministry of the Interior, the complainant realized the return of the document. Also, related to the complaint⁵⁴, the complainant after the intervention of the Ombudsman Institution of Common Affairs Service of the Institutions of the Federation of Bosnia and Herzegovina managed to get back documents from personnel file.

Ombudsman Institution during 2014 received several complaints⁵⁵ of former workers of the factory Birač and Alumina from Zvornik. The workers stopped working, their work cards being completed; however, the contributions to Pension and Disablement Insurance were not paid. During their addressing to Ombudsman Institution the complainants pointed out that they got promises by competent authorities of the Republic of Srpska and trade unions and that these

⁴⁹ Ž-SA-04-498/14; Ž-SA-04-84/14

⁵⁰ Ž-SA-04-161/13

⁵¹ Ž-SA-04-848/14

⁵² Ž-SA-04-848/14

⁵³ Ž-BL-05-57/14; Ž-BL-05-78/14; Ž-BL-05-77/14; Ž-BL-05-76/14; Ž-BL-05-75/14; Ž-BL-04-68/14; Ž-BL-05-73/14; Ž-BL-05-72/14; Ž-BL-05-71/14

⁵⁴ Ž-BL-05-57/14; Ž-BL-05-78/14; Ž-BL-05-77/14; Ž-BL-05-76/14; Ž-BL-05-75/14; Ž-BL-04-68/14; Ž-BL-05-73/14; Ž-BL-05-72/14; Ž-BL-05-71/14

⁵⁵ Ž-BL-05-57/14; Ž-BL-05-78/14; Ž-BL-05-77/14; Ž-BL-05-76/14; Ž-BL-05-75/14; Ž-BL-04-68/14; Ž-BL-05-73/14; Ž-BL-05-72/14; Ž-BL-05-71/14

obligations would be settled. So, in this particular case, it was about the issues of vital importance to the complainants, given that those enterprises are no longer working and since former employees were eligible to acquire old-age pension, but since the contributions were not paid to the Pension and Disablement Insurance, they could not exercise the rights to old-age pensions, and for a long time had no income at all. The Government of the Republic of Srpska fulfilled the promise, and the said workers were paid contributions to the Pension Fund.

Processing the complaint⁵⁶ filed by former employee of Aluminij d.d. Mostar, who still has not resolved her status, binding of work experience, return of documents from personal dossiers, and due to abovementioned requested Ombudsman Institution to advise her on how to exercise these rights, and the Ombudsmen sought a declaration from the Federation Government. FBiH Government informed the Ombudsman Institution on the activities of the Commission for the establishment of a list of employees who were on the list of the enterprise "Aluminij" d.d. Mostar on 31.12.1991 and the Institution of the Ombudsman provided the complainant with this information, including complete documentation and advised the complainant, for the purpose of exercising the right, to address the administration of Aluminij d.d. and Trade Union of former employees of Aluminij, which in coordination with the Government of FBiH regulated outstanding claims of workers.

During the work in 2014 Ombudsman Institution registered a smaller number of complaints⁵⁷ in which complainants continued to insist on severance pay in accordance with Article (152) 182 of the Labor Law of RS and Article 143 of the Labor Law of FBiH. However, according to the statistical indicators, and received complaints, it was clear that addressing of citizens for the realization of these receivables grew less.

In some of the complaints it is evident that the complainants pointed out that the decisions of the competent labor inspections were not fully carried out, or that did not respect the legal procedures and did not utilize fully the mechanisms of protection of workers' rights. In this light as an example registered in the Ombudsman Institution could be presented the case⁵⁸ where the complaint pointed to the conduct of the employers towards the workers in private firms. In the specific case of the Republic Department for Inspection Affairs of RS, Labor Inspectorate issued a decision in which the employers were ordered to correct the deficiencies identified during the inspections, however, it was not executed. After finalizing the investigation, the Ombudsman Institution issued recommendation⁵⁹ of the Labor Inspectorate to take all measures and actions foreseen in the Law on Inspections of RS in order to implement Inspections' decisions immediately, and that in case of non-implementation of these decisions to take measures in accordance with the law in order to sanction the employers. Ombudsman Institution received a response by the labor inspectors which indicates that the labor inspector in the above case undertook all measures prescribed by law, and that against the said employers were initiated misdemeanor proceedings including compulsory execution solutions.

In the context of protection of the rights springing from labor relations, Ombudsman Institution registered complaint⁶⁰ concerning treatment of one of the primary schools in Banja Luka, because in this particular case the activities in accordance with the decision of education

⁵⁶ Ž-SA-04-292/14

⁵⁷ Ž-SA-04-726/14; Ž-SA-04-1214/14

⁵⁸ Ž-BL-04-509/14

⁵⁹ P-216/14

⁶⁰ Ž-BL-04-421/14

inspector, who ordered the school to correct the deficiencies in the work standards of the complainant. After addressing by the Ombudsman Institution the school informed that it acted upon the decision of the inspection.

Particular attention in this report should be given to employment in education, that is, in primary and secondary schools in the Federation. The issue of employment of teachers, school secretary and other staff, is further defined by by-laws and regulations passed by line ministries of education in cantons, and defining the criteria and procedures for the employment of employees. Apart from the fact that regulations often differ from canton to canton, which is not disputed with regard to the constitutional organization of the state, however, the Ombudsman Institution registered a higher number of complaints⁶¹ in which the complainants pointed to the disputed provisions and illogical solutions. As examples could be pointed out cases in which complainants pointed to Article 17, paragraph 1, of the Rulebook on the criteria for admission of employees employed in preschools, primary and secondary schools as well as public institutions in Sarajevo Canton⁶² According to the aforementioned article, "director of the institution, upon completion of the final interviews with candidates, selects between the top three candidates from the final scoring and ranking list with an adequate explanation of bringing decision on the selection of employees". The institution of the Ombudsman conducted investigations of indicated schools, after which it established that the directors literally interpret the said provision of the Rulebook and often choose the second or third candidate, as is their legal right, but in this particular case it was noted that the decisions on admission without enough reasoning, or without reasoning at all, provided by directors concerning decision on employment, or complete absence of an adequate explanation. In some of the cases recorded in the Ombudsman noted that the directors after vacancy notice procedures selected teachers with a lower number of points and those and those who previously on various grounds employed in schools, and for this reason probably favored. Related to that provision and its interpretation, the Institution of Ombudsman repeatedly addressed the Ministry of Education, Science and Youth of Sarajevo Canton, and issued a recommendation⁶³ Although the Ministry sent a reply indicating that the recommendation was implemented and that there would be prepared amendment to the Regulations, in which would be taken in account the recommendations, however, it was evident that the Regulation was not changed since January 2013. The above mentioned facts are highlighted in present Report due to the fact that the complaints with the same legal basis were repeatedly filed with the Institution. BiH Ombudsmen conclude that in this case no action was taken that would contribute to the elimination of discriminatory provisions from the Rulebooks and thus provided no equal treatment to all candidates in open competitions.

B) Right to pension

In the area of economic, social, and cultural rights in 2014 the Institution received 155 complaints relating to the exercise of the right to a pension. Compared to the previous reporting period, it can be noted that the number of complaints decreased or that were received 21 complaint less, expressed in percentages recorded a decrease of 11.93%.

As in previous years the complaints related to exercise of the right to pension could be classified in several categories. Most frequent complaints are those relating to the lengthy

⁶¹ Ž-SA-04-744/14; Ž-SA-04-956/14; Ž-SA-04-961/14; Ž-SA-04-1061/14; Ž-SA-05-1143/14

⁶² January 2013.

⁶³ P-284/14

procedure following submission of request for exercise the right to pension⁶⁴. Less number of complaints was related to second instance procedure, that is, failure timely to decide on appeals lodged against decisions of first instance organ⁶⁵. The Ombudsmen were addressed by the complainants who were satisfied with amount of pension determined, and the Institution of the Ombudsman in this regard informed the citizens that it is not able to change the decision of the administrative bodies, but the citizens were suggested to use legal remedies and make file appeals to second instance organ.

A particularly slow procedures decision on retirement, are those relating to the determination of years of work experience, if the complainants acquired years of work experience in other countries. So, in these cases it is about determining the proportionate part of the pension that falls on the various insurance carriers in accordance with the agreements on social security that BiH has signed with other countries. And if, in specific cases, there is an obligation of mutual official cooperation between the funds/Institute for Pension and Disablement Insurances, procedures may last longer depending on the complexity of collecting the documents on the basis of which is determined the length of service and paid contributions. During the handling of complaints that fall into this category, on the basis of a statement of cooperation, the Ombudsman Institution achieved successful cooperation with the Ombudsmen of the region, which after communication with the funds, resulted in successful completion of cases and adoptions of decisions⁶⁶.

In certain cases was also recorded the slowness of the competent authorities in making decisions after the conclusion of the disputes brought before an appellate authorities. In one of such cases⁶⁷ there was recommendation⁶⁸ addressed to Pension and Disablement Insurance Fund of RS due to the fact that the Fund persistently delayed the adoption of the new solutions, although in this case was rendered judgment by the County Court in Banja Luka in May 2013, which overturned a decision of the Fund as of February 2012 and the case was returned to Branch Banja Luka for retrial and new decision-making. While working on the complaints, the Ombudsmen addressed the various acts to the Fund, requiring implementation of the judgment and the adoption of new solutions, but only after issuing of recommendation the Fund complied with the required and adopted solutions.

Ombudsman Institution registered complaint⁶⁹ in which the complainant started the process for exercising the right to old-age retirement during 2001, and the complainant's request three times "went through" administrative and judicial instances, but each time the administrative body would identically acted as in previous cases. The complainant then, unsatisfied by decision of the director of Federation Institution of Pension and Disablement Insurance initiated an administrative dispute before the Cantonal Court in Sarajevo, and the Ombudsman Institution made recommendation⁷⁰ by which the Cantonal Court was requested to consider the merits of resolving claims of the complainant. Cantonal Court informed the Institution of the Ombudsman that they resolved in chronological order, but when the case is taken into operation, the judge would take into account the recommendation of the Ombudsman of BiH. Through examples encountered by the Ombudsman Institution, exercise of pensions' right often depends on the ability of employers to implement the final court decision, and whose

⁶⁴ Ž-SA-04-231/14; Ž-BL-04-423/14; Ž-BL-04-496/14; Ž-BL-04-222/14; Ž-MO-04-198/14

⁶⁵ Ž-SA-04-61/14;

⁶⁶ Ž-SA-04-102//14; Ž-SA-04-525/14; Ž-SA-04-58/14

⁶⁷ Ž-BL-04-625/13

⁶⁸ P-57/14

⁶⁹ Ž-SA-04-667/14

⁷⁰ P-151/14

non-realization is justified by difficult economic and financial situation and the lack of budget funds allocated for salaries, contributions and other receivables springing from employment.⁷¹

There were cases where complainants were not satisfied with decrease of their pensions⁷², and it was about the military pensions. However, by judgment of the Constitutional Court of FBiH⁷³ it was found that the Decree on eligibility for age pension under favorable conditions of members of the former Army of the Federation of Bosnia and Herzegovina and civil servants and employees of the former Federation Ministry of Defense⁷⁴ was not in accordance with the Constitution of the Federation of Bosnia and Herzegovina because the Government of the Federation as a bringer of that regulation had exceeded its constitutionally established authority, because it regulated matter which falls within the jurisdiction of the Parliament of the Federation of Bosnia and Herzegovina. The re-determination of the amount of pension was initiated *ex officio* by the Federation Institution for Pension and Disablement Insurance within the terms set forth by the Law on of Premature Favorable Retirement of Defenders Participating in Defensive-Liberation War⁷⁵, and in accordance with the Law in a uniform manner was prescribed use of pensions.

Specific group of received complaints⁷⁶, were complaints of pensioners from the region i.e., the Republic of Serbia and the Republic of Croatia, in which complainants pointed to the fact that proportionate part of the pension that falls on the BiH insurance carrier paid later than to other pensioners in BiH. After starting the investigation process and searching Position of the Federation Institute for Pension and Disablement Insurance, Ombudsman Institution considered further investigation unfounded. Explanation of Federation Pension Fund indicated that the Steering Board of the Federation Institution for Pension and Disablement Insurance, each month in accordance with the Law on Pension and Disablement Insurance made a decision about the dynamics of pension payments, and the amount of the pension, or, payment coefficients in the current month. Starting date of pension payments, as well as the very dynamics of payment depends on the funds raised by contributions paid for pension and disablement insurance.

C) Communal services

In the area of economic, social and cultural rights, there was an inflow of complaints related to utilities. IN 2014 Ombudsman Institution received 70 complaints in this area, as compared to the previous reporting period, when it received 66 complaints, does not make a significant difference (6.06%).

Quite a number of complaints in this area can be linked with the difficult economic situation and social conditions in which are citizens of BiH, and a high unemployment rate, and, on the other hand, the relatively high prices of certain services (depending of energy prices) and monopolistic positions that maintain some of the enterprises in the market of Bosnia and Herzegovina.

⁷¹ Ž-SA-05-1317/13; P-22/14

⁷² Ž-SA-04-135/14

⁷³ U-40/10 of 5. April 2011 („Official Gazette of FBiH“, no. 34/11)

⁷⁴ „Official Gazette of FBiH“, no. 75/06, 58/07, 73/07, 89/07 i 31/08

⁷⁵ „Official Gazette of FBiH“ no: 41/13

⁷⁶ Ž-MO-04-122/14; Ž-SA-04-803/14; Ž-SA-04-1195/14

Certain number of complaints⁷⁷, due to limitations in the legal competences of Ombudsman Institution, was forwarded to the Ombudsman for Consumer Protection in Bosnia and Herzegovina in Mostar, and the complaints were the subject of treatment of the Consumers' Ombudsman.

Due to hard social situation people are often in a situation where they are unable to meet their obligations for the necessary utilities, and the Institution of the Ombudsman by telephone, and in writing, received complaints of citizens. However, in specific cases, it was about complaints where there already existed court rulings that establish debts of complainants to certain public utilities. Usually in these cases comes to social categories of citizens. However, in such cases, given the fact that one can not change the court decision, the Ombudsman Institution closed such cases⁷⁸.

D) Social protection

Statistical indicators shows that the institution of Ombudsman in 2014 compared to previous year received a slightly smaller number of complaints in the area of social protection (65). The number in the previous reporting period amounted to 70 complaints, which is a difference of 5 cases, or a decrease of 7, 14%. The numerical indicators do not reflect the actual situation, because often citizens address directly or by phone, and after consultations with the staff of the Ombudsman Institution, complaints may not be received due to a lack of legal basis. These are usually unemployed persons who do not work for many years and they can not find work, but does not meet the requirement for social assistance, because it is a working-age population.

Social protection is conventionally defined as a set of policies that aim to protect individuals and families from the social risks such as unemployment, sickness, disability and poverty, as well as support to raise the living standards of families and children at risk of poverty and social exclusion⁷⁹.

The state has a direct obligation to provide assistance to those who can not access or preserve basic rights such as health care, basic housing conditions, water and sanitation, food, basic forms of education⁸⁰.

Bosnia and Herzegovina has ratified the major international agreements in the field of human rights protection. However, the current situation and examples indicate inconsistency between standards and current legislation and practices that make up social protection system, by which is meant that everyone is entitled to access to basic social rights, appropriate level of social protection, or prevention of social exclusion and so on.

⁷⁷ Ž-SA-04-107/14; Ž-SA-04-1342/14

⁷⁸ Ž-LI-04-51/14, P-182/14, Ž-SA-04-290/14, Ž-LI-04-327/14, Ž-LI-04-335/14, P-321/14

⁷⁹ "Social protection systems are designed in a way to protect people from the risks associated with unemployment, parental responsibilities, illness / health care and disability, loss of a spouse or parent, old age, housing and social exclusion" Web page:

eurostata:http://epp.eurostat.ec.europa.eu/statistics_explained/index.php/social_protection_backgrouounds

⁸⁰ "The right to social security includes the right to access and maintenance of benefits either in cash or in the form of commodity aid, without discrimination, and to ensure the protection of, *inter alia*, (a) the lack of earnings through work caused by illness, disability, maternity, injury at work, unemployment, old age, or death of the family member; (b) lack of funds do require to facilitate access to health care; (c) insufficient family support, particularly for children and grown up people who are dependent on others, "the Committee on Economic, Social and Cultural Rights, General Comment 19 (E/C/12/GC/19), paragraph 2.

In times of economic crisis when the number of unemployed persons, and therefore the number of socially jeopardized citizens, the state should ensure the most vulnerable sections of society the necessary social assistance. It is the essence of social protection at disposal of most endangered groups of society. However, in Bosnia and Herzegovina, in relation to the situation in which the country finds itself, the lack of funds and non-implementation of the strategy in this area, often the most vulnerable groups remain without adequate assistance.

Pattern according to which Ombudsman Institution acted in processing of social protection rights could be seen in the complaint⁸¹ in which complainant is unemployed for many years, suffered from disease of the spine and a was displaced person. On several occasions, the complainant addressed social services of the Municipality of Ilijaš for exercising the right to one-time financial assistance for the purpose of medical treatment, and addressed the social welfare services Ilijaš to achieve subsidies for utilities. When filing the complaint, the complainant pointed out that she was not answered to the latest demands sent to the competent authorities. After the investigation procedure, by an act of the Mayor of Ilijaš, the Ombudsman Institution was informed, that the requirements of the complainant were fully respected. From the submitted declaration of the Social Protection Service Ilijaš, and, following requests by the complainant concerning subventions, passed a resolution that recognizes the right to subsidize heating costs.

In several cases⁸² registered at the office in Mostar, citizens addressed the Ombudsmen, due to extremely hard social situation in which there are, and, following the intervention of the Ombudsman Institution, received the decision to grant emergency financial aid for survival.

Addressing of citizens related to the provision of housing are also frequent, including evictions from apartments they used, and in these complaints⁸³ Ombudsman Institution, within its mandate, provided assistance to citizens in the way that it contacted competent authorities for the purpose of eventual finding of appropriate accommodation.

It is noteworthy to pay attention at *ex officio* initiative by Ombudsman Institution regarding complaint⁸⁴ relating to the status and position of women victims of war raping. Although the case was registered before the end of 2013, during 2014 the Institution conducted investigation, collecting documents and information from all levels of Bosnia and Herzegovina, with the aim of determining the situation of this category, primarily in relation to the social benefits ensured/not ensured, the existence/managing of single database, the results of the revision of the status of victims, the protection of personal data of victims.

Firstly, it can be concluded that the victims of rape in BiH are paid enough attention to, and surviving victims of wartime sexual violence are not adequately treated within BiH legislation. The realization of benefits depends on proving the status of victim, which is itself complex and painstaking process.

Also, it is worth noting that in 2013 was made the draft Program for the victims of rape, sexual abuse and torture and their families from Bosnia and Herzegovina from 2013 to 2016, on which the Office of Legislation of the Council of Ministers of Bosnia and Herzegovina delivered a

⁸¹ Ž-SA-04-306/14

⁸² Ž-MO-04-120/14, Ž-MO-04-176/14, Ž-MO-04-203/14 i Ž-MO-04-212/14

⁸³ Ž-SA-05-873/14, Ž-SA-04-535/14, Ž-SA-04-1370/14

⁸⁴ Ž-SA-04-1236/13

positive opinion, with recommendation that the same document should be delivered to entity governments and the Government of Brčko District. Positive opinions on the draft Program submitted on behalf of the Government of FBiH Federation Ministry of Health, Federation Ministry of Labor and Social Policy, FBiH Gender Centre, Government of Brčko District, while the Government of the Republic of Srpska has still not submitted its opinion⁸⁵.

The act⁸⁶ of the Ministry of Labor and Veteran-Disablement Protection of the Republic of Srpska shows that women-victims of sexual violence in the war are not treated as a special category and according to the Law on Protection of Civil Victims of War in RS⁸⁷ are classified in the category of civilian victims and exercise their rights under that Law, under the same conditions as the other civil war victims who got injury to the body under other circumstances. In the procedure for exercising the right, necessary medical documentation of the treatment, which dates at least from the date of the injury to the body, or from the date of termination of the circumstances under which the injury to the body was caused, and evidence of the circumstances under which the injury occurred. According to information from the act, it is evident that the Ministry has records of all users of rights under the Law on Protection of Civilian Victims of War. However, the data in the database relating to the circumstances under which the injury to the body was inflicted are not fully updated by the municipal/city administration body in charge of veterans-disablement protection and protection of civil victims of the war.

Information contained in the act⁸⁸ of the Federation Ministry of Labor and Social Policy, the Law on Amendments to the Law on Social Protection, Protection of Civilian Victims of War and Protection of Families with Children⁸⁹ in Article 54 defines a "special category of civilian war victims are persons who have been victims of sexual abuse and rape." This category of victim was found eligible for financial compensation called "monthly personal allowance" and amounts to 70% of the monthly amount of personal disability of war veterans invalids of the first group, or as to the amount that belongs to the civilian victims of the war, the first group. Legal responsibility and competence of the cantons in ensuring the rights of civilian victims of war, regarding the victims of rape, are required to provide 30% of the funds for the payment of material compensation, and to provide the following rights: child allowance, help with the cost of treatment and procurement of orthopedic aids, training for work (vocational rehabilitation, retraining and additional training), employment priority, priority in housing and psychological and legal assistance. Cantons are given the option to expand the scope of the rights. However, due to the difficult financial situation, the majority of cantons generally do not implement these rights (except for a few cantons which ensure child allowance, payment of medical treatment and procurement of orthopedic devices). According to the act, the Federal Ministry of Labor and Social Policy, after determination of the status, the competent authority issue a decision on the recognition of the right to compensation - monthly personal allowance, which in 2013 amounted to 586.15 KM.

Information contained in the act⁹⁰ of the Government of Brčko District, the Department of Health and other services, rights of civil war victims from the territory of the Brčko District of

⁸⁵ Information from the act of the Ministry of Human Rights and Refugees of BiH, No. 01-2-37-11-1 / 14 of 01.09.2014

⁸⁶ No: 16-03/1-56-14/14 od 15.01.2014.

⁸⁷ „Official Gazette of RS“, no: 24/10

⁸⁸ No: 06-35/4/14 od 08.01.2014.

⁸⁹ „Official Gazette of FBiH“, no: 39/06

⁹⁰ No: 05-1002AN-03/14 of 17.01.2014.

Bosnia and Herzegovina are contained in the Decision of the Assembly of Brčko⁹¹, rights based on sexual abuse and rape of persons with special status in accordance with Article 2, Item a) of the Decision, achieved a total of 23 persons. All rights prescribed by the Decision are implemented continuously and fully through the Department of Health and Other Services, Department of Veterans Disablement Protection and Civilian Victims of War in Brčko District (BD), at the expense of funds allocated in the Budget of the BD, envisaged for implementation of the Decision in the amount of one million convertible marks.

Finally, and given the fact that Bosnia and Herzegovina has adopted the mentioned draft program 2013-2016, and that we are now at the beginning of 2015, and that there is still a difference in the process of proving the status of victims among the entities that women victims of sexual violence and abuse, in legislation of the RS are of the status of civilian victims, and that the differences are evident in the cash compensation paid to the victims, BiH Ombudsmen ascertain that the rights of these persons have not been given enough attention, and the state as soon as possible should take measures that will ultimately lead to the achievement of social justice and a fair solution.

E) Health care

In 2014 in the field of right to health care, there were 58 complaints. The number of complaints, in relation to the reporting period in 2013 when the Institution received 43 complaints, increased by 15 cases or expressed in percentages of 34.88%.

This area is best represented through some of the complaints on which the Institution of Ombudsman acted during 2014. As an example, one can point out the complaint⁹² concerning which the recommendation⁹³ was addressed to the directors of the Employment Bureau Pale and the Health Insurance Fund of RS. The subject of the complaint was inability of complainant to exercise the right to health care. The complainant was unemployed, but also a member of the Board of Directors, so that when she tried to achieve the right to health insurance, the Bureau stated that it was not obligated to insure here, since she was a member of the board, and, to the opinion of the Bureau, this fact could be interpreted as employment and therefore, in Bureau's opinion, there was an obligation of the Health Insurance to insure the complainant. On the other hand, the Fund membership of the Board of Directors did not treat as employment and held that the complainant was unemployed and that there was an obligation of the Bureau is to provide insurance. In this regard, the recommendation was addressed to competent authorities with a view to mediating between them, in order to address the exercise of rights to health care. After that the response to the recommendation was delivered by the Employment Bureau⁹⁴ in which it was stated that on 12. 06. 2014 were adopted new Guidelines on the management of procedures for establishing the rights arising from unemployment, which in Chapter II, Item 1, was amended to the effect that persons who are engaged in work as representatives, members of board of directors and supervisory boards, persons engaged under a contract of temporary jobs, members of cooperatives, persons who earn income from copyrights and other persons who are under the Law on Contributions reported on all aspects of insurance, without an employment contract can be registered with the Bureau, by which they are entitled to health insurance. Taking account of this Guidelines the complainant could have apply to the unemployment register with the competent bureau by place of residence.

⁹¹ „Official Gazette of BD“, no: 33/12

⁹² Ž-BL-04-161/14

⁹³ P-116/14

⁹⁴ No: UP-1563-ŽE-1/14 of 16. 06. 2014.

The Ombudsman Institution was often verbally and in writing addressed by citizens who were not entitled to health care, due to the fact that their employers did not make regular payments for health insurance. In relation to the above question is interesting to point out the fact in connection with Article 87, paragraph 5⁹⁵ of the Law on Health Insurance in FBiH⁹⁶. Said Article, by the judgment of the Constitutional Court of FBiH⁹⁷, adopted at the Session of 14.10.2014 was not in conformity with BiH Constitution. In the said judgment was emphasized that "access is expressed in Article 87, paragraph 5, of the disputed Act, which is entitled to exercise health protection, which was suspended after the insured has not paid contributions (except for emergency medical care) and the way in which this right is re-established through settlement of all due and unpaid contributions to Cantonal Health Insurance Fund according to the Constitutional Court of the Federation is not in accordance with the Constitution of the Federation of Bosnia and Herzegovina. Conditioning the realization of the right to health care by payment of due cash receivables from the contractual relationship, which is essentially a contribution to health care, and by using of its privileged position the Cantonal Health Insurance has in this obligation, not only endangers the right to health care but also the right to equality of parties before the law. The Cantonal Health Insurance Institution itself has seen non-sustainability of opinion expressed in such way and thus the stated commitments. Cantonal Health Insurance, through its Instruction No. 01- 37-976 / 11 of 24.05.2011, accepted an obligation to provide health care to all persons regardless of the payment of the outstanding funds if the user is acquired from another source. Collection of amounts due as a debt is placed in competency of competent Tax Administration, and in this way was clearly separated the issue of debt and the realization of the right to health care."

Ombudsman Institution also received citizens' complaints⁹⁸ in which were pointed out objections about the quality of health care and the provision of services by health workers and doctors. Acting on these complaints, Ombudsman Institution primarily refers complainants to take advantage of the mechanisms at their disposal in accordance with the Law on the Rights, Obligations and Responsibilities of Patients⁹⁹. Also, upon receipt of the complaints, the Ombudsman Institution addressing the administration of public health institutions, to determine whether the objection on the work of health workers was taken into account by the director of the institution, and what actions were taken by the director, with the aim to consider addressed objections, and possibly taking sanctions, if it turned out that the remark was established. Citizens usually have complaints about the work and conduct of medical staff, in the sense that they believe that medical staff do not do their job in professional and ethical manner and do not provide adequate health care to patients in a given situations. It was registered the complaint of the citizen, who believed that he was denied prescription of drugs from the essential list. However, in this particular case, the investigation procedure found that present medicine was no longer included on the essential list in Central Bosnia Canton.

Ombudsman Institution decided *ex officio* to open a case¹⁰⁰ related to the regulation and organization of primary health care in Bosansko Grahovo¹⁰¹. The case was opened in order to

⁹⁵ "The right to health care as a whole is established at the date to meet all maturing, and the undisbursed balance of the cantonal insurance institution in accordance with the provisions of the Law on Obligations"

⁹⁶ „Official Gazette of FBiH“, no: 90/97, 7/02, 70/08 i 48/11

⁹⁷ Judgment published in Official Gazette of FBiH, no: 100/14, page 44

⁹⁸ Ž-SA-04-1013/14; Ž-SA-04-1364/14

⁹⁹ "Official Gazette of FBiH", no. 40/10

¹⁰⁰ Ž-SA-04-987/14

¹⁰¹ Currently, in the municipality Bosansko Grahovo is opened a medical post of the Health Center in Drvar and Bosansko Grahovo is the only municipality in Canton 10 which does not have Health Center, and primary health care is realized in the said medical post.

observe the right to the highest possible level of implementation of health care on the basis of the International Covenant on Economic, Social and Cultural Rights, Federation and cantonal laws governing this area and the strategy and standards of primary health care. The above case was opened with regard to the information collected during the investigation could be based on the individual case and indicate the broader indicators in the health field.

As a specific on here could be mentioned the complaint¹⁰² in which the complainant, currently residing in the Republic of Croatia, gained the right to old-age pension in 2007 as a member of the Pension and Disablement Insurance of the Republic of Srpska and now could not exercise the right to pension because he lived and worked before the war events in the territory of this entity. During 2009 the complainant was transferred to the Federation Institution for Pension and Disablement Insurance. However, the complainant argued that he could not realize the right to health insurance because his contributions were not paid. After ombudsmen's investigation, it was determined that the area of pension and disablement and health insurance is regulated by the entity laws and laws of the BD. There was an evident problem of the complainant and several similar persons that have permanent residence outside Bosnia and Herzegovina. According to the document from the competent Ministry of Civil Affairs of BiH¹⁰³ The Ministry back in 2008 initiated finding out of the ways to overcome the situation in which the complainant found himself, as well as similar situations, but up to date the appropriate solutions through regular procedures have not been proposed, solutions that would be acceptable to all competent authorities in Bosnia and Herzegovina. According to information from the Health Insurance and Reinsurance of the Federation, in this particular case it is a matter that falls under the category of outstanding cases due to "conflict of jurisdictions" between the two entities in Bosnia and Herzegovina, while the RS Health Insurance Fund considers that "conflict of jurisdictions" does not apply to this Fund, that the Fund performs registrations in accordance with the agreement of all pension beneficiaries of the Fund residing abroad, what is also known to liaison officers of the Contracting States, who additionally state that in the process of application of the agreements they have no problem on this issue with the Health Insurance Fund of RS. Health Insurance and Reinsurance Institution of the Federation of BiH believes that the essence of this problem is in the fact that it is impossible to determine the competent institution for the provision of health care of pensioners of the Federation of BiH with passed work history and residence in RS and who had moved to the territory of the Republic of Croatia and the Republic of Serbia.

Actually, in accordance with the Law on Health Insurance¹⁰⁴, payer of compulsory health insurance of pensioners and therefore under obligation to pay health care contributions of pensioners, is a legal entity, which pays out pensions to pensioners. Sign up for health insurance and contribution payments is made to the Health Insurance Fund of the last residence of pensioners. Most of these pensioners did not have the last permanent residence in FBiH, but in the territory of the Republic of Srpska, from where they moved to the Republic of Croatia and the Republic of Serbia. Since the right to health insurance in the Federation of BiH is realized within the Canton i.e., cantonal health insurance institutions, and in this concrete case, the complainant had no permanent residence in any of the cantons, it is not possible to determine which cantonal institution is competent to issue a form.

¹⁰² Ž-SA-04-1010/14

¹⁰³ Act no: 07-12-1973-ATO/14 of 27.11.2014.

¹⁰⁴ „Official Gazette of FBiH“, no: 37/99,02/07

F) Right to education

In 2014 Ombudsman Institution registered 33 complaints in the field of education. Compared to the reporting period of 2013, when it received 27 complaints, it is evident that there was a slight increase of 6 cases or 22.22%.

Ombudsman Institution deal with complaints relating to all levels of education. In order to ensure full enjoyment of the right to education, authorities must ensure availability and accessibility of educational institutions as well as acceptability and adaptability of the educational system. In addition, to the relevant ministries of education, many institutions such as agencies for the standards of education, pedagogical institutes and educational inspections, dealing with the implementation, application and protection of rights in the field of education. The quality of education depends on teaching staff and is closely related to the recruitment of teachers in the upbringing and education institutions, and which is highlighted in the section of present Report which relates to vacancy notice procedures and employment.

As an example here could be mentioned a complaint¹⁰⁵ received after the submission filed on behalf of the complainant by organization Transparency International BiH. The complaint was related to the public vacancy notice, which was conducted by PI "Children's kindergarten" Živinice where instead of educator was selected candidate who was a professor of Bosnian language and literature. This occurred because the Law on Preschool Education of TK provided to a variety of programs for preschool education in public and private preschools implemented by educators and professional associates of various profiles (pedagogues, special pedagogues, psychologists, doctors, social workers and people with completed faculty of social sciences) with a university degree or equivalent and professional exam. This Article is not in accordance with the Framework Law of Bosnia and Herzegovina. In this particular case, a recommendation was issued¹⁰⁶ to the Ministry of Education, Science, Culture and Sports of Tuzla Canton to take all measures to ensure that the said Article of the Law on Preschool Education of TK would be brought in line with the Framework Law of Bosnia and Herzegovina, to which Ombudsman Institution has not yet been answered.

Ombudsman Institution also considered complaints relating to public calls procedures for the award of scholarships. In the complaint¹⁰⁷ the complainant spoke on behalf of her daughter because she did not timely received an answer from the Ministry of Education, Science, Culture and Sport of Canton Herzegovina-Neretva, and upon objection to the decision on the award of scholarships and grants for accommodation in a student residence for the academic 2013/2014. In the concrete case was achieved cooperation with the relevant Ministry, which delivered the statement regarding the criteria according to which complainant's daughter collected points made in accordance with the by-law, and from which stemmed that the number of points was not enough to qualify for a scholarship. In the present case the complaint was not accepted due to its unsoundness.

Complaint¹⁰⁸ lodged by the complainant, who pointed objection to the act of the Medical Faculty in Sarajevo, on the occasion of the return of tuition. According to the relevant legal provisions, "a student who paid tuition in a given academic year showed a good success, and

¹⁰⁵ Ž-BL-04-596/14

¹⁰⁶ P-288/14

¹⁰⁷ Ž-MO-04-43/14

¹⁰⁸ Ž-SA-04-988/14

passed all the exams from that year and scored an average score of at least eight can get publicly funded place for further studies in this cycle and that in accordance with the statute and opportunities of organizational unit/higher education institutions". Following Ombudsmen's investigation, it was found that the said faculty was unable to refund tuition fees for 2013/2014, however, that the complainant on the basis of her high average score was exempted from payment of tuition for self-financed studies for 2014/2015.

4.3. Children's rights

4.3.1. About importance of implementation of children's rights in BiH

To advocate, promote and protect children's rights in Bosnia and Herzegovina is not an easy task at all, especially at a time when the economic crisis has severely affected the children, too.. All the economic measures affecting children, directly or indirectly, although detrimental impact of some other factors can be reduced or eliminated, as the latter permanently and irreversibly worsen the position of the child. Children and their rights, unfortunately, are not a priority in Bosnia and Herzegovina and the decision-makers, when making decisions, do not ask questions: Will this decision discriminate any child? Does this decision take into account the best interests of the child? Whether the child's right to development is covered by this decision? Did the children have the opportunity to express their views and whether these have been taken into account?

The efforts of the Ombudsmen to promote children's rights and to encourage all social actors to act more actively to ensure every child, without any discrimination, to have the conditions for a dignified life and development of potentials, and to make legal protection of their rights even more efficient and effective. Undoubtedly, progress has been made in the realization of children's rights in the last 25 years that have passed since the adoption of the Convention on the Rights of the Child, but there are still serious and numerous problems. In an extensive system of norms of international law, a child has a special place, but regardless of the passage of time since the adoption of the Convention, it is still not easy to advocate for children's rights and to make the obligations of the state implemented in practice. Any advocacy is a process and includes the time and children should not and can not wait. We, adults, should prepare the children through learning about their rights to become aware of their responsibilities and duties as citizens in protecting the rights of others, and we need to prepare them for lifelong learning, mobility and living and working in tolerant democratic society. Independent human rights institutions are an important mechanism for promoting and ensuring implementation of the Convention on the Rights of the Child and according to the UN Committee on the Rights of the Child establishment of such bodies is the obligation of the state. Although both adults and children alike need institutions for human rights, there are additional justifications for paying particular attention to children's rights. The developmental skills of children make them especially vulnerable to human rights violations. The views of children are very rarely taken into account, and the children are indeed faced with many problems, and access of children to organizations and institutions that could provide protection to children generally are quite limited.

In 2014 Ombudsmen have taken a series of activities, trying to fulfill their promotional role concerning the importance of children's rights in our society. The Ombudsman and Save the Children on 03 and 04.11.2014 co-organized an extensive global international conference in Sarajevo entitled "Rights of the Child - from idea to implementation" which was attended by

representatives of numerous countries around the world, to discuss the role of institutions for the protection of human rights in the protection of children's rights. It is quite important to emphasize that in addition to the participants of the conference and a number of prominent local officials, the conference was attended and participated actively by the children from the region/Serbia and Montenegro/and Bosnia and Herzegovina. The conference by all means highlighted the importance of the Convention on the Rights of the Child and its protocols, but the Ombudsmen are quite well aware of the difficulties faced by countries in implementation the provisions of the Convention in practice, including Bosnia and Herzegovina as well.

The staff of Ombudsman Institution, with the aim of highlighting the importance of children's rights, conducted interviews with children who work in non-governmental organizations in the whole BiH that are members of the Network under the title "Stronger Voice for Children". The Network has been a constant partner of the Ombudsmen and it is laudable that at Network there are 10 working groups of children who actively participate in a number of projects, meet, work, together devise activities, issue press releases, warning, etc. With representatives of children's groups interviews were conducted in late 2014 and it will be continued during 2015. In this part of the Report emphasize the importance of participation of children and the importance for children to be aware of the responsibilities and the mandate of the Ombudsmen and to know their rights and obligations. During 2014 stood out also the visits by the students of secondary engineering schools Faust Vrančić, secondary machine and traffic school, secondary tourist and catering school, secondary textile and agricultural school and secondary construction schools, all from Mostar that visited Ombudsman Institution Regional Office in Mostar.

During the International week of the Child in 2014 representatives of the Institution of Ombudsman attended the roundtable organized by SOS Children's Villages BiH and the Ministry of Labor, Social Affairs, Displaced Persons and Refugees of Canton Sarajevo, titled "Family care for children without parental care." Active participation was taken at the conference "Guidelines for the alternative care for children as a guide for de-institutionalization of child protection in BiH", organized by the Federation Ministry of Labor and Social Policy, Save the Children SOS Children's Villages BiH and Hope and Homes for Children. It is significant to mention that with the help of Save the Children was conducted "Analysis of the implementation of the UN Guidelines for the alternative care for children in the Western Balkans" and analysis is a very important document. As to to children without parental care and/or children at risk of losing parental care, Ombudsmen indicated the lack of statistical data on the number of problems in this area. First of all, according to some NGOs¹⁰⁹, it is estimated that 3 to 4 thousands of children in our country are without parental care or without adequate parental care. Out of that figure 1/3 of children are in institutions and the Ombudsmen state that the process of deinstitutionalization and transformation of large institutions is very slow. The Ombudsmen during International week of the Child spoke with representatives of the Pupils' Council of primary school "Vuk Stefanović Karadžić" in Turjak, Gradiška municipality. The aim of interviews with children is to recognize their problems and needs and attempt to bring Ombudsman Institution as closer as possible to the children. The meeting was held in the form of session of newly formed Pupils' Council.

¹⁰⁹ SOS children's Vilage of Bosne i Hercegovine and Home and Hopes for Children

4.3.2. Observations in the exercise of children's rights

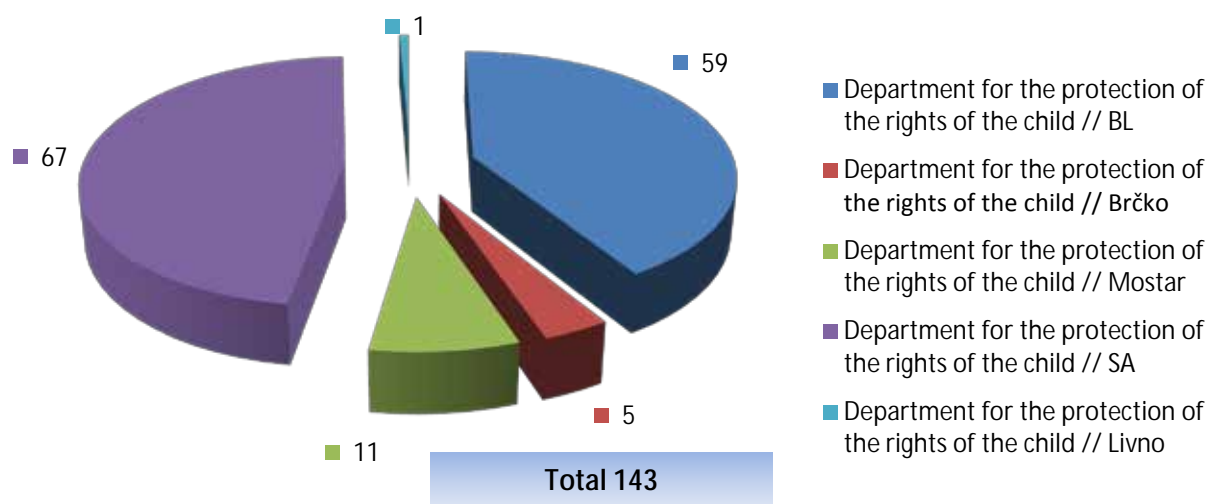


Chart 9. Review of complaints received in the Department for monitoring the rights of children in 2014 on office-to-office basis

In 2014 the Department for monitoring the rights of children received 143 complaints and the Ombudsmen issued 11 recommendations concerning complaints received. It is important to point out that, indirectly, and in other areas of law as well, the Ombudsmen deal with violations or endangerments to the rights of the child. What should be noted is that the Ombudsmen are very rarely addressed by the children, which certainly points to the fact that it takes a lot more effort undertaken in the promotion of children's rights by the Ombudsman Institution and strengthen, encourage children to take more active roles in their communities-school, family etc. As in previous years, complaints were filed by parents of children who assume that you always know with certainty the best interest of the child. Parents complain to the courts and prosecutors, mostly due to lengthy divorce proceedings and decision-making on the criminal charges for evading payment for child support or domestic violence. Furthermore, parents are often dissatisfied with the work of social work centers, stating that they are biased, unprofessional, non-objective, does not respect the time limits prescribed by the laws and so on. There is still a number of complaints relating to the work of preschool and school institutions, as well as the problems of children in the realization of the right to health care. A smaller number of repeated complaints, given the experience from previous years, related to the violation of the right to privacy by the media. The largest number of complaints in the area of children's rights was recorded in the Office of Sarajevo 67, then the Office of Banja Luka 59 complaints in the Regional Office in Mostar 11, in the District of Brčko 5 complaints, and Field Office Livno registered 1 complaint.

4.3.3. The results achieved in the protection of children's rights

The Department for monitoring the rights of children, as opposed to the other department, thanks to cooperation with the international organization Save the Children made more special reports in the field of children's rights that resulted in recommendations to all levels of government in BiH. However, after a comprehensive analysis, addressed recommendations and their implementation requires time and system changes, and the Ombudsmen seize the opportunity to put out that the activities of the Ombudsmen do not end up in preparation of special reports and referred recommendations, but they continue activities with the aim of

promoting the implementation of recommendations, appreciating above all the best interests of children.

Special Report - Youth and children in conflict with the law, was published in 2012 and in 2013 and 2014 the Ombudsmen undertook additional activities in order to improve the rights of the children and youth in conflict with the law. In connection, we wish to point out that many of the recommendations from this Special Report were implemented, but there is still a need for the competent authorities in the future to solve the problems of this category of children. E.g. during 2015 the Ombudsmen will insist that the Government of the Republic of Serpska/the Ministry of Justice to improve the conditions in which children live in the Juvenile Correction Center in the Correctional Facility Banja Luka¹¹⁰.

The recommendations from the Special Report - Children and Media and violation of children's rights to privacy¹¹¹ are not implemented and the Ombudsmen seize the opportunity to point out to the competent authorities that it is necessary to work on establishment of more effective mechanisms for protection of the rights of the child in the area of printed and online media.

Additionally, the Ombudsmen are not satisfied with the implementation of recommendations from the Special Report - Children in conflict divorces¹¹², given that there were some improvement, but is still needed to work on finding more effective mechanisms to prevent and sanction violations of the rights of children in judicial and administrative proceedings. This is about procedure in which, among other things, is decided on the rights of children, from the attempt of conciliation/mediation procedure before the bodies of guardianship, over issues related to maintaining personal relationships/contacts of the children with the parent they do not live to divorce proceedings and execution of final judgments in the part referring to child support with the competent courts.

Guided by the results of research from the Special Report - The role of social work centers in the protection of children's rights¹¹³, the Ombudsmen, as in previous years, made familiar the competent authorities with the fact that it is necessary to strengthen the capacities of social work centers. The Ombudsmen are well aware of all difficulties encountered by the Centers, although in their researches the Ombudsman named the Centers as so-called "responsible party" whose work the Ombudsmen examine and monitor. Funding is the main problem of the SWCs because the social security institutions are seen as "wasting" institutions. All of it is certainly reflected in the scope and quality of services provided by the SWCs, and thus prevents meeting the needs of beneficiaries. The SWCs have a problem with professional staff, especially in small municipalities. The Ombudsmen once again express their concern about the burdens of professional workers in the SWCs, additionally burdened by administrative work, which must result in a decrease in the number, variety, and quality of service, too, but also emphasize that, taking into account the results of the surveys, in large number of the SWCs personnel is not engaged in professional activities. The recommendations of the Ombudsman from this Report have not been implemented.

¹¹⁰ Case no. Ž-BL-01-592/14

¹¹¹ Prepared in 2012.

¹¹² Prepared in 2013.

¹¹³ Prepared in 2013.

4.3.4. Concerns about the exercise of children's rights

In addition to aforementioned planned activities of the Ombudsmen for 2015, the Ombudsmen shall, through the activities of the Department for monitoring the rights of children, endeavor to undertake additional efforts in the field of protection of children from sexual violence, which is not only present, but also increasing, thereby especially taking into account that the state has an obligation to harmonize its criminal legislation with Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (Lanzarote Convention). This would entail the obligation of the state to undertake additional efforts in order to prevent (education for children), provide greater support to victims, amend substantive criminal law (eg. the determination and increasing the age limit below which it is forbidden to have sexual relations with a child), introduce corporate responsibility, establish a register of pedophiles, or register and store data of convicted persons.

The Ombudsmen welcome the efforts of the competent authorities as in December 2013 started to work the Council for Children of Bosnia and Herzegovina, but at the same time expressing concern that the members of the Council during 2014 met only twice and, having in mind the purpose of functioning of this advisory body, lacked adequate financial support by the competent authorities.

In 2014, we witnessed severe violations of children's rights, given that there were registered several cases of physical violence against children that resulted in death of children. In addition to monitor the media reports, in some cases, ombudsmen initiate procedures *ex officio*¹¹⁴. One may be free to the conclusion that in Bosnia and Herzegovina still remains a large problem of domestic violence. Definitely, there are many problems in the prevention and activities by relevant authorities for the protection of victims of domestic violence, especially in those cases when it comes to pre-school children who are not included in pre-school upbringing and education and where, in fact, the biggest problem is identification of the occurrences of violence in family. Ombudsmen stress that in such cases of violations of children's rights is primarily the responsibility of parents, but also the competent authorities, i.e., the state must continually work to find effective mechanisms maximally to reduce violence against children, and if violence does happen, the parents and/or other perpetrators should be imposed sharper and more severe criminal sanction. The Ombudsmen also justifiable raise the issue of responsibility of the community, too, in cases of domestic violence.

The Ombudsmen seize the opportunity to point out their great concern, considering that in 2012 they conducted a comprehensive analysis of health care for children in Bosnia and Herzegovina, as well as addressed the recommendations to competent authorities in early 2013, but regarding the recommendations issued the competent authorities remained silent. In this area it is necessary to make further efforts to improve the situation of children and their right to health care be improved, and above all to bring legislation in conformity with the Convention on the Rights of the Child.

Participation of children is extremely important in the daily work of institutions for the protection of human rights and participation of children is just emerging as the standard in the work of each of the institutions. In this regard, given that the Department works since 2009 and that through collaboration with Save the Children capacity of the Department is strengthened,

¹¹⁴ Ž-SA-01-245/14

in the future the Ombudsmen will strategically opt and work on the creation of the Department which will imply the active participation of children as well.

4.4. RIGHTS OF PERSONS WITH DISABILITIES

4.4.1. Observations and situation of persons with disabilities

Although Bosnia and Herzegovina has accepted a number of international instruments, and since 2010 is also a signatory to the UN Convention on the Rights of Persons with Disabilities, which obliges the state to establish standards and rules for accessibility of public institutions and private facilities intended for public use, deadlines and gradual progress of removal of obstacles, and then monitoring the applicability of these rules and introduction of sanctions for non-compliance, registered complaints to the Ombudsman Institution of Bosnia and Herzegovina indicate that this category of citizens has major problems which are multiplying, as the mentioned lack of access impacts the realization of all the other rights starting from education, health and social care, private and family life, social inclusion, access to the electoral process and the like.

The largest number of received complaints were related to: the problem of accessibility¹¹⁵, delay in payment disability allowances¹¹⁶ or compensation and damages awarded pursuant to a final court decision¹¹⁷, the duration of the decision-making procedure on appeal before the second-instance body, the right to social security, exercising the right to health care, protection of persons with disabilities from all forms of discrimination and other rights based on disability¹¹⁸.

Complaints indicate that behavior of the relevant ministries, authorities and law and decision-makers is not in compliance with the UN Convention on the Rights of Persons with Disabilities and because of the narrow interpretation of positive regulations persons with disabilities find their best interest neglected and their rights violated.

Ensuring accessibility is still an ongoing task and obligation of the authorities at all levels of government, because Bosnia and Herzegovina has only begun activities on the implementation of the UN Convention on the Rights of Persons with Disabilities.

Problem related to the work of the Institute for Medical Forensics in the Federation of BiH which was mentioned in previous reports has not been resolved yet.

During 2014 the Ombudsman initiated an *ex officio* investigation¹¹⁹ in order to establish facts with regard to a possible violation of the rights of women affected by breast cancer whereby the Ombudsman asked the Parliament's opinion about the need to harmonization the classification of disability in FBiH with the International classification of functioning, disability and health.

¹¹⁵ Ž-BL-02-507/13

¹¹⁶ Ž-MO-02-10/14,

¹¹⁷ Ž-MO-02-124/14, Ž-Sa-02-71/12, Ž-Sa-02-1284/11, Ž-MO-02-198/14,

¹¹⁸ Ž-MO-02-202/14, Ž-MO-02-209/14, . Ž-MO-02-68/14,

¹¹⁹ Ž-SA-02-851/14

In the course of this investigation it was found that there are elements of multiple discrimination against women suffering from breast cancer since the adoption of the Guidelines on the application of the Rulebook on determination of the disability percentage failed to achieve a simpler and easier application of this Rulebook, but it completely abolished the percentage of disability, which is a violation of the right to health care, as well as a violation of the rights of social care.

Consequently, the Ombudsman issued a recommendation no. P-154/14 recommending the Institute for Medical Forensics to immediately cease using the Guidelines on the application of the Rulebook on determination of the disability percentage as absolutely null and void and to apply Rulebook on determination of the disability percentage which was adopted in due legal procedure by the competent authority in accordance with international standards. It also recommended the Federal Ministry of Labor and Social Policy, in accordance to its mandate and its obligation to ensure the rule of law in the field of social protection promptly take measures to make oversight of the Institute when it comes to the legality of their proceedings and the elimination of discrimination, and to the FBiH Government as a founder of the Institute to take measures to ensure legality of the functioning of the Institute and its humane and lawful treatment of citizens, with full respect for their dignity and stop discriminatory behavior. This recommendation has not yet been implemented and the Ombudsman is following it up.

We also emphasize the problem of lack of an appropriate institution, an institute or a commission, which would carry out the evaluation and classification of the peacetime disabled, children with developmental disabilities, women suffering from cancer, children and elderly people with congenital disabilities in the Republic of Srpska¹²⁰, as indicated by the Coalition "Kolosi" Bijeljina. These people are discriminated against in relation to the civilian victims of war and disabled veterans whose disability evaluation and rating is performed by a military medical commission. In the RS Pension Fund there is a commission assessing the remaining working ability or disability retirement, but this commission does not have the mandate to issue decisions on the presence of disability. As a consequence, these persons do not enjoy any rights or benefits, because they have no evidence of the extent of disability, so instead of the state providing mechanisms for their protection and health care, all the burden of their health and other care is left to the family.

In the cases of the RS Association of the Blind and the Association of Disabled from Trebinje¹²¹ it is pointed out that their status is not adequately resolved, that they receive minimum means of subsistence a month and their families live on the brink of poverty. It also states that wages do not keep up with the cost of living, and that the implementation of the new Law on Social Protection of the Republic of Srpska is detrimental particularly for the blind persons compared to other people with disabilities, because their allowances are less, which indicates to the unequal treatment and discrimination. They point out that all their rights due to their disability are not recognized and therefore they require privileges in local passenger traffic, to ensure their movement with the help of guide dogs, and to exonerate them from the obligation to pay the TV tax.

A similar request was expressed in a complaint¹²² in which the Ombudsman issued its recommendation P-25/14 in terms of taking action to increase the number of guide – dogs in

¹²⁰ Meeting of the NGO My Rights with representatives of the Coalition of associations of persons with disabilities held on 22.12.2014 with the Institution of the Ombudsman

¹²¹ Ž-MO-02-4/14, . Ž-MO-02-5/14

¹²² Ž-SA-04-1059/13

BiH (currently there are only two), in which the Federal Ministry of Labor and Social Policy responded that they were in contact with the associations of blind and partially sighted persons and that they have learnt that associations were not so much interested in increasing the number of guide – dogs, because they need to ensure machine Braille machines or Braille printers more as well as some other items). From the facts gathered during the investigation it can be clearly seen in which situation the blind and partially sighted persons live, as it is clear that they do not have money for the purchase of guide – dogs whose training costs 12.000,00 Euro, and in particular they do not have the resources to feed these dogs.

Issues that are often subject to complaints relate to the implementation of hiring procedures¹²³ for example in case of BH Telecom where the Election Commission did not take into consideration the fact that a candidate was a person with 100% disabilities of the first category of disability, and admitted a candidate who is “somebody’s relative”. It is concerning that the responsible authority - BH Telecom replied to the Ombudsman’s inquiry by saying that they were not a public authority body and they were not obligated to reply to the Ombudsman or to plea as to its recommendations and conclusions. believes that they do not have the authority and obligation to declare the acts of the institution of Ombudsman.

The Ombudsman handled a complaint concerning the realization of the right to a disability pension¹²⁴, in which the Federal Institute for Pension and Disability Insurance (FZ PIO) was designated as a responsible authority along with the Institute for Medical Forensics Sarajevo (the Institute). After twice conducted administrative procedures in addition to two administrative disputes, the FZ PIO still did not reach concerning the right of the complainant, because the Institute had not reviewed the findings, assessment and opinion on the ground that the appellant failed to pay the costs for medical assessment. Since it was established that the complainant during the procedure that started back in 2008 had to pay the costs of the expertise three times, the Ombudsmen issued its recommendation no. 254/14 in which it expressed great concerns over the fact that there was a violation of appellant’s right to have his case decided upon within a reasonable time, both by the Institute, and by the FZ PIO, and that the realization of the right to a disability pension lasted longer than six years.

Also, the recommendation points out the unjustified practice of the courts, which happen to return cases twice to renewed administrative proceedings, thus causing unnecessary delay, instead of deciding on merits, or defining the obligation of first-instance authority to act urgently and finish the repeated proceedings quickly.

And we are still witnessing huge dissatisfaction of the citizens with the work and lack of transparency in the work of the Institute, the fact that a single doctor decides instead of the Commission, payment of costs, length of proceedings, etc. as mentioned and emphasized in previous annual reports of the Ombudsman, namely for 2012 and 2013¹²⁵

4.4.2. Statistics with regard to the citizens’ complaints in this field

Out of the total number of complaints, violation of the rights of persons with disabilities was subject to 117 complaints, 46 of which were carried out from the previous year, while 71 complaints were received in 2014.

¹²³ Ž-SA-04-1376/14

¹²⁴ Ž-SA-04-660/13

¹²⁵ www.ombudsmen.gov.ba

During 2014 finished and resolved was 66 complaints, and 51 complaints are pending, out of which 16 from the previous years and 35 from 2014.

Item	Method of closing	Complaints from 2014	Complaints from previous years	Total
1	Following the intervention of the Ombudsman	8	10	18
2	Issued a recommendation	1	4	5
3	Lack of interest of the complainant for further pursuing the case	10	6	16
4	Inadmissible complaint	4	3	7
5	Otherwise	12	7	19
6	Lack of mandate and referral to the relevant authority	0	0	0
7	Referred to other Ombudsman office	0	0	0
8	Issued a special report	0	0	0
9	Repeated case	1	0	1
10	Total	36	30	66

Table 6. Overview of actions of the Ombudsman's Department for the Protection of the Rights of Persons with Disabilities according to method of the complaint closing

Out of 117 complaints that were handled in 2014 finished was 66, out of which 30 originating from the previous years, and 36 which were lodged in 2014.

In 2014 total number of issued recommendations was 9 recommendations, out of which 2 were complied with, while in 3 cases responsible authority replied, which is defined as "established co-operation", while in 4 responsible authority did not reply or the deadline for reply has not expired.

Comparing the number of cases received in 2014 with that from 2013, it could be seen that there was a decrease in number of complaints for 5,33%.

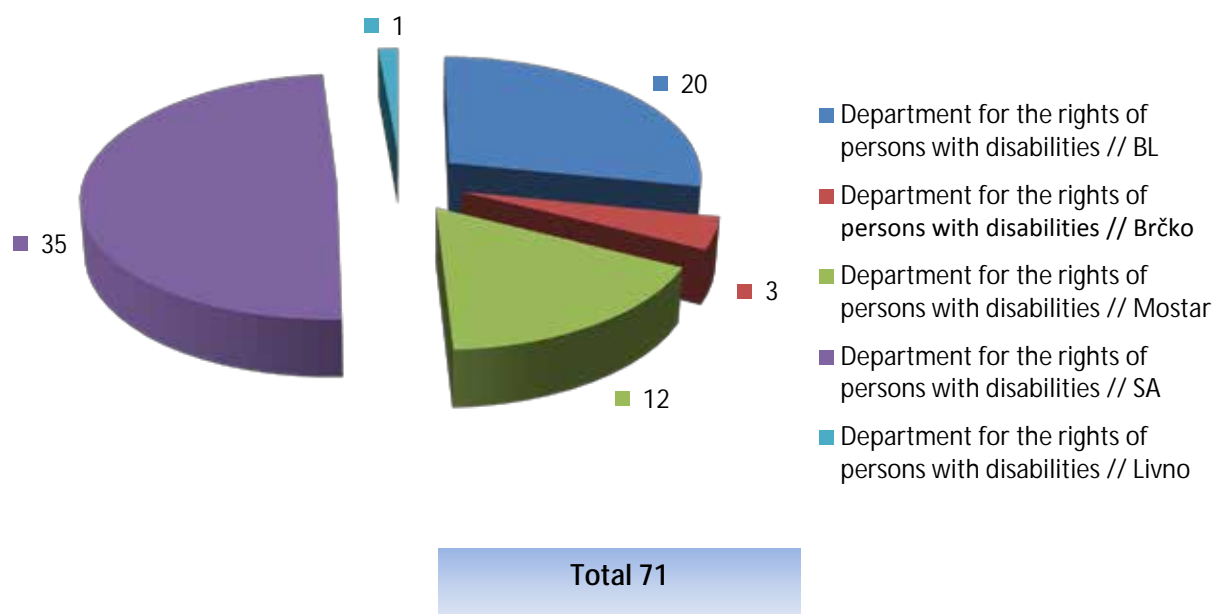


Chart 10. Overview of received complaints by Department for the Protection of the Rights of Persons with Disabilities in 2014 by offices

4.4.3. Results of the activities

Although this report gives statistical data related to the received number of complaints handled during the reporting period, as it was already mentioned, the fact is that problems facing persons with disabilities are multiple, so that the number of complaints cannot be an accurate indicator of their rights. This is because it is very difficult through the database to record all the violations of the rights of persons with disabilities, because if a complainant in their complaint indicates to the violation of the right of education, health, social protection, etc., and we allocate such a complaint to the appropriate Department, then the fact that this complainant might be a disabled person may remain unregistered.

In general, it can be said that Bosnia and Herzegovina has just started activities on the implementation of the UN Convention on the Rights of Persons with Disabilities that the achieved progress is minimal, but it is obvious that these categories of people are discriminated against in comparison to other citizens.

Because of the above, and also when the nature of their disability determines that such persons be isolated, most of these people are not even aware of their basic rights, so they do not seek their protection.

Objections and dissatisfaction of citizens indicate that the Inspection at the Ministry of Veterans and Disabled Veterans from the War for Liberation of FBiH, which abolished the rights of rather large a number of disabled persons, does not have the mandate for these actions, since their engagement falls out of the competence of inspection services. Citizens/disabled persons have past very lengthily and exhausting statutory (regular) procedures to get their rights based on their disability established and exercised and now this inspection in a special procedure decided that these persons be deprived of their rights.

General objections of civil victims of war are that payment of their monthly allowances is late as a rule in Herzegovina-Neretva Canton (HNK) although the Federation of BiH sends funds earmarked for this category of citizens regularly each month. Delay takes place in HNK, so that the citizens suspect that these funds are used for other purposes to the detriment of persons with disabilities.

Through their activities Ombudspersons have always emphasized that the consequences of negligent conduct of third parties in proceedings before the national authorities can not be borne by individuals, but that the authorities should take appropriate measures to prevent, as well as measures to remedy the consequences of negligent conduct of third parties and to ensure availability of all rights guaranteed by the state. In this regard, stressed is the need to educate all citizens, but also employees of government institutions, and the need to raise awareness of the rights of persons with disabilities, the state's obligations with respect to such rights, which should be part of their daily activities, but also to be advertised in media.

At the beginning of 2013, Bosnia and Herzegovina sent its initial report on the implementation of the Convention on the Rights of Persons with Disabilities UN Committee on the Rights of Persons with Disabilities

During 2014 was considered the Universal Periodic Report (UPR) on the human rights situation in Bosnia and Herzegovina, on which occasion a large number of recommendations to Bosnia and Herzegovina was adopted, including those relating to the observed violations of the rights

of persons with disabilities, which the state should consider and provide answers on time, but the latest before the 28th session of the Human Rights Council in March 2015.

4.5. RIGHTS OF NATIONAL, RELIGIOUS AND OTHER MINORITIES

4.5.1. Observations and situation of the rights of national, religious and other minorities

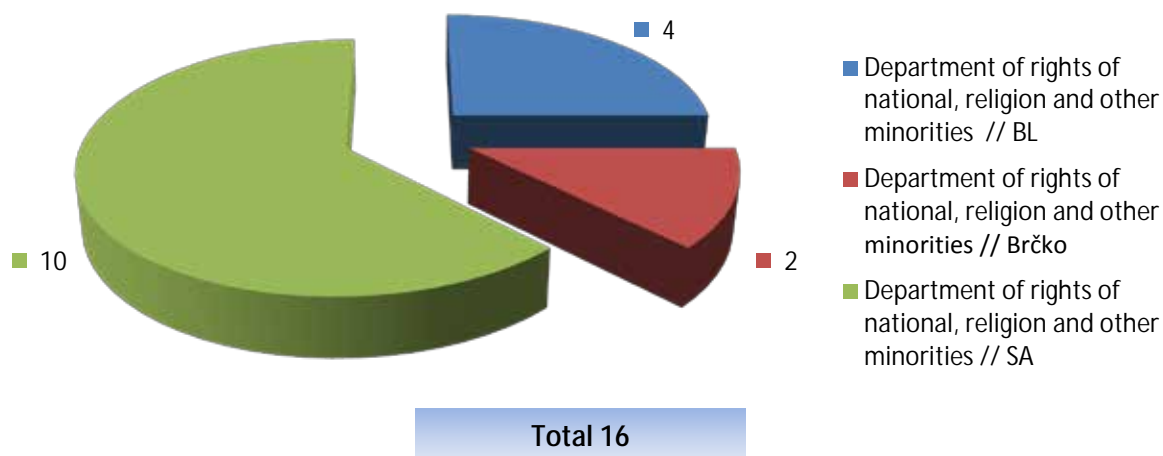


Chart 11. Overview of complaints received by Department for the protection of the rights of national, religious and other minorities in 2014 per offices

In 2014 in the area of the rights of national, religious and other minorities evident was an increase in number of complaints compared to 2013, and this increase, although not statistically significant, is visible and it reflects the trust put by the members of minority groups and their recognition of the Ombudsman as an Institution to be addressed in cases of their rights violation or limitation of their freedoms.

This increase can be regarded as a result of two significant activities that the Institution of the Ombudsman carried out in 2014. The first is related to the preparation of the Special Report on the situation of Roma in Bosnia and Herzegovina, which was realized with the help of the OSCE Mission to Bosnia and Herzegovina by the employees of the Ombudsman and consultants engaged by the OSCE Mission in Bosnia and Herzegovina¹²⁶. For the purposes of this report, in addition to establishing contacts with a large number of civil society organizations, which bring together or represent the Roma population, the Ombudsman also presented that report in several towns in Bosnia and Herzegovina¹²⁷. Another activity, which has contributed to a greater number of contacts with representatives of minorities, is a project supported by the European Commission in Bosnia and Herzegovina implemented by Minority Rights Group International, Human Rights House and the Serb Civic Council, within which were established contact with various organizations that gather and represent minorities in Bosnia and Herzegovina, and based on information collected in this way, the Ombudsman Institution during 2014 opened four *ex officio* cases¹²⁸.

¹²⁶ This report could be found at the website of the Ombudsman.

¹²⁷ Among other places presentations of this report were done in Sarajevo, Banja Luka, Tuzla, Zenica, Vitez, Bihać, Gradiška and Prijedor.

¹²⁸ Cases registered under numbers: Ž-SA-03-263/14, Ž-SA-03-264/14, Ž-SA-05-265/14 i Ž-SA-03-1160/14

We expect that these activities will result in an increase in the number of complaints in 2015. Increased number of complaints will be important for many reasons; as a first sign of greater confidence in the work of the Institution of the Ombudsman, and second, the increased possibility for the Ombudsman after an investigation to act toward the authorities in order to redress human rights violations. Even complaints in which the Ombudsman does not find a violation of rights can be a good indicator of the way how vulnerable groups perceive their rights, and how to approach to the elimination of violations of the rights or reasons why certain facts are interpreted as a violation of rights.

Namely, the complaints lodged to the Ombudsman, should be understood and put in context of a much broader than an individual complaint as a legal remedy in proceedings conducted before the authorities or claims and requests that an individual addresses to the authorities in order to eliminate certain problems. A complaint filed to the Ombudsman allows a citizen to put a problem faced in the everyday life in a legal context, as it allows the Ombudsman that subjective feelings of injustice consider objectively in light of the rights and freedoms guaranteed by the law, the Constitution and other international instruments. Therefore, even complaints found to be with no grounds or inadmissible can be an indicator of wider problems faced by the citizens (poverty, unemployment, feelings of powerlessness and inability to influence the processes in the community in which they live), and in particular the vulnerable and marginalized groups.

4.5.2. Statistics with regard to the citizens' complaints in this field

In 2014 received was 16 complaints. Finished was 8 complaints. Issued were 2 recommendations, in one of which co-operation was established with responsible authority, and the other was not complied with.

With regard to the complaints of members of religious minorities there was an increase in their number¹²⁹ compared to the previous years. Acting on these complaints the Ombudsman issued one recommendation and gave one opinion.

4.5.3. Results of the activities

Compared to the previous years, number of complaints in the field of political rights, which were particularly represented is decreased¹³⁰ so that the Ombudsman received only one complaint in 2014 which was about the election of the members to the National Minorities Council¹³¹.

The largest number of complaints registered in 2014 relates to the realization of the rights of Roma national minority, which is understandable given its size, and also the situation of this particular minority group.

¹²⁹ Cases registered under numbers: Ž-BL-03-138/14, Ž-SA-03-473/14 and Ž-SA-03-547/14

¹³⁰ These complaints primarily related to the election and functioning of consultative bodies wording within the legislative bodies at different authority levels in Bosnia and Herzegovina or statutes of the local self-government units and are linked to the positions earmarked to the national minorities pursuant to the provisions of Electora Law of Bosnia and Herzegovina

¹³¹ A complaint registered under number Ž-SA-03-562/14.

Issues mentioned in complaints causing everyday problems to Roma population involve the housing¹³², employment¹³³, social welfare¹³⁴, unregulated infrastructure¹³⁵. The issue of infrastructure imposed itself as an increasingly important issue, particularly in cases relating to settlements in which Roma live or where they constitute the majority population. There we have the absence of regulated infrastructure (water and sewage network, access to electricity, road infrastructure, street lights), which is not only just a matter of quality of life in these neighborhoods, but is often perceived by Roma population as separation and exclusion in relation to other citizens. To resolve this issue is a challenge and it needs to be done in the upcoming period by the local self-government units which are primarily responsible for resolving the issue..

Apart from the mentioned cases, the Ombudsman initiated a couple of ex officio cases in 2014 based on information from media and other sources and it was related to trafficking in human beings¹³⁶, and education¹³⁷.

In 2014, as in previous years, the Ombudsman registered a number of complaints by members of national minorities which were registered as complaints in other departments¹³⁸. The Ombudsman processed these cases and carried out an investigation therein as it strives to promote human rights. For example in the case of F-MO-05-71714 the Ombudsman issued a recommendation, which is related to the resolution of certain issues faced by the Roma population in the municipality of Jablanica.

Also, in 2014, on the basis of information by the media or different websites the Ombudsman opened a case of F-SA-05-393 / 14 during the processing of which it contacted a number of local governments, related to graffiti which comprised manifestations of hatred and intolerance toward the minorities, as well as some other groups. During the processing of this complaint, the Ombudsman was satisfied that local governments either removed the graffiti immediately or stated that they will do so at the earliest opportunity.

During 2014 the Ombudsman participated in other activities, *inter alia*, in the working group that participated in the drafting of the anti-discrimination curriculum for primary schools in Canton Sarajevo. The holder of this engagement was the NGO "Kali Sara-Roma information center". This curriculum was presented as a positive example at the regional conference "Inclusive education without discrimination" held in the framework of the Decade of Roma Inclusion.

In 2015 the Ombudsman will continue activities started in 2014 and initiate some other in order to promote and protect the rights of national, religious and other minorities.

¹³² Complaints registered under numbers: Ž-BL-03-26/14, Ž-SA-03-264/14, Ž-SA-03-575/14 i Ž-SA-03-1160/14

¹³³ Complaints registered under numbers: Ž-BR-03-171/14 i Ž-BL-03-393/14

¹³⁴ A complaint registered under number: Ž-BL-03-270/14

¹³⁵ Complaints registered under number: Ž-SA-03-263/14, Ž-SA-03-928/14 and Ž-BR-03-282/14

¹³⁶ A complaint registered under number Ž-SA-03-1201/14

¹³⁷ A complaint registered under number Ž-SA-03-1257/14

¹³⁸ As an example may serve complaints registered under numbers: Ž-MO-05-71/14 and Ž-MO-04-110/14.

4.6. RIGHTS OF DETAINEES/PRISONERS

4.6.1. Importance and reasons for the elimination of torture

Dignity of a human being, the right to inviolability of physical and mental integrity and the prohibition of torture and inhuman or degrading treatment or punishment, are guaranteed by the Constitution of BiH, a number of laws, as well as the most important conventions ratified by BiH. However, the general public lacks a clear awareness that these basic human rights belong to every citizen, even those arrested, detained or convicted, asylum seekers or illegal migrants, as well as all persons with mental disabilities or with developmental disabilities.

Advocacy for upholding the international standards in BiH is usually seen as something imposed, as the acceptance of rules that are unsuitable to this region. Some of those who value specifics of traditions and habits characteristic for this region develop to think that inappropriately harsh penal policy is necessary, and it sometimes goes to a degree where even abuse is justified

However, the impression that within the authorities responsible for the treatment of persons deprived of their liberty prevails awareness about the necessity of eradicating abuse is encouraging.

Nevertheless, individual cases of abuse of prisoners clearly indicate that they are largely a consequence of failure to put in place a system, which would provide a sufficient barrier to torture and other cruel, inhuman or degrading treatment or punishment, easy detection of these phenomena, implementation of an effective investigation and identification of those responsible for its occurrence.

In this regard, the authorities should improve their procedures in combating the impunity for torture.

4.6.2. Observations and situation in the field of the protection of the rights of detainees/prisoners

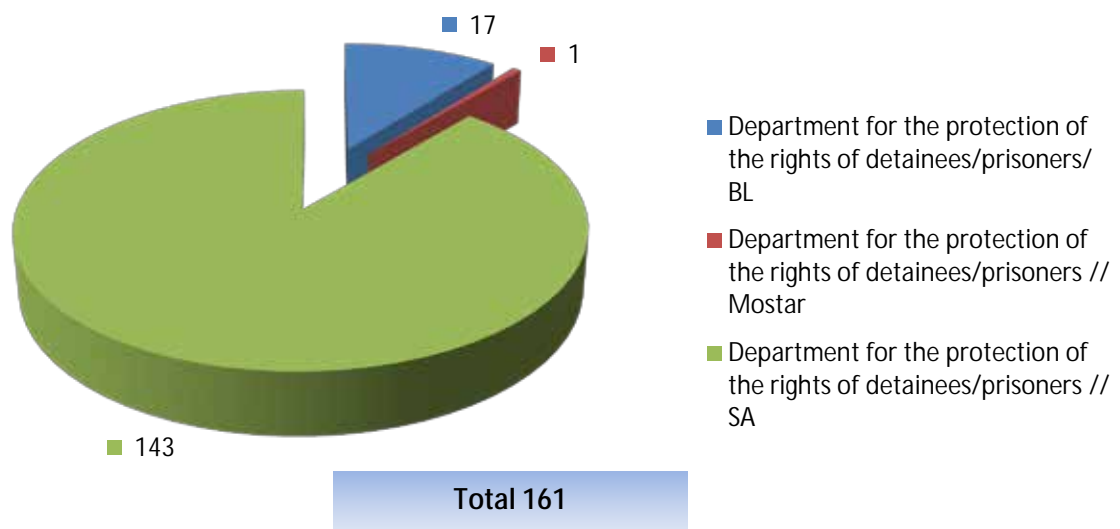


Chart 12. Overview of complaints received by Department for the protection of the rights of detainees/prisoners in 2014 per offices

The method of keeping people in prisons and detention facilities is considered a fundamental criterion in measurement of a degree of development of a modern democratic society based on the rule of law and protection of human rights.

Prison system in BiH fragmented, both in terms of organizational structure, and in terms of the legal framework that governs it. The execution of criminal sanctions is distributed among the three levels of government under the Ministry of Justice and the Ministry of Justice in the entities and Brčko District Judicial Commission.

Following the ratification of the Optional Protocol to the UN Convention against Torture and Other Cruel, Inhuman and Degrading Treatment or Punishment in October 2008, Bosnia and Herzegovina took measures and activities for the establishment of a National Preventive Mechanism (NPM) for the prevention of torture. However, although aware of the importance of establishing an NPM, in Bosnia and Herzegovina has not yet come to its full establishment, despite the efforts of national authorities reflected in organization and holding of several round tables and thematic conferences with a view to the full establishment of an independent mechanism for the prevention of torture in accordance with Articles 17 to 23 of the OPCAT (Article 2, 11 and 16) in the period from 2009 to 2013.

Legislative activities on the establishment of the NPM as a mechanism falling within the mandate of the Ombudsman Institution of Bosnia and Herzegovina are currently ongoing. In accordance with the conclusion of the Council of Ministers Law on Amendments to the Law on Human Rights Ombudsman of Bosnia and Herzegovina is prepared, which regulates the establishment of a National Preventive Mechanism as a separate department at the Institution of Ombudsman for Human Rights. Draft Law on Amendments to the Law on Ombudsman for Human Rights was prepared by the Council of Ministers in April 2014 and sent to parliamentary procedure.

The Ombudsman have registered a complaint¹³⁹ filed by a group of prisoners from the Busovača Prison and in order to examine its merits, on 03 June 2014 conducted an unannounced visit to the Busovača Prison. In addition to the official data, which clearly point to the over crowdedness of the Prison, during the visit it was undoubtedly confirmed. Specifically, it was found that the number of prisoners is significantly bigger than it is allowed in the available space so that six prisoners live in the room of 20 m² on a double-decker beds (twin beds). It was found that living conditions for prisoners are very bad. There is no table or chairs in the room, the convicted person keep their shoes together with bags of food and juices on the floor, or under the bed. Infirmary, canteen and solitary confinement rooms are used for accommodation of convicts and hygiene of the facilities is very difficult to maintain because of the number of convicts. It was observed that in most of the examined premises convicts keep windows open, even though the day of the visit was cold, to alleviate the space stuffiness to some extent. Given such housing conditions it is actually surprising that there is no major excesses, restlessness, or even dissatisfaction. The officers found on duty that day explained that this situation is a consequence of the lack of available space.

This visit has shown that the overcrowding of the Busovača Prison is big problem since this institution with capacity of 88 places and is currently accommodating 112 prisoners. Ombudspersons understand the fact that in such circumstances prison authorities face great difficulties in terms of organization and proper management, however, they cannot accept the accommodation of prisoners in cramped and unsanitary conditions, constant lack of privacy

¹³⁹ Case: Ž-SA-07-211/14

(even when using the toilet), reduced outdoors activities, inadequate health-care services, or inadequate relocation of some prisoners which renders the risk assessment almost impossible. In addition to that, such situation increases the risk of threats and violence which, along with the mentioned threat of mutiny, can make the oversight extremely difficult, if not impossible.

It is not acceptable always emphasize the overall lack of funds, while nothing is done as it comes to organization and appropriate management. We mention this as the Prison has newly constructed pavilion that could accommodate 70 prisoners, but it is not in function due to the lack of staff.

Based on the above evaluation and conclusion that the conditions in which prisoners in the the Busovača Prison serve their prison sentence are below any human dignity and in order to correct the identified weaknesses and irregularities and avoid further violations of prisoners' rights, the Human Rights Ombudsman of Bosnia and Herzegovina have issued its recommendations to the Ministry Justice of the Federation and the Busovača Prison:

1. to promptly take all necessary measures in order to improve quality of life of the prisoners which primarily means providing sufficient living space per prisoner, security lighting, heating, ventilation, access to drinking water, as well as the maintenance of these facilities in satisfactory condition and compliance with the requirements of prison hygiene;
2. to provide solitary confinement for only one person, and not four as it is currently;
3. to provide the necessary funds for the recruitment of new prison officers thus enabling the functioning of newly built facility with 70 places;
4. to alert the courts not to commission new prisoners to Busovača Prison facility before the above conditions are met;

With regard to the implementation of the above recommendations on 07 April 2014 the Municipal Court in Zenica received a letter from the Busovača Prison in which is pleaded to the courts to make maximum use of the possibility of sending convicts to other institutions in which there the room is available until a proper solution to the existing problem in the Busovača Prison is found. It was pointed out that in 2013 this Court committed two persons sentenced to prison, five persons was brought to serve by the Judicial Police and one person was transferred from remand to the prison. In 2014 the court committed only one person and that person already had commitment documents issued by the Court of BiH. Out of the total of 9 prisoners in the Busovača Prison only four persons are still serving their sentence.

The Municipal Court Zenica has currently committed 220 persons to time in prison and they are waiting to serve their sentence. To address the creation of the backlog for impossibility to refer the convicted persons to the Busovača Prison, this court addresses the Federation Ministry of Justice every two months asking them to approve referral of sentenced persons to the other institutions where there are places available, so that the 2013/2014, most persons was referred to the Zenica Prison.

Since the prisoners are human beings, they deserve human treatment and respect for their human dignity, and preservation of their physical and mental integrity while maintaining necessary order and discipline.

Ombudsmen also consider it necessary to emphasize again that overcrowdedness has long ceased to be exclusive organizational problem of the prisons, but it is a problem that must be addressed systematically by the authorities.

Experience of many countries shows that the construction of new prisons and increasing the capacity does not solve the problem of overcrowdedness, but it is necessary to act in compliance with the recommendations of the Council of Europe, which means, as much as possible to affirm the imposition of alternative sanctions such as fines, community service, electronic bracelets, or decriminalization of certain offenses. In this regard Ombudspersons Ombudsmen pay particular attention to the analysis of the application of conditional release of prisoners in the FBiH, because, according to the convicts, it is granted only in exceptional cases and to some privileged persons.

On 15 April 2014 the Ombudsman conducted an unannounced visit to the Bijeljina Prison. On that occasion, a group of prisoners filed a complaint expressing their dissatisfaction with regard to health care, arguing that the Prison doctor treats all the symptoms and diseases with 2-3 tablets, that from 6 a.m. to 2 p.m. they may not enter the room, that they cannot get in touch with the Ombudsman, because the Prison management does not allow the phone calls, as it does not forward complaints by mail, that the Inmate Council is made up of convicts who enjoy the favor of the management and they do not act in the interest of all the prisoners (the Council is not elected by free will of the prisoners), that the guards often used physical force against prisoners, that visits are conducted on Saturdays and Sundays in the room which is totally inadequate, and prisoners and visitors are have to stand, that laundry room is not in function, that the prices in the canteen are higher than in the market and that rooms are overcrowded and space for walking too short.

At the request of the Ombudsman, the Prison Director explained that the stay of the inmates in the dormitories is governed by the house rules. As for the room for visitors, the fact is that it is in bad shape, and this is why the portion of the funds provided for the new prison will be relocated for its adaptation. Prison has a general lack of space since it was not build for that purpose, walking area is small, but this is compensated by the number of hours that prisoners can spend outdoors, prisoners can play football at the Golo Brdo football field. Members of the Council are elected by the prisoners according to the rules on the elections (an informal group of prisoners can not be in the council, as well as prisoners in the C group). The department has only one washing machine, but new laundry room is complete and is expected to start functioning by the middle of the year.

Director points out that further work on the construction of a new facility of Bijeljina Prison located in Patkovača is currently stopped because of the problems related to withdrawal of IPA funds, and continuation of the construction work is uncertain.

Ombudsmen are concerned by the fact that the area for visitors is totally inadequate, and inmates and visitors are forced to stand during the visit. This is particularly important because the maintaining of good contacts with families and the outside world is a matter of great importance for rehabilitation so that the guiding principle here should be promotion of such contacts.

It is also observed that complaints filed by the prisoners to the Ombudsmen (from prisons in the Republic of Srpska) are delivered in open envelopes, at which the Ombudspersons reacted

for reading as confidentiality of written correspondence must be provided, especially when it comes to communication with the national human rights institution, so the management has to guarantee this right devising another method to prevent possible abuse.

The Ombudsman issued its recommendations to the Ministry of Justice of the Republic of Srpska and Director of Bijeljina Prison to immediately take all necessary measures in order to improve the quality of life of prisoners, to provide adequate space intended for visits, to conduct the investigation in every reported case of use of physical force against prisoners by prison officers, and have the perpetrators appropriately sanctioned and to ensure confidentiality of written correspondence, not in open envelopes as it is currently the case.

The Ministry of Justice of the Republic of Srpska replied to the recommendations given by the Ombudsman submitting, among other things, that it cannot agree with the statement that the Bijeljina Prison has a lack of space for the adequate organization of life and work in the areas where prisoners reside. Capacity of the prison is 58 places of which on the day of the Ombudsman's visit there was 46 prisoners. They also underlined that the Ministry of Justice of the Republic of Srpska in period of the last few years invested a lot of effort and financial resources on the expansion and adaptation of the total capacity in the prisons Doboje, Banja Luka and Foča (Department with a special regime) while in the Trebinje Prison's daily residence of the prisoners is currently being refurbished.

As for the Bijeljina Prison, it is envisaged that this facility be relocated to a new location (former barracks Golo Brdo), where construction works which started in 2009 are ongoing, which is the main reason why there was no significant investments for the extension and rehabilitation of the existing space where convicted persons spend their daily time in the last few years. However, despite these shortcomings inspection of the Ministry of Justice has not found a violation of the law by the Prison administration when it comes to the treatment of prisoners.

It is also true that the space for outdoor activities is not quite adequate, but the administration is making efforts to provide prisoners sport activities at another location (the area of the new prison under construction), and the introduction of different contents for leisure time.

Additional efforts can certainly be made to ensure all the necessary conditions for hygiene. In terms of visits, in order to overcome the lack of space issue, the administration can offer the prisoners more days in a week for visits, and those prisoners who are placed in the semi-open department – called the Economy the visits can be organized in that area. In assessing the necessity of use of force the head of the security service is obliged, within 72 hours of receipt of the report on the use of force, carry out the procedure to find out whether or not the use of force was justified and submit the findings to the Prison management and, if necessary, prepare a report on criminal offense, misdemeanor or disciplinary offense, if there was any.

Ombudspersons have discussed a complaint of a group of detainees serving in the Detention Unit. Complainants state that are located in the building with four rooms (A, B, C, D) in which the detainees have so far been receiving visits. Between the rooms C and D there is a glass partition with a phone so that the communication between the rooms is possible.

Until May of 2014, when the Administration has issued a controversial decision, which is subject to complaint, the detainees were receiving visits in one of four rooms and were in the same room with persons who came to visit them. With regard to some prisoners and visitors

the Court could and did estimate security aspect and determine for the prison officer to be present during the visit if the need be. According to the disputed decision the Prison Director prescribed for visits of family members, relatives and friends from that moment on to take place exclusively in the rooms C and D, so that the detainee sits in one and the visitors in the other room with glass partition between them. Complainants point out that they were thus prevented to see their children and communicate with them in humane conditions. They claim that it happened several times they that young children who cannot understand what it so, cried and wanted to get closer which was impossible due to glass partitions so that the visit had to finish before it actually started. Obviously, this situation is a trauma for children. For this reason, a group of detainees prepared a joint written submission addressed to the administration asking to allow them normal conditions for visit at least when children are involved. They received no response until they refused lunch in protest in order to draw attention to this problem. Several detainees then went on a hunger strike. Such behavior of the administration they consider to be a violation of their fundamental human rights guaranteed by, among others, the European Prison Rules.

At the request of the Ombudsman, acting director of the Detention Unit pointed out that the Prison manager is obligated, using international standards related to limitations, to constantly monitor the security situation, as well as alleviate the regime of family visits when indicated by the actual facts and circumstances, that is, requirements of law and order in the Prison. Applying the foregoing limitations, the Prison Manager established that there has been a complete control of all security concerns and risks, so he came to the conclusion that he can alleviate the family visits regime.

Detention Unit Manager informed the Ombudsman after that that he brought a new order according to which it is "allowed twice a month for the detainees to receive the visits of their children in rooms A and B under the supervision of authorized officer for a period of an hour."

Deterioration of quality of health care delivery is usually caused by organizational problems, and one of the biggest problems is that this sector is understaffed and lacks health workers and absence of provision of health care in other ways, according to the European Prison Rules¹⁴⁰, in some prison facilities (except Prison Banja Luka, Zenica, Tuzla and Bijeljina which offer good standard of health care), as a result of which the persons deprived of liberty do not have adequate and timely medical examinations and have to wait for such examinations or other procedures too long, which is in violation of the rights of these persons.

Ombudsmen paid special attention to quality of food, and hygienic conditions of the rooms in which the food is stored and served. Food-related standards are particularly high Kula Prison, but the Ombudsman observed no significant divergence from that standard in other institutions as well. Standard are kept with regard to drinking water as well, this issue was investigated in Orašje Prison and some other prison institutions following a complaint received by the Ombudsman, but nothing wrong was found and standards were observed.

Ombudsmen noted that the exercise of the right of convicted/detained persons to receive visits of their family members and lawyers in most institutions is at a satisfactory level. However, the performance of the visit is different, where in some institutions during the visit presence of prison officers is obligatory, while it is not the case in some others, which raises the question of criteria for restriction of communications and visits, as well as adaptation of visit rooms to better suit the needs of children of these persons.

¹⁴⁰ European Prison Rules, part III-Health care.

It is also noted that rules governing the possibility of temporary getting out of prison for sickness of family members or on other humanitarian grounds have not implemented enough in practice, partially because of fear of escape, as well as limited financial resources.

It is found that the prison institutions have enabled prisoners to perform their religious rituals, or to possess the books and literature relating to their beliefs.¹⁴¹

Ombudspersons have also noted that the complaint mechanisms in prison institutions are ineffective and unjust, and that different mechanisms, starting from recording of complaints to the Director to complaints expressed in direct communications which are not recorded at all, which is in violation of the rights of these persons have things dealt with in prescribed procedure including the notification on results of their complaints.

It was evident that in some institutions, progress has been made in the area of labor engagement of persons deprived of their liberty (Prisons in Bijeljina, Busovača, Dobož, Bihać, Tuzla) compared to the previous period. On the other hand, lack of labor engagement in prison in Sarajevo and Mostar raises concerns, as well as reduced engagement in the winter period in other institutions, a result of engagement in seasonal jobs. Generally, there are fewer opportunities for the occupational therapy, than the needs of persons deprived of their liberty, which makes deprivation aspects characteristic for prison environment even harder and failure to achieve treatment objective as a final consequence.

In all the institutions for execution of criminal sanctions the Ombudsman observes the lack of staff in relation to the number of prisoners. Particularly concerning is the situation in the field of correctional services and treatments, which calls into question the objective pursued by the enforcement of criminal sanctions. In some institutions there is no lawyers, social workers, teachers. The problem is the fact that the small number of employed skilled staff members in institutions in relation to the number of prisoners diminishes the work quality and treatment of the convicted persons and it often leads to the professional "burnout" of the staff.

In the field of education, especially supervision of staff in institutions, there are no significant developments unfortunately. The staff in institutions have partial support of the relevant ministries, which itself lack the skilled staff. The situation is further complicated by financial constraints and restrictions, so that we witness reduction of all costs within the institutions funded from the budget.

It was observed that pursuant to the Law on Execution of Criminal Sanctions, program of professional training of the prisons employees is carried out according to the annual plan and program of training about the topics involving the international instruments and standards of human rights, in particular the European Convention on Human Rights, the European Convention for the Prevention of Torture and Inhuman or degrading Treatment or Punishment, as well as the European Prison Rules.

Having in mind all the above observations, as well as data obtained during the investigation procedures on complaints and regular visits to these institutions, it can be concluded that there is still plenty of room for strengthening of the protection of the rights of persons deprived of their liberty, although during 2014 the Ombudsman has not established any elements in treatment of the convicted persons which would constitute torture, yet it was found that there

¹⁴¹ European Prison Rules 29.1 and 29.2

are violations of the rights of these persons, in dealing with them, which amounted to inhuman and degrading treatment.

4.6.3. Statistics with regard to the prisoners' complaints

In 2014 the Ombudsman has received 161 complaints of persons who are, because of their deprivation of liberty, located in 15 prisons in BiH. In relation to the 2013, when it received 141 complaints, it is about 14% more. From the previous years 91 complaints was carried forward to 2014 year. In total there were 252 complaints handled in 2014.

In 2014 out of the total number of complaints finished was 165 or 65,4% while 87 complaints are pending.

Analysis of the structure of the complaints shows that the largest number of it (94) relates to the unsatisfactory housing conditions, treatment of convicted persons, on some sort of abuse and improper behavior of staff of institutions, or violence by other prisoners then, family visits, and transfer to another institution, while 36 complaints related to the denial of benefits out of the establishment, 29 on health care and hygiene, and two on release on parole. The largest number of complaints received from Zenica prison, which houses the largest number of prisoners.

4.6.4. Results of the activities

After the Ombudsman receives a complaint, in order to investigate its merits, it carries out unannounced visits to the prisons¹⁴² in order to visit the area of residence of persons deprived of their liberty, interviewing detainees, access to the official documentation, conduct interviews with managers and staff of these institutions.

Ombudspersons believe that the continuous increase the appeal of these persons is caused, among other things, by frequent to these institutions, due to greater awareness of persons deprived of liberty and better information on the powers of the Ombudsman Institution, which is why the Ombudsman printed the brochure about it.

The Ombudsman was also engaged in different activities together with representatives of prison institutions during the meetings and other gatherings, which was a good opportunity for both sides to analyze standards related to the rights of persons deprived from liberty and highlight both good and bad practices based on complaints lodged to the Ombudsman and results of announced and unannounced visits by the Ombudsman.

There have been numerous meetings with representatives of prison facilities with the aim of analyzing the situation of the rights of persons deprived of their liberty, and also to analyze possibilities and feasibility of implementation of issued recommendations, and in particular the recommendations and measures from the Ombudsman's special report on the rights of persons deprived of their liberty.

¹⁴² Visits to prisons Zenica, Foča, Sarajevo, then the Detention Unit of the Court of BiH,, Prison Busovača and Bijeljina, as well as the prisons Banja Luka and Mostar

Implementation of the recommendations and measures of the Ombudsman lead to the significant improvement of conditions for living in Busovača Prison, and to the implementation of measures to eliminate overcrowdedness in this prison.

Also in Bijeljina Prison measures and recommendations of the Ombudsman resulted in improved conditions for the visits to the prisoners, the improvement of hygiene and general living conditions of these people, and updating the records of internal procedures and faster works on completion of the new buildings within the Prison complex.

In the detention unit of the Institution for execution of criminal sanctions is implementation of the recommendations and measures resolved the issue of visits of the families, and relatives of the prisoners.

4.7. ELIMINATION OF ALL THE FORMS OF DISCRIMINATION

4.7.1. Short Overview of the elimination of discrimination

Law on Prohibition of Discrimination in Bosnia and Herzegovina determines the Ombudsman Institution "as a central institution responsible for the protection against discrimination" and to that end provides for the establishment and operation of a special department with the specific task to consider the cases of alleged discrimination committed by any natural or legal person in any areas of life.

The Act provides for the jurisdiction of the Ombudsman, from promotional activities, through research in the field of discrimination, to act upon the complaints of individuals claiming to be victims of discrimination and taking an active role in misdemeanor proceedings for the protection from discrimination. In this sense, the legal jurisdiction of the Ombudsman of Bosnia and Herzegovina in the field of protection from discrimination largely follows the international standards relevant to the work of equality protection bodies.

Handling the individual complaints or ex officio investigations the Ombudsmen seeks to show the importance of the full implementation of the prohibition of discrimination contained in international conventions and domestic law as well as the importance of harmonization of national legislation with international human rights standards. In its recommendations and other decisions it indicates the responsible institutions and services on factors that hinder equal treatment of all citizens of BiH and proposes adequate measures for the effective legal intervention aimed at protecting the rights of citizens.

In 2014 the Department for Elimination of all Forms of Discrimination registered a total of 230 complaints. This represents an increase in the number of complaints for 32 cases, or 16.16% compared to the previous 2013 when there were registered 198 complaints.

The Ombudsman is convinced that this figure still does not represent the actual scope of discrimination, because there are still unreported cases due to the general lack of trust in institutions, as well as for fear of potentially negative consequences on the status of victims.

The largest number of complaints relates to mobbing, as a special form of discrimination at the workplace (69), followed by complaints of discrimination based on social status and gender (25), discrimination based on ethnic origin (22), discrimination based on national or social origin (19) and discrimination on the basis of education (12).

Out of 230 registered cases of discrimination, 118 were registered in the Regional Office Sarajevo, 72 in the Central Office in Banja Luka, 22 in Regional Office in Brčko District, 12 in the Regional Office in Mostar and 6 in the field office in Livno. Statistics of this kind have only symbolic significance, because any person, in any field in Bosnia and Herzegovina, may file an appeal with any office of the Ombudsman in its sole discretion.

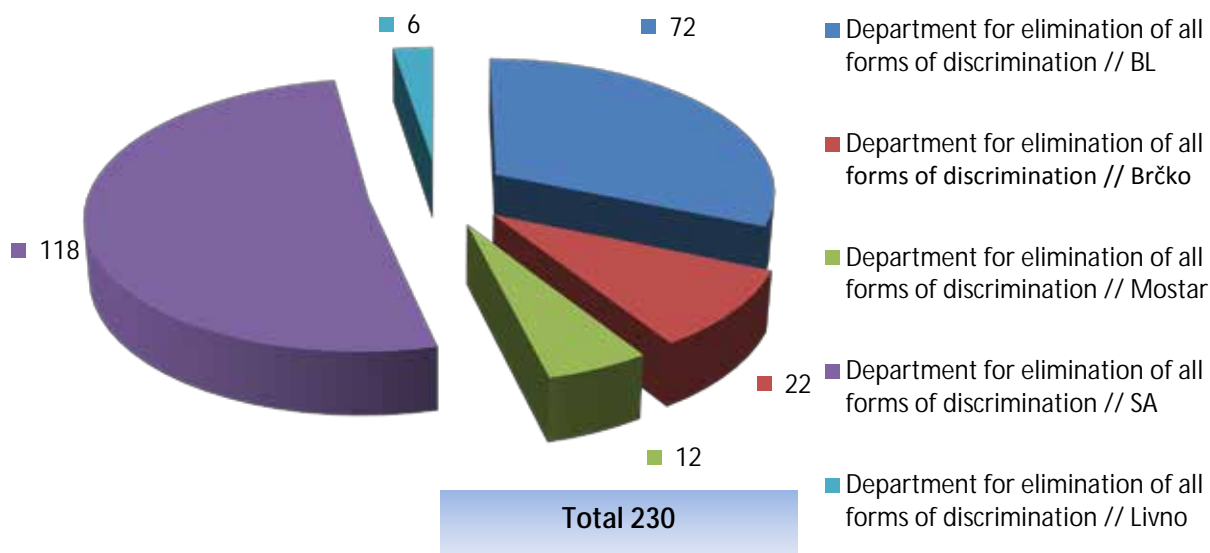


Chart 13. Overview of complaints received by the Department for Elimination of all Forms of Discrimination in 2014 per offices

In 2014 issued were 42 recommendations.

Out of this 17 recommendations was complied with, partially complied with one recommendation and established cooperation with the responsible party on the method of implementation of recommendations in 11 cases, which makes a total of 29 or 69% of accepted recommendations, and not complied with were four recommendations, while in 9 recommendations no reply was received, which makes a total of 13 or 31% of the recommendations not implemented.

Status of complaints from 2014 in which recommendations was issued	Partially complied with	No reply	Not complied with	Established co-operation	Complied with	Total
Department for Elimination of all Forms of Discrimination	1	9	4	11	17	42

Table 7. Overview of number of complaints in 2014 for which recommendations were issued by the Department for Elimination of all Forms of Discrimination and its implementation

Pursuant to Article 7 (2), item f. of the Law on Prohibition of Discrimination the Ombudsman is required to prepare a special report on its activities relating to the implementation of this Law. This report provides detailed indicators of the activities of the Department.

The mentioned report on discrimination in 2014 is a part of this Annual report on the activities of the Ombudsman Institution in 2014.

CHAPTER V. CO-OPERATION WITH BODIES AND INSTITUTIONS

5.1. Co-operation with institutions and organizations in BiH

In 2014 the Ombudsman collaborated with a number of institutions and organizations in BiH with the aim of promoting human rights and building awareness of the need to prevent their violation.

Cooperation with institutions and organizations in BiH implies, on the one hand, cooperation necessary to work on complaints filed by the citizens and protection of their human rights as defined by the Law on Human Rights Ombudsman and, on the other hand, cooperation in the promotion of human rights and creating conditions for its implementation, as defined in the Law and Strategy of the Ombudsman's Activities.

In complaint handling procedure and in all measures related to these complaints, the Law defines the obligation of the authorities to cooperate with the Institution in terms of providing assistance in investigations and inspections, to facilitate access and check the necessary information, conduct direct contacts and consideration of the necessary files and documents.

The Ombudsman finds that this cooperation in 2014 is satisfactory, while pointing out the need to raise it to a higher level in order to achieve an efficient and timely resolution of citizens' complaints. This would increase the number of processed cases, which is sometimes delayed due to the slow and untimely delivery of requested documentation and the statements of the institutions and authorities.

Cooperation of the authorities is particularly important in relation to the adoption and implementation of recommendations of the Ombudsman to the authorities in the framework of processing the complaints of the citizens recommending them to take measures to eliminate human rights violations.

Recommendations suggested measures to redress the human rights violations in 355 or 23 % complaint in which human rights violations were established.

It is important to underline that in 1,239 or 40% of finished complaints human rights violations were redressed already during the investigation stage. This indicates to a positive trend as it shows that number of cases in which the human rights violating parties are taking responsibility is increasing compared to those who refuse to accept responsibility for redressing. In a separate table these statements are appropriately illustrated.

In accordance with the Law on Human Rights Ombudsman, directly superior authorities are immediately informed by the Ombudsman on recommendations not complied with for further action toward its implementation, and where this also yields no result, such cases are listed in this annual report, so that the parliaments could take measures against human rights violators. In terms of promoting and creating better conditions to protect human rights, in 2014, just like the years before, the Ombudsman worked to increase and intensify cooperation with parliaments and their bodies. There were discussions on the annual and special reports along with consideration of the analysis and evaluation of the frequency of violations of human rights specific recommendations addressed to the authorities and institutions were also discussed,

and implementation of the Ombudsman's recommendations was followed up. In addition to that, discussed were the conditions for the functioning of the Ombudsman Institution. As it was the case in previous years, in 2014 as well, due to the fact that level where most human rights are realized are local communities, Ombudspersons paid visits to the following municipalities: Prijedor, Gradiška, Drvar, Vitez, Zenica, Tuzla, Bihać, Sarajevo, Banja Luka, Travnik, Trebinje, Grahovo, Glamoč,, Novi Grad, Nevesinje, Berkovići, B. Petrovac, Rogatica, Ravno, and Livno.

Such occasions are always used to discuss the realization of human rights in the area of employment, return of refugees and displaced persons, health and social protection, functioning of administration, minority rights, discrimination cases and the like.

Another method of cooperation are consultative meetings, especially with the executives, especially on the implementation of recommendations, delivering reports and providing answers to the complaints of citizens, or gathering data for preparation of special reports.

An important form of cooperation is the participation of the Ombudsman in a number of meetings on various topics in the field of human rights, along with the representatives of the ministries, and the authorities about the provision of free legal aid, children's rights, rights of the disabled, pensioners rights, minority rights, the rights of prisoners/detainees and others.

In the area of discrimination, cooperation was realized with the authorities, gender centers, civil society organizations, with the aim of presenting the activities of the Department for elimination of all forms of discrimination, analysis of discrimination, promotion of rights in the field of gender equality, the rights of national, religious and other minorities, etc.

Cooperation achieved with a number of colleges and schools deserves to be particularly noted. With some of these institutions documents of cooperation are signed, with the aim of informing young people about human rights, the current measures to protect and to acquire practical knowledge in the exercise and protection of human rights

Collaboration with the institutions and bodies and organizations in BiH was realized with the aim of more efficient functioning of the Ombudsman Institution, faster complaint handling and resolving, as well as the greater professionalism in dealing with the protection and realization of human rights.

5.2. Co-operation with the international organizations and institutions

In 2014 the Institution of the Ombudsman has cooperated with international organizations and institutions, as well as the international system of human rights protection. with the aim of exchanging information on the work of the Institution and the human rights situation.

This cooperation in its various forms have proved to be useful, not only for the exchange of information, but also for better strategic planning in the field of human rights, especially when they are periodic and continuous.

In the reporting period, co-operation with the European Union went in the direction of analyzing the human rights situation, particularly in the area of economic, social and cultural rights and focusing on the social situation, employment and standard of living of citizens.

As continuation from the previous years, in 2014 as well, one of the most important partners for co-operation was the OSCE Mission to Bosnia and Herzegovina. This cooperation was in 2014 related to the operational awareness in smaller local communities about the work of the

Ombudsman Institution and human rights protection mechanisms available to citizens. In this context, with the support and organization of the OSCE, the Institution was present throughout the year in the municipality of Grahovo (10 visits), Drvar municipality (10 visits), Glamoč municipality (6 visits) and the municipality Tomislavgrad (2 visits). In parallel with this activity interviews with citizens and representatives of the authorities were organized in addition to three round table in Bosansko Grahovo, Glamoč and Tomislavgrad. They also visited the municipalities of Travnik, Trebinje, Bihać and Prijedor, which was the opportunity to citizens, representatives of the authorities and NGOs to get more familiar with the mandate of the Institution and human rights situation, especially those relating to the prohibition of discrimination.

In the framework of the activities related to the rights of the Roma and their integration into the local communities, in cooperation with the OSCE Mission to Bosnia and Herzegovina held was 6 round tables in cities: Prijedor, Vitez, Zenica, Tuzla, Bihać i Gradiška where the Special report on the situation of Roma in Bosnia and recommendations which the Ombudspersons gave for the improvement of their situation was presented.

Ombudspersons of BiH recognized the need for comprehensive review of the implementation of Annex VII of the Dayton Peace Agreement, and in that sense, with the support of the OSCE engaged was a legal adviser who began to hold meetings with the displaced and returnee population and collect relevant information in relation to these rights from the middle of the year. These meetings were held in: Novi Grad, Berkovići, Nevesinje, Prijedor, Bosanski Petrovac, Rogatica, Ravno, Drvar and Livno.

Cooperation with the OSCE/ODIHR was aimed at getting more familiar with the project of international standards and improving the strategy for the fight against terrorism, women's rights and gender equality.

Cooperation with UN bodies in Bosnia and Herzegovina continued in 2014 on the issues of children's rights (UNICEF), Women's Rights and Gender Equality (UNWOMEN), consultation regarding the UPR submission and Roma rights (UNDP).

It is important to point out that numerous representatives of the above-mentioned international organizations and institutions visited the Ombudsman Institution.

The Ombudsman also continued co-operation with its steady partner Institution, Save the Children, mostly in the area of advocacy and implementation of the recommendations pertaining to the rights of children with Special reports, the role of social welfare centers in the protection of children's rights and children in conflict divorce, all the mentioned being the themes of the projects jointly implemented. Other forms of cooperation were realized through the support of the Department in monitoring the rights of children in their activities in the field and in schools, as well as partnership in organization of a global conferences organized under the title "Children's rights from the concept to application" in November.

The institution has had several working meetings with representatives of the US Embassy, Embassy of Canada, USAID, representatives of the Dutch Embassy, the Norwegian Refugee Council and the EU in BiH. With the US Embassy to BiH, during 2014 successfully was implemented a project of internship in the institution of BiH Ombudsman. This was not only an opportunity for young people to learn about the activities undertaken by the Institution for the

protection and promotion of human rights, assist in strengthening the Institution and increasing its capacity to work more effectively to citizens' complaints.

In the context of international cooperation with regional and international human rights mechanisms, as well as institutions for the protection of human rights accredited in status A, the Ombudsmen took an active part in the functioning of the human rights networks, to which it is a member.

In parallel with these activities, within its capabilities the Ombudsman has participated in meetings of the global level and the importance, which dealt with topics involving cooperation between global and regional bodies for the human rights protection, the achievements in the implementation of the development goals, the women's rights, or sexual violence in conflict situations.

The Institution took part in the most important event in the international arena as the bodies for the protection of human rights are concerned, which is the 27th annual meeting of the International Coordinating Committee of the Institutions for the Promotion and Protection of Human Rights (ICC) The main topic of the meeting was "The role of prevention in promotion and protection of human rights" in which significantly contribute the institutions for the protection of human rights, and the indispensable role of the state which has to strengthen the mandate and capacity of these institutions.

In conclusion, as we talk about the establishment of good and operational contacts at the international level, during the 2014 the Ombudsman has confirmed its commitment to a broader approach and partnership activities in the interest of protecting the human rights of the citizens of Bosnia and Herzegovina.

Regional co-operation

Since the Ombudsmen of BiH signed the Sarajevo Declaration on cooperation, together with the countries of the South-East Europe, regional cooperation is especially important in the activities currently implemented by the BiH Ombudsman and those planned for the future.

In this sense, with the support of the Regional Council for Cooperation Council (RCC) and the Central European Initiative (CEI) a conference in Ljubljana was held in February, where the Ombudsmen of Slovenia, Croatia, Bosnia and Herzegovina, Serbia, Montenegro, Albania, Kosovo*, and Macedonia called on the authorities of their countries to show greater care, sensitivity and consistency in dealing with issues in the area of economic and social rights of citizens because of the failure to comply with these rights the greatest threat to human rights in general.

CEI RCC have demonstrated the interest in supporting regional cooperation of the Ombudsman institutions through the project "Improvement of cooperation in South East Europe through activities for strengthening the Regional Cooperation Council." At the final conference in March in Sarajevo summarized were results achieved in the implementation of the project. At the same time it provided a space for the presentation of future plans, especially in light of the new strategy of the Regional Council for Cooperation "South-East Europe 2020 - jobs and prosperity in the European perspective" .It was concluded that regional cooperation offers the possibility of accelerating the European perspective and access to funds intended to its strengthening.

Topics and activities relevant to the Region in 2014 were: the rights of minorities with a special focus on the Roma and members of the LGBT community, hate speech, discrimination, freedom of information, the fight against corruption and the role of the Ombudsman, the fight against torture and strengthening preventive mechanisms established pursuant to the Optional Protocol to the Convention against Torture. In this context, the Institution has contributed and participated in the conferences and workshops to exchange of regional practices and adopt some conclusions which were aimed at improving the protection of rights in these areas.

In the framework of the work of the Network of the Ombudsmen for Children in the South-East Europe (CRONSEE), the staff of the Department for the Protection of the Rights of the Child of the Ombudsman of Bosnia and Herzegovina, welcomed the staff of the Ombudsman of Albania. This study visit was aimed at strengthening the activities of the Ombudsman of Albania in the field of protection of children's rights through the exchange of experiences and best practices.

The BiH Ombudsman also received a visit of the Commissioner for Equality of the Republic of Serbia. During the visit Commissioner concluded that there is scope for strengthening regional cooperation and exchange of experiences of the two institutions in the fight against all forms of discrimination in the future and should be more concrete.

Events organized by the Ombudsman

This year the Institution of Ombudsman marked "The Children's Week", a traditional international event which aims to focus the attention of adults to the needs of the child and to the children's rights, in particular the position of the child within community in which they live. In the framework of this event on 7 October in Banja Luka was organized a round table on the implementation of recommendations of the Ombudsman Institution issued in the Special Report "Children in conflict divorces". The aim of the research "Children in conflict divorces," was to through the mutual cooperation with the competent authorities to recognize and determine the reasons and the causes that lead to the violations of children's rights in judicial and administrative proceedings. In these procedures, among other things, competent courts render decisions on the rights of children in all the stages of these proceedings, starting from the efforts of reconciliation, to issues related to maintaining of personal contacts of the child with the other parent to the divorce proceedings and procedures of the final judgments implementation in the part related to the child support.

On the occasion of the 25th anniversary of the adoption of the UN Convention on the Rights of the Child, 3 to 4 November in Sarajevo, with the support of Save the Children, the Ombudsman organized a global conference entitled "Rights of the Child - from idea to implementation", attended by the Ombudsman institutions for children, representatives of the Ombudsman institutions and child rights advocates from 23 countries from around the world, including countries in Europe, South America, Asia and Africa. The issues dealt with at the conference included, among other things, the role of independent national institutions for the protection of human rights in the protection and promotion of children's rights, a discussion of various models Ombudsman for Children, and the models of cooperation of the Ombudsman for Children and non-governmental organizations, as well as ways of communication between the Ombudsman for Children and children as their end users.

Institution of Ombudsman of Bosnia and Herzegovina and the European Commission against Racism and Intolerance (ECRI), on 19 November jointly organized a roundtable discussion on

the activities of implementation of recommendations from the report of ECRI on Bosnia and Herzegovina, published in 2011, and the relevant conclusions published in 2014. The aim of the meeting was to positively contribute to the debate in Bosnia and Herzegovina on the fight against racial discrimination and intolerance.

The Ombudsman marked the International Human Rights Day by the organization of joint events on the Parliament premises, together with the Ministry of Human Rights and Refugees, with the support of the OSCE Mission in Bosnia and Herzegovina. It was related to the presentation of the implementation of recommendations of the Ombudsman of Bosnia and Herzegovina related to the exercise of rights Roma in Bosnia and Herzegovina and promotion of the draft strategic platform for improving the situation of national minorities in BiH.

5.3. Co-operation with media

The Ombudsman cooperated with media in 2014 like it was in previous period in order to promote human rights and create awareness on necessity of prevention of human rights violations and to inform the citizens on mechanisms of their human rights protection through the work of the Ombudsman.

This cooperation went in two directions, one was from the Ombudsman toward media to inform the public about the level of respect for human rights, and the other was from media so that the Ombudsman can obtain information on human rights violations from the media coverage.

These findings are in some cases used as the basis for opening the case, *ex officio*, to examine the accuracy of the allegations and take action in accordance with the mandate of the Institution to eliminate possible human rights violations.

In this regard the Ombudsman appreciate the undisputed contribution of the media to drawing attention of the public, including the Ombudsman to cases that would otherwise go unnoticed if there was no for media outlets which presented it and named responsible parties.

The Ombudsmen assess that the current situation in BiH is difficult when it comes to the position of media and journalists. Therefore, in the interest of the public, the Ombudsman urged to stop the trend of infringing on media freedoms in Bosnia and Herzegovina, and that journalists in BiH, in accordance with the applicable laws and international standards, have normal conditions for work. Bearing in mind that the degree of freedom of expression in a society, is an indicator of its openness, the level of democracy and respect for human rights, the Ombudsman expects and urges the authorities to provide environment conducive to freedom of expression and media freedom.

Within the Ombudsman cases related to the legal status of journalists or the requirement for monitoring of court proceedings in which one of the parties were journalists, fall within the jurisdiction of the Ombudsman's Department of Economic and Social Affairs.

Compared to 2013, in 2014 there was a slight decrease in the overall activity in terms of giving statements to the media. It could be interpreted as a reduced media interest in the activities of the Ombudsman, but also the fact that this is an election year, and that these and other events to a significant extent occupy media space. However, this fact also imposes an obligation on the

Ombudsman to intensify its activities towards the media with the aim of placing information of importance to the protection of human rights.

In 2014 the Institution of the Ombudsman has responded to 110 media inquiries, not including the statements made by Ombudspersons and their assistants to the media when participating in conferences at home and abroad, press conferences, and information placed through press releases and published on the website of the Institution.

These activities included participation in radio and TV broadcasts, statements on camera and telephone statements, or submitting written replies printed and electronic media.

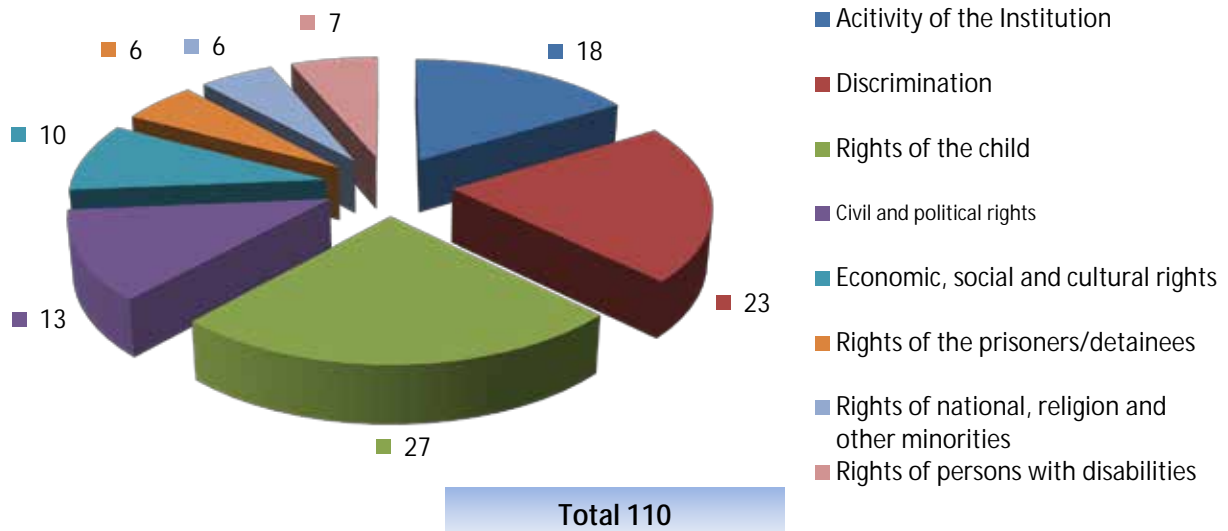


Chart 14. Percentages of media inquiries per human rights areas

The analysis shows that the largest number of media requests in 2014, as in previous years, related to the field of protection of children's rights (27), and a slightly lesser degree of discrimination (23).

Expressed interest of the public in the protection of children's rights has been driven by a number of problems in realizing the rights of children in Bosnia and Herzegovina, and can be attributed to recent developments in relation to the right to education, peer violence, family violence, the dangers lurking children on the Internet, exploitation of children etc.

In addition to media inquiries, Ombudspersons have informed the public on its activities related to the rights of children in due time.

A high percentage of inquiries related to discrimination talks, on the one hand, about the positive developments in terms of informing the public about the Law on Prohibition of Discrimination and the jurisdiction of the Ombudsman according to it, as well as increased sensitivity to the existence of protection against discrimination, and, on the other hand, it points to serious problems present in the society, related to mobbing, discrimination based on social status and sex, as well as other forms of discrimination.

As for the statements made by Ombudspersons and their assistants to the media on this topic, special attention was paid to the rights of LGBTI people, and bullying as a form of discrimination. Also, during 2014, activities on the promotion of the Law on Prohibition of

Discrimination, were continued, *inter alia*, through the participation of representatives of institutions in radio and TV broadcasts.

The media have shown considerable interest in the activities of the Institution, findings of the Ombudsmen deriving from handling of the citizens' complaints and the measures taken to eliminate the established violations of their rights, as well as other indicators to evaluate the general situation of human rights in BiH. In that sense, the Ombudsman answered to 18 media inquiries.

In addition, the Ombudsman informed the public about visits to local communities to give citizens easier access to mechanisms for the protection of human rights, and make them more familiar with the role and function of the Institution. During these visits, they discussed human rights in employment, issue of return, health care and social protection, functioning of the administration, the rights of national minorities, etc.

Area of civil and political rights (13) involved the answering regarding the functioning of the judiciary, administration, as well as free access to information, property relations, government and ministerial appointments, etc.

To somewhat lesser degree media inquiries referred to the economic and social rights of citizens (10). Within this area were treated topics in the field of social protection and employment rights, etc.

Compared to 2013, there was an increase in the number of media inquiries related to the rights of persons with disabilities (7) and the rights of ethnic, religious and other minorities (6), which is still very low level of representation and points to the need for greater media promotion of respect for the rights of these categories.

Bearing this in mind, the Ombudsman, in cooperation with the OSCE Mission to BiH undertook a series of media appearances as part of monitoring the implementation of recommendations from the Special Report on the situation of Roma in Bosnia and Herzegovina.

The aim was to show the public the problems facing Roma today in Bosnia and Herzegovina, and the importance of implementing the Ombudsman's recommendations on respect for the rights of Roma. This is especially important because of the way the public is informed through the media about these problems, which contributes not only to the elimination of prejudice, but also to paying sufficient attention to the problems faced by vulnerable groups.

Ombudspersons have also pointed to the worrying situation of human rights of persons with disabilities in Bosnia and Herzegovina for violations of rights in all areas, and particularly in revisiting the issue of architectural barriers and stressing the need of taking effective and appropriate measures to facilitate persons with disabilities the full enjoyment of rights and their full inclusion and participation in the community.

Compared to 2013, in 2014 the issues were related to the rights of detainees/prisoners were present in media inquiries to the same extent, so that there were six of such inquiries.

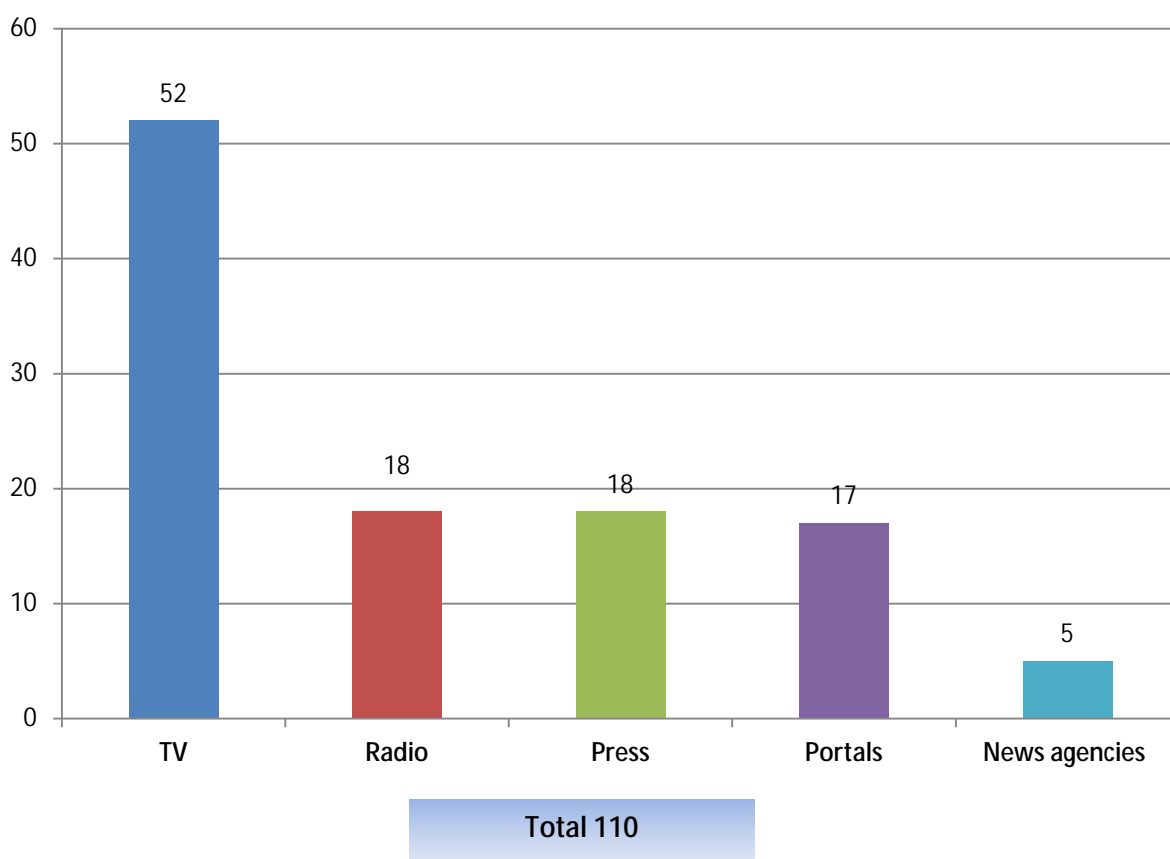


Chart 15. Media interest for the work of the Ombudsman disaggregated per media types

As it could be seen from the Chart, the largest share (47%) out of all media appearances, Ombudspersons and their deputies had in TV programs (52), then at radio stations (18) and printed media (18).

Compared to 2013, analyzing the share of individual media types, we see that there is an increase in inflow of inquiries from portals (17), while the news agencies directed significantly less inquiries (5).

When it comes to the media that reported on the work of the Ombudsman in the previous year, a special interest was shown by the BHRT, in which program the representatives of the Institution had by far the highest number of appearances. Substantial interest was also shown by Hayat TV, RTVFBiH, Radio Free Europe and other media outlets.

Contribution of the local media should not be neglected as they have shown interest in the presentation and promotion of the Ombudsman activities during its visits to local communities, which have undoubtedly contributed to informing citizens about the possibilities of addressing this Institution, as well as other relevant issues in the field of human rights protection. In this sense, particularly was active the RTVUSK – the Radio TV of Una-Sana Canton.

As in previous years, in 2014 the focus of media interests was on offices in Banja Luka and Sarajevo, which points to the need for stronger engagement in the promotion of activities of regional offices in Mostar, Livno and Brčko District.

In 2014 the BiH Ombudsman organized press conferences that followed the events marking International Human Rights Day and the global initiative "Human Rights 365 days a year," the

conference "Rights of the Child - from idea to implementation", which was attended by ombudspersons for children, representatives of ombudsman institutions and child rights advocates from 23 countries from around the world, as well as a round table discussion on the activities of implementation of recommendations given to Bosnia and Herzegovina in the report of the European Commission Against Racism and Intolerance (ECRI), and other activities of the Institution.

Topics that were discussed included, among other things, the role of independent national institutions for the protection of human rights in the protection and promotion of children's rights, improving the position of national minorities in Bosnia and Herzegovina, the legislative and institutional framework for combating racism and racial discrimination, the fight against speech hatred and non-discriminatory education as an instrument of social integration, etc.

At the same time in the form of press releases the Ombudsman informed the citizens about the activities of Institution relevant for the exercise of their rights, for instance introduction of office hours in Drvar. In the same way the Ombudsman marked the important dates related to human rights in BiH, presenting their assessment of the current situation and suggestions for its improvement. Ombudspersons have also issued statements to condemn the attacks on the LGBT population in Sarajevo and Banja Luka, call for an open and transparent process of work engagement in schools, prevent the exploitation of children, and other topics discussed from the viewpoint of protecting and promoting human rights.

In order to inform the public about current events and trends in the Institution, an Internet presentation www.ombudsmen.gov.ba is regularly updated with new news, recommendations of the Ombudsman and documents, such as reports, studies and publications of the Institution, along with promotional video materials. Visitors can also download the form of the complaint, and find other relevant information about the activities of the Institution.

77 pieces of information was posted on the mentioned web site in 2014 and it was visited 25,706 times and a total of 97,691 pages of content were viewed. These visits were made by 16,070 different visitors who stayed an average of 3 minutes and 16 seconds on the web site

Most visits were from Bosnia and Herzegovina, followed by Serbia and Croatia, a significant number of visits was recorded from the USA, Germany, Austria, Slovenia, France, the Netherlands, Belgium, etc.

Since one of the key activities of the Institution is to raise citizens' awareness of their rights and the existence of mechanisms and institutions for their protection when they are endangered in any way, the Ombudsman, among other things, sought to contribute to the affirmation of the rights of vulnerable groups through participation in promotional activities and dissemination promotional material.

Cooperation with the media in 2014, as in previous years, continued through the organization of round tables, participation of representatives of the Institution at the meetings dedicated to issues of media freedom, and regular contacts with media outlets.

5.4. Co-operation with civil society

Cooperation with civil society organizations (CSOs) in 2014 remained at the same level as it was in 2013, with some breakthroughs when it comes to wider consultation with civil society

organizations, and in this sense there is no significant change when it comes to the achieved level of cooperation and the organizations with which the institution Ombudsman usually cooperates.

In order to assess the results of this cooperation the Institution of Ombudsman on 3 December 2014 a consultative meeting with representatives of CSOs from throughout Bosnia and Herzegovina was organized in the Parliamentary Assembly of Bosnia and Herzegovina. At the invitation of the Institution 25 NGOs responded.

Consultations were held in order for the Ombudsman to see the priority areas in which CSOs and the BiH Ombudsman may act together in the future, and to include it in the Ombudsman's strategy for work for the period 2015-2020.

During 2014 several areas of cooperation with NGOs imposed itself, above all it is the field of discrimination where the Ombudsman has a special mandate in accordance with the Law on Prohibition of Discrimination in BiH. The cooperation was reflected in the participation in conferences, professional meetings and promotional activities at which the general public informed on the mandate and level of implementation of this Law. Special attention in this context, is dedicated to the rights of minorities such as the Roma and members of the LGBT population, and hate speech, and emphasis was put on the effective involvement of civil society in the fight against discrimination. Organizations with which the Institution has worked in this area are: Minority Rights Group (MRGI), Human Rights House of Sarajevo, the Serb Civic Council, Sarajevo Open Centre, Analytics. On several occasions the Ombudsmen of BiH strongly condemned the attacks on the associations of LGBTI activists, and so gave support to these associations emphasizing the right to freedom of expression and assembly, regardless of their sexual orientation

Another area of cooperation is related to the implementation of the Law on Free Access to Information in BiH, especially in the area of advocacy of open government, transparency and full implementation of this Law.

Ombudspersons of BiH keep pointing out to the importance of ensuring the access to information in Bosnia and Herzegovina, and applying the public interest test in the decision-making process by the authorities according to the provisions of the Law on Free Access to Information (LFAI), in particular because of the fact that no substantial progress in the field of freedom of information took place in BiH in comparison to the previous years. The most common problems are tardiness in providing information, then provision of information in forms other than ones prescribed by the Law which deprives citizens of the right to appeal, incomplete answers and a large number of dismissal decisions. For this reason, with the aim of raising awareness of the authorities and citizens on the appropriate application of the LFAI, in cooperation with the International transparency and the Fund for Open Society, representatives of the Institution took part in a series of activities organized during 2014 dedicated to the mentioned issues.

As it comes to the rights of people with disabilities the Ombudsman held a consultative meeting with associations of people with disabilities gathered by the NGO My Right and defined some of the areas of activity, such as: harmonization of the applicable legislation with the Convention, advocacy for the program of individual needs of people with disabilities, access to education of these people, the accessibility of public buildings, the participation of these persons in social life.

The Ombudsman paid special attention in 2014 to cooperation with NGOs involved in the protection and promotion of children's rights, which are more often victims of domestic violence, vulnerable to exploitation and work on the street. Partner organizations supported by the Ombudsman include the Informal Coalition Stronger Voice for Children and SOS Children's Villages for children without parental care.

Certain form of cooperation was also achieved in the area of protecting the rights of patients and this co-operation was with the Foundation Public Law Centre, the NGO Trail to promote the rights of victims, and also with the NGO " Udružene žene/United Women" when it comes to preventing and combating violence against women and domestic violence.

However, there are two important activities that can be distinguished the most when it comes to cooperation with civil society, one being the signing of the Agreement on cooperation in order to improve the free legal aid system in the Sarajevo Canton initiated by the Local Democracy Foundation. This Agreement was also signed by a representative of the Municipal Court in Sarajevo, Cantonal Free Legal Aid Institute, PI "Cantonal Social Welfare Center", Municipality Stari Grad, the Municipality of Vogošća, the Municipality of Ilidža, the Municipality of Ilijaš and the Municipality Trnovo. The purpose of the Agreement is to establish a joint cooperation and coordination between the free legal aid providers so that the citizens of Sarajevo Canton had a more efficient and higher quality of care in exercising their rights. The cooperation is based on the practice of the agreed actions, the exchange of information relating to the agreed partnership and if necessary, exchange of information related to all the other activities in the field of protecting and promoting the rights of marginalized citizens in which the mentioned stakeholders would act jointly thus enabling the access to justice and the courts to the beneficiaries.

The second important activity is the coordination of the activities when it comes to participation and reporting in the process of submission of the UPR report of Bosnia and Herzegovina, which was initiated by the Association for Democratic Initiatives (ADI) and the Human Rights Centre in Sarajevo on behalf of the Justice Network in BiH. Justice Network in Bosnia and Herzegovina is an informal network of 64 non-governmental organization formed in January 2010 to assist the development of an effective, independent and accountable judicial system in order to effectively protect human rights and establish the rule of law in Bosnia and Herzegovina. This coordination has contributed to the exchange of information and better preparation of the shadow reports by NGOs and the independent submission of the Ombudsman of BiH.

In accordance with their capacities and capabilities in 2014 the Ombudsman implemented also certain training activities, and continued with visits to primary and secondary schools, cooperation with universities and youth organizations, as well as consultative meeting between the Youth Initiative for Human Rights and the Ombudsman, marking the International Week of Tolerance in schools of the Mostar Town, participation in scientific meetings organized by the universities and colleges and the like.

CHAPTER VI. FUNCTIONING OF THE INSTITUTION

6.1. Introduction

In 2014 funds for the planned opening of regional and field offices of the Ombudsman have not been provided, although it was planned and the local communities expressed the interest for it. This interest in the opening of offices or office hours still exists in the municipalities of Bihać, Trebinje, Bijeljina, Travnik, Grahovo, Drvar and Dobož. Necessary funds for the recruitment of staff were lacking, as well as the necessary equipment for the operation even though the local communities were willing to provide the premises for the offices.

Issue of lack of presence on the ground in order to have closer contacts with the citizens and the authorities was resolved, as in the previous year, by visits of the Ombudspersons and their staff to many municipalities.

During the year duty days were organized in the municipalities of Grahovo and Drvar with support of OSCE. Practice of maintaining of regular duty days in Tuzla with support of the municipal authorities, UNDP and OSCE was also continued.

6.2. Staff

In 2014 the Ombudsman Institution had 56 employees. Compared to the previous year, it is 5 employees less.

There was no financial means necessary for recruitment of three Deputy Ombudsman in the Central Office of Banja Luka, and regional offices Sarajevo and Mostar, to the positions that remained vacant following the departure of the previous staff.

Not filling in these vacant posts reflects significantly to the quality and functioning of the Institution, since these positions have to be filled in by senior, more experienced staff with the knowledge of human rights who would serve as heads of the three departments.

6.3. Accommodation and technical equipment

As many attempts of the Ombudsman to find a permanent solution to accommodate its headquarters in Banja Luka and regional offices in Sarajevo and Mostar as well as its field office Livno yielded no results, in 2014, just like in previous period, the Institution has worked in rented premises, except for Brčko, which means that significant amounts were paid from the budget for lease.

Since 2010 the Ombudsman had not been procured any equipment and vehicles. There is a need for these procurements, especially the procurement of vehicles, which are worn out and require high maintenance cost to be kept in working order.

Electronic equipment is also old and obsolete and old and it needs to be renewed. Its current status also creates additional costs for keeping them in working condition. Needless to say, the Institution needs good information system in order to carry out its mandate.

6.4. Budget and finances

In 2014 the Ombudsman Institution was operating within the limits of the allocated funds provided by the budget, which was not enough, so that the Council of Ministers at the end of the year 2014, at the request of the Ombudsman approved and allocated an amount of 32,200 BAM approved from the reserve funds of the BiH budget of Bosnia for the Ombudsman to settle its financial obligations.

In the period from 2009 on the funds from the budget for the functioning of the Ombudsman Institution have gradually been reduced, which affected the planned functioning and activities of the Institution and hampered the normal functioning in all aspects of work. Requests for additional funds were denied, although justified and necessary and on legal and legitimate grounds, for instance for the activities and functions pursuant to the Law on Prohibition of Discrimination or in the area of ministerial, government and other appointments, freedom of access to information and the like.

The audit reports were positive for every year of the current Ombudspersons' mandate, which implies a rational and lawful execution of the budget and rational spending.

6.5. Status of the Institution

Status and efficiency of the Ombudsman as a mechanism for the human rights protection, in particular the issue of independence, is subject to checks within the process of re-accreditation, performed by the International Coordinating Committee of National Institutions for the Protection and Promotion of Human Rights (ICC).

Within the process of accreditation and re-accreditation the Ombudsman has the obligation to prove that it operates as an independent body, in accordance with the Paris Principles and international standards, which defines the status of the Institution.

The Paris Principles and international standards are instruments that are binding on the Institution of the Ombudsman to act in accordance with it, and at the same time oblige governments to take measures for the establishment of bodies for the human rights protection and to facilitate its functioning in accordance with the Paris Prince and international standards.

The Subcommittee on Accreditation (SCA) and the International Coordinating Committee of National Institutions for the Protection and Promotion of Human Rights in 2010 have accredited the BiH Ombudsmen in status "A" with recommendation that it is necessary to secure financial independence and financial sustainability necessary for the functioning of the Institution of BiH Ombudsman. In 2015 it is necessary to renew the accreditation, which includes fulfillment of the above recommendations, which currently is not the case.

In order to ensure the implementation of the recommendation related to the full financial independence and financial sustainability the Ombudsman took necessary steps in terms of informing the competent Parliament and its financial bodies. They expressed their support for the implementation of the above recommendations and currently the process of amending the legislation is ongoing although slowly.

CHAPTER VII. TABLE WITH RECOMMENDATIONS

Recomm. no.	Complaint no.	Related authority	Violated right	Date of issuance	Implementation status	Answered
P-1/14	Ž-SA-06-788/13,	CLINICAL CENTER OF THE UNIVERSITY IN SARAJEVO, MANAGEMENT BOARD	01 - DISCRIMINATION	6.1.2014	COMPLIED WITH	YES
P-2/14	Ž-SA-06-737/13,	MINISTRY OF ECONOMY OF SARAJEVO CANTON SARAJEVO ATTN. OF MINISTER, SARAJEVO CANTONAL ADMINISTRATION FOR FORESTRY SARAJEVO	01 - DISCRIMINATION -- 01-03 - MOBBING	6.1.2014	COMPLIED WITH	YES
P-3/14	Ž-SA-02-467/13,	FEDERAL MINISTRY OF LABOR AND SOCIAL POLICY SARAJEVO, MINISTRY OF LABOR, DISPLACED PERSONS AND REFUGEES OF SARAJEVO CANTON	12 - PERSONS WITH DISABILITIES	6.1.2014	COMPLIED WITH	YES
P-4/14	Ž-SA-05-1153/13,	FEDERAL ADMINISTRATION FOR LAND SURVEY AND PROPERTY ISSUES SARAJEVO	19 - ADMINISTRATION	6.1.2014	COMPLIED WITH	YES
P-5/14	Ž-SA-05-938/13,	MUNICIPALITY OF NOVI GRAD SARAJEVO	15 - PROPERTY RIGHTS	7.1.2014	COMPLIED WITH	YES
P-6/14	Ž-SA-05-934/13,	MUNICIPALITY OF ZENICA ATTN. OF MAYOR PUBLIC COMPANY "PARKINZI" ZENICA	15 - PROPERTY RIGHTS	28.1.2014	ESTABLISHED COOPERATION	YES
P-7/14	Ž-SA-04-1295/13,	SARAJEVO CANTON MINISTRY OF ECONOMY	19 - ADMINISTRATION	16.1.2014	NO REPLY	NO
P-8/14	Ž-SA-05-1107/13,	CANTONAL COURT IN SARAJEVO	19 - ADMINISTRATION	3.2.2014	COMPLIED WITH	YES
P-9/14	Ž-SA-05-95/14,	CANTONAL COURT IN SARAJEVO	09 - COURTS -- 09-2 - LENGTH OF THE PROCEEDINGS (ARTICLE 6)	3.2.2014	COMPLIED WITH	YES
P-10/14	Ž-BL-05-691/13,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF UNA-SANA CANTON BIHAĆ	19 - ADMINISTRATION	14.2.2014	COMPLIED WITH	YES
P-11/14	Ž-BL-05-585/13,	REGIONAL COURT ISTOČNO SARAJEVO	09 - COURTS -- 09-3 - ENFORCEMENT OF JUDGMENTS	13.2.2014	COMPLIED WITH	YES
P-12/14	Ž-BL-04-540/13,	MUNICIPALITY OF KNEŽEVO	10 - LABOR RELATIONS	17.2.2014	COMPLIED WITH	YES
P-13/14	Ž-BL-04-291/13,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF UNA-SANA CANTON BIHAĆ	11 - EDUCATION	17.2.2014	NO REPLY	NO
P-14/14	Ž-BL-05-560/13,	TREBINJE TOWN, ADMINISTRATIVE SERVICE, PI "DOM OMLADINE" TREBINJE	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	17.2.2014	NO REPLY	NO

P-15/14	Ž-BL-05-784/13,	MINISTRY OF INTERIOR RS POLICE STATION BANJA LUKA BANJA LUKA TOWN, GENERAL ADMINISTRATION DEPARTMENT, CIVIL AFFAIRS REGISTRY BRONZANI MAJDAN	19 - ADMINISTRATION	17.2.2014	ESTABLISHED COOPERATION	YES
P-16/14	Ž-BL-05-718/13,	MUNICIPAL ASSEMBLY ZVORNIK	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	17.2.2014	ESTABLISHED COOPERATION	YES
P-17/14	Ž-LI-04-237/13,	FEDERALNO MINISTRY OF JUSTICE, ADMINISTRATIVE INSPECTION OF FBIH SARAJEVO	25 - PENSIONS	17.2.2014	COMPLIED WITH	YES
P-18/14	Ž-MO-01-155/13,	RADIO-TELEVISION OF FBIH ATTN. OF GENERAL DIRECTOR	13 - RIGHTS OF THE CHILD	17.2.2014	ESTABLISHED COOPERATION	NO
P-19/14	Ž-LI-05-186/13,	MUNICIPALITY OF LIVNO ECONOMY ADMINISTRATION AND INSPECTIONS LIVNO	19 - ADMINISTRATION	18.2.2014	NO REPLY	NO
P-20/14	Ž-SA-06-506/13,	MINISTRY OF COMMUNICATIONS AND TRAFFIC OF BOSNIA AND HERZEGOVINA SARAJEVO ATTN. OF MINISTER	01 - DISCRIMINATION -- 01-03 - MOBBING	18.2.2014	ESTABLISHED COOPERATION	YES
P-21/14	Ž-SA-04-145/14,	CIVIL SERVICE AGENCY OF BIH AGENCY DEPARTMENT FOR CANTONS 10 AND UNA-SANA ATTN. OF DIRECTOR LIVNO	10 - LABOR RELATIONS	18.2.2014	NOT COMPLIED WITH	YES
P-22/14	Ž-SA-04-1317/13,	UNA-SANA CANTON, MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS BIHAĆ ATTN. OF MINISTER, PI PRIMARY SCHOOL "FADIL BILAL" ŠUMATAC ATTN. OF DIRECTOR VELIKA KLADUŠA	23 - HEALTH CARE	18.2.2014	COMPLIED WITH	YES
P-23/14	Ž-SA-05-944/13,	FEDERAL MINISTRY OF TRAFFIC AND COMMUNICATIONS MOSTAR	03 - ACCESS TO INFORMATION	18.2.2014	COMPLIED WITH	YES
P-24/14	Ž-SA-04-994/13,	COUNCIL OF MINISTERS BIH THE MINISTRY OF CIVIL AFFAIRS SARAJEVO THE GOVERNMENT OF THE FEDERATION OF BOSNIA AND HERZEGOVINA THE MINISTRY OF CULTURE AND SPORTS SARAJEVO THE GOVERNMENT OF SARAJEVO CANTON, THE MINISTRY OF CULTURE AND SPORTS SARAJEVO	23 - HEALTH CARE	18.2.2014	ESTABLISHED COOPERATION	YES
P-25/14	Ž-SA-04-1059/13,	FEDERAL MINISTRY OF LABOR AND SOCIAL POLICY SARAJEVO, THE RS MINISTRY OF HEALTH AND SOCIAL WELFARE BANJA LUKA THE GOVERNMENT OF BRČKO DISTRICT OF BIH BRČKO DOGS TRAINING AND DEMINING CENTER OF BIH SARAJEVO	24 - SOCIAL PROTECTION	18.2.2014	ESTABLISHED COOPERATION	YES

P-26/14	Ž-SA-06-895/12,	PI "SPORTS AND RECREATION CENTER " SARAJEVO MANAGEMENT BOARD	01 - DISCRIMINATION -- 01-03 - MOBBING	18.2.2014	ESTABLISHED COOPERATION	YES
P-27/14	Ž-SA-05-1273/13,	PC ELEKTRIC UTILITY OF BIH DEPARTMENT SARAJEVO ZAVISNO DRUŠTVO RMU BREZA DOO BREZA	03 - ACCESS TO INFORMATION -- 03-2 - DENIED ACCESS TO INFORMATION	19.2.2014	COMPLIED WITH	YES
P-28/14	Ž-SA-05-17/14,	MUNICIPALITY OF GRAČANICA – ADMINISTRATION, SOCIAL AFFAIRS AND VETERANS/DISABLED PROTECTION AND JOINT AFFAIRS DEPARTMENT - DEPARTMENT FOR ENTREPRENEURSHIP, LOCAL DEVELOPMENT AND FINANCE - ATTN. OF THE HEAD OF DEPARTMENT	03 - ACCESS TO INFORMATION	19.2.2014	COMPLIED WITH	YES
P-29/14	Ž-SA-05-428/13,	UNIVERSITY IN TUZLA TUZLA	03 - ACCESS TO INFORMATION	19.2.2014	COMPLIED WITH	YES
P-30/14	Ž-SA-05-519/13,	MINISTRY OF HOUSING OF SARAJEVO CANTON HOUSING ADMINISTRATION SARAJEVO	19 - ADMINISTRATION	19.2.2014	COMPLIED WITH	YES
P-31/14	Ž-SA-05-1345/13,	RADIO – TELEVISION OF BOSNIA AND HERZEGOVINA SARAJEVO ATTN. OF DIRECTOR	03 - ACCESS TO INFORMATION	19.2.2014	ESTABLISHED COOPERATION	YES
P-32/14	Ž-SA-05-158/14,	MINISTRY OF INTERIOR OF SARAJEVO CANTON SARAJEVO ATTN. OF MINISTER	03 - ACCESS TO INFORMATION	19.2.2014	COMPLIED WITH	YES
P-33/14	Ž-SA-05-1350/13,	FEDERAL MINISTRY OF FINANCE SARAJEVO ATTN. OF MINISTER	03 - ACCESS TO INFORMATION -- 03-1 - NON-DECIDING WITHIN LEGAL DEADLINE	19.2.2014	COMPLIED WITH	YES
P-34/14	Ž-SA-05-1240/13,	MANAGEMENT BOARD OF ENVIRONMENTAL PROTECTION FUND OF THE FBIH SARAJEVO	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	26.2.2014	NOT COMPLIED WITH	YES
P-35/14	Ž-SA-05-868/13,	THE MINISTRY OF HEALTH OF SARAJEVO CANTON	03 - ACCESS TO INFORMATION	12.2.2014	COMPLIED WITH	YES
P-36/14	Ž-BL-05-845/13,	THE RS MINISTRY OF LABOR AND VETERANS AND DISABLED PROTECTION BANJA LUKA	19 - ADMINISTRATION	10.3.2014	ESTABLISHED COOPERATION	YES
P-37/14	Ž-BL-06-365/12,	MUNICIPALITY OF ZENICA GENERAL ADMINISTRATION AND HOUSING DEPARTMENT MINISTRY OF LANDSCAPING, TRAFFIC, COMMUNICATIONS AND ENVIRONMENTAL PROTECTION OF ZDK ZENICA	01 - DISCRIMINATION -- 01-14 - BASED ON POLITICAL OR OTHER BELEIF	10.3.2014	COMPLIED WITH	YES
P-38/14	Ž-BL-06-115/14,	RADIO TELEVISION OF THE REPUBLIC OF SRPSKA BANJA LUKA	01 - DISCRIMINATION -- 01-03 - MOBBING	10.3.2014	ESTABLISHED COOPERATION	YES

P-39/14	Ž-SA-06-34/14,	PUBLIC SERVICE AGENCY OF THE FEDERATION OF BOSNIA AND HERZEGOVINA SARAJEVO FEDERAL THE MINISTRY OF LABOR AND SOCIAL POLICY SARAJEVO	10 - LABOR RELATIONS	11.3.2014	NOT COMPLIED WITH	YES
P-40/14	Ž-SA-05-193/14,	PI SOCIAL WELFARE CENTER TUZLA	19 - ADMINISTRATION	12.3.2014	COMPLIED WITH	YES
P-41/14	Ž-SA-05-1367/12,	CANTONAL COURT IN SARAJEVO	09 - COURTS -- 09-2 - LENGTH OF THE PROCEEDINGS (ARTICLE 6)	12.3.2014	NOT COMPLIED WITH	YES
P-42/14	Ž-SA-05-1064/13,	MUNICIPALITY OF DONJI VAKUF MUNICIPAL COUNCIL	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	12.3.2014	NO REPLY	NO
P-43/14	Ž-MO-01-156/13,	HEALTH CENTER MOSTAR ATTN. OF DIRECTOR	13 - RIGHTS OF THE CHILD	12.3.2014	COMPLIED WITH	NO
P-44/14	Ž-SA-05-1136/13,	COUNCIL OF MINISTERS OF BOSNIA AND HERZEGOVINA THE MINISTRY OF COMMUNICATION AND TRAFFIC SARAJEVO	19 - ADMINISTRATION	13.3.2014	NO REPLY	NO
P-45/14	Ž-BL-01-803/13,	MUNICIPALITY OF KOTOR VAROŠ SOCIAL WELFARE CENTER KOTOR VAROŠ	13 - RIGHTS OF THE CHILD	13.3.2014	COMPLIED WITH	YES
P-46/14	Ž-SA-05-898/13,	THE GOVERNMENT OF POSAVINA COUNTY ORAŠJE	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	14.3.2014	NO REPLY	NO
P-47/14	Ž-BL-04-694/13,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF USK PI MIXED SECONDARY SCHOOL BIHAĆ	10 - LABOR RELATIONS	17.3.2014	NO REPLY	NO
P-48/14	Ž-SA-01-1282/13,	MUNICIPALITY OF BANOVIĆI PI SOCIAL WELFARE CENTER BANOVIĆI	13 - RIGHTS OF THE CHILD	21.3.2014	COMPLIED WITH	YES
P-49/14	Ž-SA-05-749/13,	FEDERAL THE MINISTRY OF FINANCE SARAJEVO	09 - COURTS	18.6.2014	COMPLIED WITH	YES
P-50/14	Ž-SA-05-540/13, Ž-SA-05-541/13, Ž-SA-05-542/13, Ž-SA-05-543/13, Ž-SA-05-544/13, Ž-SA-05-545/13,	THE GOVERNMENT OF SARAJEVO CANTON, MINISTRY OF LANDSCAPING AND ENVIRONMENTAL PROTECTION OF SARAJEVO CANTON	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	21.3.2014	COMPLIED WITH	YES
P-51/14	Ž-SA-07-211/14,	FEDERAL MINISTRY OF JUSTICE ATTN. OF MINISTER SEMI-OPEN PRISON BUSOVAČA ATTN. OF DIRECTOR	07 - PRISONS	21.3.2014	ESTABLISHED COOPERATION	YES

P-52/14	Ž-SA-05-766/13,	MUNICIPAL COURT IN SARAJEVO	09 - COURTS -- 09-2 - LENGTH OF THE PROCEEDINGS (ARTICLE 6)		COMPLIED WITH	YES
P-53/14	Ž-SA-05-1225/13,	MUNICIPALITY OF NOVI GRAD SARAJEVO	19 - ADMINISTRATION	8.5.2014	COMPLIED WITH	YES
P-54/14	Ž-LI-06-34/14,	PC. ELEKTRIC UTILITY OF HZ HB JOINT STOCK COMPANY. MOSTAR	01 - DISCRIMINATION -- 01-16 - BASED ON MEMBERSHIP IN TRADE UNION OR OTHER ORGANIZATION	2.4.2014	ESTABLISHED COOPERATION	YES
P-55/14	Ž-SA-04-1020/13,	UNIVERSITY IN SARAJEVO FACULTY OF ECONOMY SARAJEVO	01 - DISCRIMINATION	7.4.2014	COMPLIED WITH	YES
P-56/14	Ž-BL-05-124/14,	HEATING PLANT AD PRIJEDOR ATTN. OF SUPERVISORY BOARD MEMBERS	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	7.4.2014	COMPLIED WITH	YES
P-57/14	Ž-BL-04-625/13,	THE RS PENSION AND DISABILITY INSURANCE FUND, FIRST-INSTANCE DECIDING DEPARTMENT BANJA LUKA	25 - PENSIONS	7.4.2014	COMPLIED WITH	NO
P-58/14	Ž-BL-05-638/13,	ADMINISTRATIVE SERVICE OF BANJA LUKA TOWN, LANDSCAPING DEPARTMENT	19 - ADMINISTRATION	7.4.2014	COMPLIED WITH	YES
P-59/14	Ž-SA-02-127/14,	CANTONAL COURT IN SARAJEVO ADMINISTRATIVE AFFAIRS DEPARTMENT ZA SARAJEVO	12 - PERSONS WITH DISABILITIES	7.4.2014	ESTABLISHED COOPERATION	YES
P-60/14	Ž-SA-05-438/13,	FEDERAL ADMINISTRATION FOR LAND SURVEY AND PROPERTY ISSUES FEDERAL INSPECTION FOR CADASTRE SARAJEVO	15 - PROPERTY RIGHTS	7.4.2014	NO REPLY	NO
P-61/14	Ž-SA-04-204/14,	PUBLIC HEALTH INSTITUTION CLINICAL CENTER OF THE UNIVERSITY IN TUZLA	23 - HEALTH CARE	7.4.2014	COMPLIED WITH	YES
P-62/14	Ž-SA-05-68/14,	THE MINISTRY OF HUMAN RIGHTS AND REFUGEES OF BIH SARAJEVO	03 - ACCESS TO INFORMATION	7.4.2014	COMPLIED WITH	YES
P-63/14	Ž-BL-04-99/14,	KINDERGARTEN "NAŠA RADOST" PRNJAVOR	10 - LABOR RELATIONS	7.4.2014	ESTABLISHED COOPERATION	YES
P-64/14	Ž-SA-05-104/14, Ž-SA-05-76/14,	MUNICIPALITY OF VITEZ MUNICIPAL COUNCIL ATTN. OF THE PRESIDENT	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	7.4.2014	NOT COMPLIED WITH	NE
P-65/14	Ž-BL-05-512/13,	MUNICIPALITY OF JAJCE MUNICIPAL COUNCIL	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	7.4.2014	ESTABLISHED COOPERATION	YES
P-66/14	Ž-BL-05-815/13,	MINISTRY OF INTERIOR OF THE REPUBLIC OF SRPSKA BANJA LUKA	05 - POLICE	8.4.2014	COMPLIED WITH	YES

P-67/14	Ž-BL-01-797/13,	THE GOVERNMENT OF UNA-SANA CANTON, MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS, PEDAGOGIC INSTITUTE BIHAĆ GRAMMAR SCHOOL CAZIN	13 - RIGHTS OF THE CHILD	8.4.2014	NO REPLY	NO
P-68/14	Ž-BL-06-192/14,	MINISTRY OF INTERIOR OF CANTON 10 LIVNO	01 - DISCRIMINATION -- 01-12 - BASED ON NATIONAL OR SOCIAL ORIGIN	8.4.2014	NOT COMPLIED WITH	YES
P-69/14	Ž-SA-06-317/14,	ASSEMBLY OF SARAJEVO CANTON SARAJEVO	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS OR GENDER	8.4.2014	COMPLIED WITH	YES
P-70/14	Ž-SA-05-961/13,	MUNICIPALITY OF CENTAR SARAJEVO, INSPECTIONS, ATTN. OF THE MAYOR	15 - PROPERTY RIGHTS	8.4.2014	NOT COMPLIED WITH	YES
P-71/14	Ž-SA-05-25/14,	FEDERAL MINISTRY OF JUSTICE SARAJEVO ATTN. OF MINISTER ATTN. OF INFORMATION OFFICER	19 - ADMINISTRATION	8.4.2014	COMPLIED WITH	YES
P-72/14	Ž-SA-05-1242/13,	CANTONAL COURT IN SARAJEVO ATTN. OF THE PRESIDENT OF THE COURT	09 - COURTS	8.4.2014	COMPLIED WITH	YES
P-73/14	Ž-SA-05-220/14,	THE GOVERNMENT OF THE FEDERATION OF BOSNIA AND HERZEGOVINA SARAJEVO ATTN. OF THE PRIME MINISTER	19 - ADMINISTRATION	8.4.2014	COMPLIED WITH	YES
P-74/14	Ž-SA-05-109/14,	THE GOVERNMENT OF THE FEDERATION OF BOSNIA AND HERZEGOVINA SARAJEVO ATTN. OF THE PRIME MINISTER	19 - ADMINISTRATION	8.4.2014	COMPLIED WITH	YES
P-75/14	Ž-SA-06-992/13,	MINISTRY ZA EDUCATION, SCIECE AND YOUTH OF SARAJEVO CANTON	01 - DISCRIMINATION	8.4.2014	NO REPLY	NO
P-76/14	Ž-SA-05-1301/13,	MOSTAR TOWN, CITY ADMINISTRATION, URBANISTIC AND CONSTRUCTION DEPARTMENT ATTN. OF THE MAYOR	19 - ADMINISTRATION	8.4.2014	COMPLIED WITH	YES
P-77/14	Ž-SA-06-1331/13,	MINISTRY OF TRAFFIC AND COMMUNICATIONS FBH ATTN. OF MINISTER MOSTAR	01 - DISCRIMINATION -- 01-03 - MOBBING	8.4.2014	ESTABLISHED COOPERATION	YES
P-78/14	Ž-SA-05-1385/13,	MUNICIPALITY OF TRAVNIK MUNICIPAL MAYOR	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	8.4.2014	NOT COMPLIED WITH	YES
P-79/14	Ž-SA-05-1304/13,	THE RS MINISTRY OF HEALTH AND SOCIAL WELFARE BANJA LUKA, MINISTRY OF FAMILY, YOUTH AND SPORTS BANJA LUKA, BIJELJINA TOWN, SOCIAL WELFARE CENTER BIJELJINA	16 - VIOLENCE	8.4.2014	ESTABLISHED COOPERATION	YES

P-80/14	Ž-SA-04-1012/12,	TUZLA CANTON MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS, LANDSCAPING ADMINISTRATION TUZLA	10 - LABOR RELATIONS	8.4.2014	COMPLIED WITH	YES
P-81/14	Ž-SA-05-262/14,	CANTONAL COURT IN SARAJEVO, SARAJEVO	09 - COURTS	9.4.2014	NOT COMPLIED WITH	YES
P-82/14	Ž-LI-05-26/14,	FEDERAL ADMINISTRATION FOR LAND SURVEY AND PROPERTY ISSUES SARAJEVO	03 - ACCESS TO INFORMATION -- 03-1 - NON-DECIDING WITHIN LEGAL DEADLINE	14.5.2014	NOT COMPLIED WITH	YES
P-83/14	Ž-SA-06-187/14, Ž-SA-06-318/14,	MINISTRY OF SAFETY OF BOSNIA AND HERZEGOVINA, BORDER POLICE	01 - DISCRIMINATION -- 01-11 - BASED ON ETHNICAL ORIGIN	15.4.2014	COMPLIED WITH	YES
P-84/14	Ž-SA-06-280/14,	CLINICAL CENTER OF THE UNIVERSITY IN SARAJEVO	01 - DISCRIMINATION -- 01-03 - MOBBING	18.4.2014	COMPLIED WITH	YES
P-85/14	Ž-SA-04-366/14,	FEDERAL MINISTRY OF VETERANS AND DISABLED BY WAR ATTN. OF MINISTER, TO THE INFORMATION OF: THE GOVERNMENT OF FBiH ATTN. OF THE PRIME MINISTER	10 - LABOR RELATIONS	28.4.2014	COMPLIED WITH	YES
P-86/14	Ž-LI-05-55/14,	MUNICIPALITY OF LIVNO, MUNICIPAL MAYOR	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	14.5.2014	NOT COMPLIED WITH	YES
P-87/14	Ž-LI-05-48/14,	FOREST ECONOMY "HERCEGBOSANSKE ŠUME" KUPRES LTD.	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	3.6.2014	NOT COMPLIED WITH	YES
P-88/14	Ž-LI-05-259/13,	MUNICIPALITY OF KUPRES, GENERAL ADMINISTRATION, SOCIAL AND PROPERTY ISSUES SERVICE	19 - ADMINISTRATION	14.5.2014	NO REPLY	NO
P-89/14	Ž-BL-05-674/13,	SOCIAL WELFARE CENTER BIHAĆ	19 - ADMINISTRATION	15.5.2014	COMPLIED WITH	YES
P-90/14	Ž-BL-05-188/14,	PRIMARY SCHOOL "DOSITEJ OBRADOVIĆ" KNEŽEVO	03 - ACCESS TO INFORMATION -- 03-1 - NON-DECIDING WITHIN LEGAL DEADLINE	15.5.2014	COMPLIED WITH	YES
P-91/14	Ž-BL-05-125/14,	MUNICIPAL ASSEMBLY OF RUDO	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	15.5.2014	ESTABLISHED COOPERATION	YES
P-92/14	Ž-BL-05-110/14,	BIJELJINA TOWN, CITY ADMINISTRATION, LANDSCAPING DEPARTMENT	03 - ACCESS TO INFORMATION -- 03-2 - DENIED ACCESS TO INFORMATION	21.5.2014	COMPLIED WITH	YES
P-93/14	Ž-BL-02-507/13,	MUNICIPALITY OF LUKAVAC ATTN. OF THE MAYOR ATTN. OF THE PRESIDENT OF THE MUNICIPAL ASSEMBLY	12 - PERSONS WITH DISABILITIES	21.5.2014	ESTABLISHED COOPERATION	YES

P-94/14	Ž-BL-04-866/13,	PENSION AND DISABILITY INSURANCE FUND OF THE REPUBLIC OF SRPSKA, BANJA LUKA BRANCH	25 - PENSIONS	19.5.2014	COMPLIED WITH	YES
P-95/14	Ž-BL-06-216/14,	BANKING AGENCY OF THE REPUBLIC OF SRPSKA	01 - DISCRIMINATION	19.5.2014	ESTABLISHED COOPERATION	YES
P-96/14	Ž-BL-06-209/14,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF TUZLA CANTON	01 - DISCRIMINATION -- 01-03 - MOBBING	19.5.2014	COMPLIED WITH	YES
P-97/14	Ž-BL-06-164/14,	PRIMARY SCHOOL "PETAR KOČIĆ" MRKONJIĆ GRAD	01 - DISCRIMINATION -- 01-03 - MOBBING	22.5.2014	COMPLIED WITH	YES
P-98/14	Ž-BL-04-253/14, Ž-BL-06-190/14, Ž-BL-06-292/14,	DORMATORY OF HIGH SCHOOL STUDENTS BANJA LUKA ATTN. OF MANAGEMENT BOARD PRESIDENT ATTN. OF PEDAGOGIC COUNCIL	01 - DISCRIMINATION -- 01-01 - HARRASSMENT I 10 - LABOR RELATIONS	19.5.2014	COMPLIED WITH	YES
P-99/14	Ž-BL-06-568/13,	MANAGEMENT BOARD OF TRIGLAV INSURANCE	01 - DISCRIMINATION -- 01-03 - MOBBING	19.5.2014	ESTABLISHED COOPERATION	YES
P-100/14	Ž-BL-01-158/14,	MINISTRY OF EDUCATION AND CULTURE OF THE REPUBLIC OF SRPSKA BANJA LUKA	13 - RIGHTS OF THE CHILD	20.5.2014	PARTIALLY COMPLIED WITH	YES
P-101/14	Ž-BL-01-56/14,	PRE-SCHOOL EDUCATION CENTER BANJA LUKA	13 - RIGHTS OF THE CHILD	23.5.2014	NOT COMPLIED WITH	YES
P-102/14	Ž-SA-06-199/13,	PRIVATIZATION AGENCY OF BOSNA-PODRINJE CANTON MANAGEMENT BOARD GORAŽDE	01 - DISCRIMINATION -- 01-03 - MOBBING	20.5.2014	ESTABLISHED COOPERATION	YES
P-103/14	Ž-SA-05-138/14,	MUNICIPALITY OF TRAVNIK INSPECTION OVERSIGHT ADMINISTRATION	03 - ACCESS TO INFORMATION	8.4.2014	ESTABLISHED COOPERATION	YES
P-104/14	Ž-BL-05-45/14,	WATERWORKS „VODOVOD“SRBAC SUPERVISORY BOARD OF THE MUNICIPALITY OF SRBAC	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	20.5.2014	NO REPLY	NO
P-105/14	Ž-MO-04-137/12,	MOSTAR TOWN ATTN. OF THE MAYOR	24 - SOCIAL PROTECTION	22.5.2014	NOT COMPLIED WITH	YES
P-106/14	Ž-MO-05-162/12,	FEDERAL ATTORNEY AT LAW SARAJEVO	15 - PROPERTY RIGHTS	22.5.2014	COMPLIED WITH	YES
P-107/14	Ž-MO-04-189/12,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF WEST HERZEGOVINA COUNTY ATTN. OF MINISTRA	10 - LABOR RELATIONS	22.5.2014	COMPLIED WITH	YES
P-108/14	Ž-SA-05-371/14,	SARAJEVO CANTON, CANTONAL PROSECUTOR	26 - PROSECUTION	26.5.2014	COMPLIED WITH	YES
P-109/14	Ž-SA-02-225/14,	MINISTRY OF DEFENSE OF BOSNIA AND HERZEGOVINA ATTN. OF MINISTER, 98 HAMDIJE KREŠEVLJAKOVIĆA, 71 000 SARAJEVO APPEALS COUNCIL OF THE COUNCIL OF MINISTERS OF BOSNIA AND HERZEGOVINA ATTN. OF THE PRESIDENT OF THE COUNCIL	12 - PERSONS WITH DISABILITIES	27.5.2014	COMPLIED WITH	YES

P-110/14	Ž-SA-04-457/14,	FEDERAL ADMINISTRATION OF POLICE ATTN. OF DIRECTOR SARAJEVO	10 - LABOR RELATIONS	27.5.2014	ESTABLISHED COOPERATION	YES
P-111/14	Ž-SA-05-86/14,	CANTONAL COURT IN SARAJEVO	19 - ADMINISTRATION	27.5.2014	ESTABLISHED COOPERATION	YES
P-112/14	Ž-SA-05-353/14,	FEDERALNO MINISTRY OF INTERIOR - ATTN. OF MINISTER - ATTN. OF DIRECTOR OF THE FEDERAL POLICE ADMINISTRATION - ATTN. OF THE HEAD OF THE PROFESSIONAL STANDARDS UNIT	05 - POLICE	27.5.2014	ESTABLISHED COOPERATION	YES
P-113/14	Ž-LI-05-109/14,	MUNICIPALITY OF DRVAR-MUNICIPAL MAYOR	19 - ADMINISTRATION	9.6.2014	NOT COMPLIED WITH	NO
P-114/14	Ž-LI-05-46/14,	MUNICIPALITY OF DRVAR-MUNICIPAL MAYOR	19 - ADMINISTRATION	9.6.2014	NO REPLY	NO
P-115/14	Ž-LI-05-166/13,	MUNICIPAL COURT OF LIVNO	09 - COURTS -- 09-2 - LENGTH OF THE PROCEEDINGS (ARTICLE 6)	9.6.2014	COMPLIED WITH	YES
P-116/14	Ž-BL-04-161/14,	EMPLOYMENT BUREAU PALE , HEALTH INSURANCE FUND BANJA LUKA	23 - HEALTH CARE	10.6.2014	COMPLIED WITH	YES
P-117/14	Ž-BL-04-127/14, Ž-BL-04-867/13,	CANTONAL MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF BIHAĆ PRE-SCHOOL AND PRIMARY EDUCATION INSPECTION BIHAĆ	10 - LABOR RELATIONS	10.6.2014	NO REPLY	NO
P-118/14	Ž-BL-05-863/13,	LABOR AND SPORTS MEDICINE INSTITUTE OF THE REPUBLIC OF SRPSKA, FORENSIC INSTITUTE OF THE FEDERATION OF BIH, SARAJEVO, CANTONAL HOSPITAL ZENICA	05 - POLICE	12.6.2014	ESTABLISHED COOPERATION	YES
P-119/14	Ž-BL-05-46/14, Ž-BL-05-47/14,	MUNICIPALITY OF UGLJEVIK	19 - ADMINISTRATION	10.6.2014	NO REPLY	NO
P-120/14	Ž-BL-05-344/14,	CANTONAL MINISTRIES OF INTERIOR, MINISTRY OF INTERIOR OF THE REPUBLIC OF SRPSKA, PUBLIC REGISTER OF BRČKO DISTRICT OF BIH	19 - ADMINISTRATION	11.6.2014	ESTABLISHED COOPERATION	YES
P-121/14	Ž-BL-06-178/14,	FEDERAL PENSION AND DISABILITY INSURANCE FUND SARAJEVO	01 - DISCRIMINATION -- 01-03 - MOBBING	11.6.2014	ESTABLISHED COOPERATION	YES
P-122/14	Ž-BL-05-733/13,	MUNICIPALITY OF MRKONJIĆ GRAD REPUBLIC ADMINISTRATION FOR LAND SURVEY AND PROPERTY ISSUES OF RS	19 - ADMINISTRATION	10.6.2014	COMPLIED WITH	YES
P-123/14	Ž-BL-01-865/13,	PRIMARY SCHOOL "VUK STEFANOVIĆ KARADŽIĆ" VIŠEGRAD	13 - RIGHTS OF THE CHILD	10.6.2014	COMPLIED WITH	YES
P-124/14	Ž-BL-01-642/13,	GRAMMAR SCHOOL "FILIP VIŠNJIĆ" BIJELJINA	13 - RIGHTS OF THE CHILD	10.6.2014	ESTABLISHED COOPERATION	YES

P-125/14	Ž-BL-01-749/13,	GRAMMAR SCHOOL "FILIP VIŠNJIĆ" BIJELJINA	13 - RIGHTS OF THE CHILD	12.6.2014	ESTABLISHED COOPERATION	YES
P-126/14	Ž-BL-04-68/14,	FEDERALNO MINISTRY OF LABOR AND SOCIAL POLICY SARAJEVO	25 - PENSIONS	10.6.2014	NO REPLY	NO
P-127/14	Ž-BL-02-116/14,	COUNCIL OF MINISTERS OF BOSNIA AND HERZEGOVINA	12 - PERSONS WITH DISABILITIES	11.6.2014	ESTABLISHED COOPERATION	YES
P-128/14	Ž-SA-05-1242/13,	CANTONAL COURT IN SARAJEVU ATTN. OF THE PRESDIDENT OF THE COURT	09 - COURTS	11.6.2014	COMPLIED WITH	YES
P-129/14	Ž-SA-06-442/14,	DIRECTION FOR POLICE AGENCIES COORDINATION OF BOSNIA AND HERZEGOVINA SARAJEVO	01 - DISCRIMINATION -- 01-01 - HARRASSMENT	12.6.2014	COMPLIED WITH	YES
P-130/14	Ž-SA-06-179/14,	UNIVERSITY IN SARAJEVO FACULTY OF ECONOMY SARAJEVO	01 - DISCRIMINATION -- 01-03 - MOBBING	13.6.2014	ESTABLISHED COOPERATION	YES
P-131/14	Ž-SA-05-481/14,	UNIVERSITY IN SARAJEVO FACULTY OF LAW SARAJEVO	03 - ACCESS TO INFORMATION	13.6.2014	COMPLIED WITH	YES
P-132/14	Ž-SA-05-954/13,	MUNICIPALITY OF CENTAR SARAJEVO THE MAYOR'S CABINET –INSPECTIONS	19 - ADMINISTRATION	13.6.2014	COMPLIED WITH	YES
P-133/14	Ž-SA-05-1333/13,	MINISTRY OF FINANCE OF CENTRAL BOSNIA CANTON TRAVNIK	03 - ACCESS TO INFORMATION -- 03-1 - NON-DECIDING WITHIN LEGAL DEADLINE	13.6.2014	COMPLIED WITH	YES
P-134/14	Ž-SA-05-198/14,	- COUNCIL OF MINISTERS OF BOSNIA AND HERZEGOVINA SARAJEVO – THE GOVERNMENT OF THE FEDERATION OF BOSNIA AND HERZEGOVINA SARAJEVO – THE GOVERNMENT OF THE REPUBLIC OF SRPSKA BANJA LUKA	19 - ADMINISTRATION	16.6.2014	NO REPLY	NO
P-135/14	Ž-BL-06-350/14,	APPEALS COUNCIL OF THE COUNCIL OF MINISTERS OF BOSNIA AND HERZEGOVINA	01 - DISCRIMINATION -- 01-17 - BASED ON EDUCATION	17.6.2014	NO REPLY	NO
P-136/14	Ž-SA-06-511/14,	-MINISTRY OF INTERIOR OF BOSNA-DRINA CANTON, POLICE ADMINISTRATION GORAŽDE ATTN. OF POLICE COMMISSIONER GORAŽDE - MINISTRY OF INTERIOR OF BOSNA-PODRINJE CANTON ATTN. OF MINISTER GORAŽDE	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS OR GENDER	18.6.2014	ESTABLISHED COOPERATION	YES
P-137/14	Ž-MO-04-36/13,	MINISTRY OF INTERIOR OF WEST HERZEGOVINA COUNTY ATTN. OF MINISTER	10 - LABOR RELATIONS	21.7.2014	COMPLIED WITH	YES

P-138/14	Ž-MO-05-83/13,	FEDERAL MINISTRY OF JUSTICE SARAJEVO ADMINISTRATIVE INSPECTION ATTN. OF CHIEF ADMINISTRATIVE INSPECTOR	15 - PROPERTY RIGHTS	21.7.2014	COMPLIED WITH	YES
P-139/14	Ž-MO-01-20/14,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF HERZEGOVINA-NERETVA CANTON ATTN. OF MINISTER, MR. ZLATKO HADŽIOMEROVIĆ	13 - RIGHTS OF THE CHILD	21.7.2014	NO REPLY	NO
P-140/14	Ž-BL-03-138/14,	MINISTRY EDUCATION AND CULTURE OF THE REPUBLIC OF SRPSKA BANJA LUKA REPUBLIC PEDAGOGIC INSTITUTE, CHATECHESIS BOARD OF SERBIAN ORTHODOX CHURCH BIJELJINA INTER-RELIGION COUNCIL OF BOSNIA AND HERZEGOVINA SARAJEVO	04 - FREEDOM OF RELIGIOATTN. OFELIGION	24.7.2014	ESTABLISHED COOPERATION	YES
P-141/14	Ž-BL-05-294/14,	BIHAĆ PRISON	03 - ACCESS TO INFORMATION -- 03-2 - DENIED ACCESS TO INFORMATION	2.7.2014	ESTABLISHED COOPERATION	YES
P-142/14	Ž-BL-05-703/13,	DOBOJ TOWN, THE MAYOR'S CABINET MINISTRY OF ADMINISTRATION AND LOCAL SELF-THE GOVERNMENT OF THE REPUBLIC OF SRPSKA AND ADMINISTRATIVE INSPECTION BANJA LUKA	19 - ADMINISTRATION	11.7.2014	ESTABLISHED COOPERATION	YES
P-143/14	Ž-BL-05-247/14,	MUNICIPALITY OF KNEŽEVO	19 - ADMINISTRATION	29.7.2014	COMPLIED WITH	YES
P-144/14	Ž-BL-06-139/14,	SOCIAL WELFARE CENTER TUZLA	01 - DISCRIMINATION -- 01-11 - BASED ON ETHNICAL ORIGIN	29.7.2014	ESTABLISHED COOPERATION	YES
P-145/14	Ž-BL-05-307/14,	REGIONAL COURT IN BANJA LUKA	09 - COURTS -- 09-2 - LENGTH OF THE PROCEEDINGS (ARTICLE 6)	29.7.2014	COMPLIED WITH	NE
P-146/14	Ž-BR-05-274/13,	MUNICIPALITY OF ŽIVINICE	15 - PROPERTY RIGHTS	29.7.2014	NOT COMPLIED WITH	YES
P-147/14	Ž-BL-05-179/14, Ž-BL-05-184/14,	MUNICIPALITY OF ŠIPOVO	03 - ACCESS TO INFORMATION -- 03-2 - DENIED ACCESS TO INFORMATION	29.7.2014	COMPLIED WITH	YES
P-148/14	Ž-SA-05-564/14,	HIGH JUDICIAL AND PROSECUTORIAL COUNCIL OF BOSNIA AND HERZEGOVINA SARAJEVO ATTN. OF THE PRESIDENT	03 - ACCESS TO INFORMATION	4.8.2014	ESTABLISHED COOPERATION	YES
P-149/14	Ž-SA-05-36/14,	FEDERAL ADMINISTRATION FOR LAND SURVEY AND PROPERTY ISSUES ATTN. OF DIRECTOR	19 - ADMINISTRATION	29.7.2014	COMPLIED WITH	YES
P-150/14	Ž-SA-05-374/14,	MUNICIPALITY OF NOVI GRAD SARAJEVO ATTN. OF THE MAYOR	19 - ADMINISTRATION	30.7.2014	ESTABLISHED COOPERATION	YES
P-151/14	Ž-SA-04-667/14,	CANTONAL COURT IN SARAJEVO	25 - PENSIONS	31.7.2014	COMPLIED WITH	YES

P-152/14	Ž-SA-05-552/14,	MINISTRY OF HOUSING, HOUSING ISSUES ADMINISTRATION OF SARAJEVO CANTON SARAJEVO	19 - ADMINISTRATION	31.7.2014	COMPLIED WITH	YES
P-153/14	Ž-BL-06-401/14,	ELECTRIC UTILITY OF THE REPUBLIC OF SRPSKA TREBINJE	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS OR GENDER	1.8.2014	ESTABLISHED COOPERATION	YES
P-154/14	Ž-SA-02-851/14,	FORENSIC INSTITUTE OF FBIH SARAJEVO ATTN. OF DIRECTOR, FEDERAL MINISTRY OF LABOR AND SOCIAL POLICY SARAJEVO ATTN. OF THE MINISTER, THE GOVERNMENT OF FBIH ATTN. OF THE PRIME MINISTER	12 - PERSONS WITH DISABILITIES	6.8.2014	ESTABLISHED COOPERATION	YES
P-155/14	Ž-LI-05-169/14,	GRAMMAR SCHOOL LIVNO – SCHOOL BOARD ODBOR-	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	11.8.2014	NOT COMPLIED WITH	YES
P-156/14	Ž-BL-06-178/14,	CANTONAL COURT SARAJEVO	01 - DISCRIMINATION -- 01-03 - MOBBING	26.8.2014	COMPLIED WITH	YES
P-157/14	Ž-SA-05-1388/13,	SOCIAL WELFARE CENTER ZAVIDOVIĆI MANAGEMENT BOARD MUNICIPALITY OF ZAVIDOVIĆI MUNICIPAL MAYOR	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	27.8.2014	ESTABLISHED COOPERATION	YES
P-158/14	Ž-SA-05-74/14,	THE GOVERNMENT OF ZENICA-DOBOJ CANTON ATTN. OF THE PRIME MINISTER	19 - ADMINISTRATION	27.8.2014	NOT COMPLIED WITH	YES
P-159/14	Ž-SA-01-870/13,	JHEALTH CENTER GORNJI VAKUF – USKOPLJE GORNJI VAKUF – USKOPLJE	13 - RIGHTS OF THE CHILD	27.8.2014	COMPLIED WITH	YES
P-160/14	Ž-SA-05-343/14,	CANTONAL COURT IN SARAJEVO, SARAJEVO	09 - COURTS	27.8.2014	COMPLIED WITH	YES
P-161/14	Ž-BR-05-341/11,	MUNICIPAL COURT IN TUZLA	09 - COURTS	12.9.2014	COMPLIED WITH	YES
P-162/14	Ž-BR-04-366/13,	MUNICIPALITY OF TUZLA, THE MAYOR'S CABINET	10 - LABOR RELATIONS	12.9.2014	NO REPLY	NO
P-163/14	Ž-BR-05-211/13,	MUNICIPAL COURT IN TUZLA	09 - COURTS -- 09-3 - ENFORCEMENT OF JUDGMENTS	12.9.2014	COMPLIED WITH	YES
P-164/14	Ž-BR-05-198/13,	THE GOVERNMENT OF TUZLA CANTON, MINISTRY OF HEALTH	03 - ACCESS TO INFORMATION -- 03-1 - NON-DECIDING WITHIN LEGAL DEADLINE	12.9.2014	ESTABLISHED COOPERATION	YES
P-165/14	Ž-BR-04-221/13,	THE RS MINISTRY OF LABOR AND VETERANS AND DISABLED PROTECTION, COMMISSION FOR IMPLEMENTATION OF ARTICLE 182 (152) OF THE RS LABOR LAW	10 - LABOR RELATIONS	12.9.2014	NOT COMPLIED WITH	YES

P-166/14	Ž-BR-05-439/11,	THE RS MINISTRY OF LABOR AND VETERANS AND DISABLED PROTECTION, COMMISSION FOR IMPLEMENTATION OF ARTICLE 182 (152) OF THE RS LABOR LAW	19 - ADMINISTRATION	12.9.2014	NOT COMPLIED WITH	YES
P-167/14	Ž-BR-05-438/11,	THE RS MINISTRY OF LABOR AND VETERANS AND DISABLED PROTECTION, COMMISSION FOR IMPLEMENTATION OF ARTICLE 182 (152) OF THE RS LABOR LAW	19 - ADMINISTRATION	12.9.2014	NOT COMPLIED WITH	YES
P-168/14	Ž-BL-05-113/14,	INDIRECT TAXATION ADMINISTRATION OF BOSNIA AND HERZEGOVINA	19 - ADMINISTRATION	11.9.2014	COMPLIED WITH	YES
P-169/14	Ž-BL-05-276/14,	SOCIAL WELFARE CENTER TESLIĆ	19 - ADMINISTRATION	11.9.2014	COMPLIED WITH	YES
P-170/14	Ž-BL-05-501/14, Ž-BL-07-435/14,	MINISTRY OF JUSTICE OF THE REPUBLIC OF SRPSKA	09 - COURTS -- 09-3 - ENFORCEMENT OF JUDGMENTS	12.9.2014	COMPLIED WITH	YES
P-171/14	Ž-BL-05-182/14,	REPUBLIC ADMINISTRATION FOR LAND SURVEY AND PROPERTY ISSUES BRANCH UNIT ŠIPOVO	03 - ACCESS TO INFORMATION -- 03-2 - DENIED ACCESS TO INFORMATION	11.9.2014	COMPLIED WITH	YES
P-172/14	Ž-BL-01-173/14,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF UNA-SANA CANTON BIHAĆ	13 - RIGHTS OF THE CHILD	11.9.2014	NO REPLY	NO
P-173/14	Ž-SA-05-243/14, Ž-SA-05-244/14,	SARAJEVO CANTON, MINISTRY OF INTERIOR, ATTN. OF THE MINISTER SARAJEVO	05 - POLICE	11.9.2014	ESTABLISHED COOPERATION	YES
P-174/14	Ž-SA-06-804/13,	CLINICAL CENTER OF THE UNIVERSITY IN SARAJEVO, MANAGEMENT BOARD ATTN. GENERAL DIRECTOR	01 - DISCRIMINATION -- 01-03 - MOBBING	15.9.2014	NO REPLY	NO
P-175/14	Ž-SA-05-1332/13,	PARLIAMENT OF THE FEDERATION OF BOSNIA-HERZEGOVINA SARAJEVO	19 - ADMINISTRATION	11.9.2014	NO REPLY	NO
P-176/14	Ž-BL-06-40/14,	MINISTRY OF EDUCATION AND CULTURE OF THE REPUBLIC OF SRPSKA BANJA LUKA	01 - DISCRIMINATION -- 01-17 - BASED ON EDUCATION	11.9.2014	NO REPLY	NO
P-177/14	Ž-BL-06-55/14,	MUNICIPALITY OF JAJCE ELECTRIC UTILITY OF CROATIAN COMMUNITY OF HERZEG-BOSNIA MOSTAR	01 - DISCRIMINATION -- 01-11 - BASED ON ETHNICAL ORIGIN	16.9.2014	ESTABLISHED COOPERATION	YES
P-178/14	Ž-SA-05-872/13,	FEDERALNO MINISTRY OF JUSTICE, ADMINISTRATIVE INSPECTION SARAJEVO ATTN. OF MINISTER	15 - PROPERTY RIGHTS	15.9.2014	NO REPLY	NO
P-179/14	Ž-SA-05-718/14, Ž-SA-05-729/14,	CANTONAL PROSECUTION OF SARAJEVO SARAJEVO A CANTON TTN. OF CHIEF CANTONAL PROSECUTOR	03 - ACCESS TO INFORMATION -- 03-2 - DENIED ACCESS TO INFORMATION	12.9.2014	COMPLIED WITH	YES
P-180/14	Ž-SA-05-613/14,	FEDERAL PENSION AND DISABILITY INSURANCE FUND MOSTAR ATTN. OF DIRECTOR	03 - ACCESS TO INFORMATION	12.9.2014	NO REPLY	NO

P-181/14	Ž-SA-05-612/14,	HEALTH INSURANCE FUND OF THE REPUBLIC OF SRPSKA BANJA LUKA ATTN. OF DIRECTOR	03 - ACCESS TO INFORMATION	12.9.2014	COMPLIED WITH	YES
P-182/14	Ž-SA-04-290/14,	WATERWORKS AND SEWERAGE "VODOVOD I KANALIZACIJA" ISTOČNO SARAJEVO	21 - UTILITIES	12.9.2014	COMPLIED WITH	YES
P-183/14	Ž-SA-05-402/14,	FEDERAL MINISTRY OF JUSTICE, ADMINISTRATIVE INSPECTION SARAJEVO	19 - ADMINISTRATION	12.9.2014	ESTABLISHED COOPERATION	YES
P-184/14	Ž-SA-05-734/14,	MUNICIPALITY OF ŽEPČE MUNICIPAL MAYOR CONSTRUCTION AND LANDSCAPING ADMINISTRATION, CONSTRUCTION INSPECTION ŽEPČE	19 - ADMINISTRATION	12.9.2014	COMPLIED WITH	YES
P-185/14	Ž-SA-03-473/14,	THE GOVERNMENT OF THE REPUBLIC OF SRPSKA, THE MINISTRY OF EDUCATION AND CULTURE BANJA LUKA	04 - FREEDOM OF RELIGIOATTN. OFELIGION	12.9.2014	NOT COMPLIED WITH	YES
P-186/14	Ž-SA-05-573/12,	ZENICA-DOBOJ CANTON MUNICIPALITY OF ZENICA GENERAL ADMINISTRATION SERVICE ZENICA	03 - ACCESS TO INFORMATION -- 03-1 - NON-DECIDING WITHIN LEGAL DEADLINE	12.9.2014	NOT COMPLIED WITH	NO
P-187/14	Ž-SA-05-1177/13,	BASIC COURT IN BANJA LUKA ATTN. OF THE PRESIDENT OF THE COURT, REGIONAL COURT IN BANJA LUKA ATTN. OF THE PRESIDENT OF THE COURT, HIGHER COMMERCIAL COURT IN BANJA LUKA ATTN. OF THE PRESIDENT OF THE COURT	09 - COURTS	12.9.2014	ESTABLISHED COOPERATION	YES
P-188/14	Ž-MO-05-87/14,	MUNICIPAL COURT IN MOSTAR ATTN. OF THE PRESIDENT OF THE COURT	09 - COURTS	12.9.2014	NO REPLY	NO
P-189/14	Ž-MO-04-101/14, Ž-MO-04-111/14, Ž-MO-04-117/14,	THE THE GOVERNMENT OF THE CROATIAN COMMUNITY OF HERZEG-BOSNIA ATTN. OF THE PRIME MINISTER MOSTAR	10 - LABOR RELATIONS	12.9.2014	NO REPLY	NO
P-190/14	Ž-SA-05-974/14,	PARLIAMENT OF THE FEDERATION OF BOSNIA-HERZEGOVINA SARAJEVO	19 - ADMINISTRATION	16.9.2014	NO REPLY	NO
P-191/14	Ž-BL-05-753/13,	THE GOVERNMENT OF THE FEDERATION OF BOSNIA-HERZEGOVINA SARAJEVO	19 - ADMINISTRATION	16.9.2014	ESTABLISHED COOPERATION	YES
P-192/14	Ž-BL-06-357/14,	MINISTRY OF INTERIOR OF TUZLA CANTON TUZLA	01 - DISCRIMINATION -- 01-12 - BASED ON NATIONAL OR SOCIAL ORIGIN	16.9.2014	NO REPLY	NO
P-193/14	Ž-BL-05-174/14,	POLICE STATION PRIJEDOR	03 - ACCESS TO INFORMATION -- 03-2 - DENIED ACCESS TO INFORMATION	17.9.2014	COMPLIED WITH	YES

P-194/14	Ž-BL-05-822/13,	THE THE GOVERNMENT OF USC, ATTN. OF THE PRIME MINISTER, MINISTRY OF INTERIOR, ATTN. OF THE MINISTER BIHAĆ	05 - POLICE	16.9.2014	NO REPLY	NO
P-195/14	Ž-BL-05-304/14,	REGIONAL PROSECUTOR'S OFFICE BANJA LUKA	03 - ACCESS TO INFORMATION -- 03-1 - NON-DECIDING WITHIN LEGAL DEADLINE	16.9.2014	COMPLIED WITH	YES
P-196/14	Ž-BL-05-422/14,	THE MINISTRY OF HEALTH AND SOCIAL WELFARE OF THE REPUBLIC OF SRPSKA BANJA LUKA	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	16.9.2014	COMPLIED WITH	YES
P-197/14	Ž-BL-04-409/14,	FOČA PRISON THE MINISTRY OF JUSTICE THE REPUBLIC OF SRPSKA BANJA LUKA	25 - PENSIONS	16.9.2014	ESTABLISHED COOPERATION	YES
P-198/14	Ž-BR-05-367/13,	MUNICIPALITY OF TUZLA	03 - ACCESS TO INFORMATION -- 03-1 - NON-DECIDING WITHIN LEGAL DEADLINE	20.10.2014	COMPLIED WITH	YES
P-199/14	Ž-BR-01-48/14,	SOCIAL WELFARE CENTER TUZLA	13 - RIGHTS OF THE CHILD	20.10.2014	ESTABLISHED COOPERATION	YES
P-200/14	Ž-BR-05-414/11,	MUNICIPALITY OF TUZLA – LANDSCAPING AND ENVIRONMENTAL PROTECTION ADMINISTRATION	19 - ADMINISTRATION	20.10.2014	COMPLIED WITH	YES
P-201/14	Ž-BR-05-165/13,	COMMUNAL COMPANY "RAD" LUKAVAC MUNICIPALITY OF LUKAVAC- INSPECTION OVERSIGHT ADMINISTRATION – COMMUNAL INSPECTION	19 - ADMINISTRATION	20.10.2014	NOT COMPLIED WITH	YES
P-202/14	Ž-BR-05-125/14, Ž-BR-05-127/14,	POLICE OF BRČKO DISTRICT OF BIH	05 - POLICE	20.10.2014	COMPLIED WITH	YES
P-203/14	Ž-BR-05-106/11,	-MUNICIPALITY OF GRAČANICA, LANDSCAPING, LAND SURVEY AND PROPERTY ISSUES SERVICE, INSPECTIONS DEPARTMENT ODJEL - FEDERAL ADMINISTRATION FOR LAND SURVEY AND PROPERTY ISSUES	19 - ADMINISTRATION	20.10.2014	PARTIALLY COMPLIED WITH	YES
P-204/14	Ž-BR-05-164/14,	MUNICIPAL COURT IN LUKAVAC	09 - COURTS -- 09-3 - ENFORCEMENT OF JUDGMENTS	20.10.2014	NO REPLY	NO
P-205/14	Ž-BR-05-171/13,	POLICE OF BRČKO DISTRICT OF BIH	05 - POLICE	20.10.2014	ESTABLISHED COOPERATION	YES
P-206/14	Ž-BR-05-260/13,	MINISTRY OF INTERIOR OF TUZLA CANTON –POLICICE STATION SREBRENİK, CANTONAL PROSECUTION OF TUZLA CANTON, TUZLA	05 - POLICE	20.10.2014	ESTABLISHED COOPERATION	YES

P-207/14	Ž-BR-05-154/14,	MINISTRY OF INTERIOR OF SARAJEVO CANTON-POLICE STATION NOVO SARAJEVO POLICE OF BRČKO DISTRICT OF BIH	05 - POLICE	20.10.2014	COMPLIED WITH	YES
P-208/14	Ž-BR-05-169/12,	LAWYERS CHAMBER OF THE REPUBLIC OF SRPSKA BANJA LUKA	03 - ACCESS TO INFORMATION	20.10.2014	NO REPLY	NO
P-209/14	Ž-BR-05-292/11,	MUNICIPALITY OF KALESIJA ATTN. OF THE MAYOR	19 - ADMINISTRATION	20.10.2014	NOT COMPLIED WITH	YES
P-210/14	Ž-BR-04-84/13,	FEDERAL MINISTRY OF JUSTICE SARAJEVO ATTN. OF THE MINISTER, ADMINISTRATIVE INSPECTION	10 - LABOR RELATIONS	20.10.2014	NOT COMPLIED WITH	YES
P-211/14	Ž-BR-02-202/13,	MINISTRY OF LABOR AND SOCIAL POLICY AND RETURNEES OF TUZLA CANTON, TUZLA SOCIAL WELFARE CENTER ŽIVINICE	12 - PERSONS WITH DISABILITIES	20.10.2014	NOT COMPLIED WITH	YES
P-212/14	Ž-BR-05-170/13,	PRIMARY MUSICAL SCHOOL TUZLA	10 - LABOR RELATIONS	20.10.2014	NO REPLY	NO
P-213/14	Ž-BR-04-59/14,	MUNICIPALITY OF SREBRENICA, THE MAYOR, LANDSCAPING, HOUSING AND COMMUNAL UNIT, ENVIRONMENTAL PROTECTION INSPECTOR	14 - ENVIRONMENTAL PROTECTION	20.10.2014	ESTABLISHED COOPERATION	YES
P-214/14	Ž-BR-05-187/13,	MUNICIPALITY OF LUKAVAC-SOCIAL WELFARE CENTER, MINISTRY OF INTERIOR OF TUZLA CANTON, POLICE STATION LUKAVAC	05 - POLICE	20.10.2014	ESTABLISHED COOPERATION	YES
P-215/14	Ž-BL-05-618/14,	MINISTRY OF ADMINISTRATION AND LOCAL SELF-GOVERNMENT OF THE REPUBLIC OF SRPSKA BANJA LUKA	19 - ADMINISTRATION	23.11.2014	ESTABLISHED COOPERATION	YES
P-216/14	Ž-BL-04-509/14,	REPUBLIC ADMINISTRATION FOR INSPECTIONS OF THE REPUBLIC OF SRPSKA, LABOR AND PROTECTION AT WORK INSPECTION, BANJA LUKA	10 - LABOR RELATIONS	23.10.2014	COMPLIED WITH	YES
P-217/14	Ž-SA-05-477/14,	THE GOVERNMENT OF THE FEDERATION OF BIH SARAJEVO	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	27.10.2014	ESTABLISHED COOPERATION	YES
P-218/14	Ž-MO-04-111/13,	THE MINISTRY OF HEALTH, LABOR AND SOCIAL WELFARE OF HNK ATTN. OF THE MINISTER MOSTAR	23 - HEALTH CARE	27.10.2014	NO REPLY	NO
P-219/14	Ž-MO-04-164/13,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF THE HNK ATTN. OF THE MINISTER	10 - LABOR RELATIONS	27.10.2014	NO REPLY	NO
P-220/14	Ž-MO-05-53/14,	MUNICIPAL COURT IN MOSTAR ATTN. OF THE PRESIDENT OF THE COURT	09 - COURTS	27.10.2014	NOT COMPLIED WITH	YES
P-221/14	Ž-SA-04-769/14,	SARAJEVO CANTON, MINISTRY OF INTERIOR ATTN. OF THE MINISTER	10 - LABOR RELATIONS	31.10.2014	ESTABLISHED COOPERATION	YES

P-222/14	Ž-SA-01-1039/14,	CANTONAL COURT IN SARAJEVO ATTN. OF THE PRESIDENT OF THE COURT	13 - RIGHTS OF THE CHILD	29.10.2014	COMPLIED WITH	YES
P-223/14	Ž-SA-05-657/14,	STATE INVESTIGATION AND PROTECTION AGENCY OF BIH REGIONAL OFFICE TUZLA ATTN. OF THE HEAD OF OFFICE	01 - DISCRIMINATION -- 01-03 - MOBBING	29.10.2014	COMPLIED WITH	YES
P-224/14	Ž-SA-06-817/14,	SECOND-INSTANCE DISCIPLINARY COMMISSION FOR ADMINISTRATIVE AUTHORITIES IN THE FEDERATION OF BIH ATTN. OF THE PRESIDENT, SEMI-OPEN PRISON SARAJEVO ATTN. OF THE DIRECTOR ATTN. OF DEPUTY DIRECTOR OF THE FEDERAL MINISTRY OF JUSTICE ATTN. OF THE MINISTER	01 - DISCRIMINATION -- 01-03 - MOBBING	29.10.2014	PARTIALLY COMPLIED WITH	YES
P-225/14	Ž-SA-05-23/14,	CANTONAL ADMINISTRATION FOR INSPECTIONS OF UNA-SANA CANTON BIHAĆ ATTN. OF THE CHIEF CANTONAL INSPECTOR	19 - ADMINISTRATION	29.10.2014	COMPLIED WITH	YES
P-226/14	Ž-SA-06-890/14,	FEDERAL MINISTRY FOR VETERANS AND DISABLED BY WAR SARAJEVO ATTN. OF MINISTER	01 - DISCRIMINATION -- 01-12 - BASED ON NATIONAL OR SOCIAL ORIGIN	29.10.2014	ESTABLISHED COOPERATION	YES
P-227/14	Ž-SA-04-685/14,	UNIVERSITY IN BIHAĆU B I H A Ć, ATTN. OF THE DEAN, THE THE GOVERNMENT OF UNA-SANA CANTON B I H A Ć, THE ASSEMBLY OF UNA-SANA CANTON B I H A Ć	10 - LABOR RELATIONS	30.10.2014	NO REPLY	NO
P-228/14	Ž-SA-05-645/14,	COMMUNAL COMPANY „HEATING“ZENICA ZENICA	03 - ACCESS TO INFORMATION	30.10.2014	NO REPLY	NO
P-229/14	Ž-SA-05-1362/13,	CENTRAL ELECTION COMMISSION OF BIH SARAJEVO	03 - ACCESS TO INFORMATION	30.10.2014	ESTABLISHED COOPERATION	YES
P-230/14	Ž-SA-05-1297/13,	CANTONAL COURT IN SARAJEVO SARAJEVO	19 - ADMINISTRATION	31.10.2014	ESTABLISHED COOPERATION	YES
P-231/14	Ž-SA-05-269/14,	PARLIAMENT OF THE FEDERATION OF BOSNIA-HERZEGOVINA SARAJEVO ATTN. OF THE PRESIDENT OF THE HOUSE OF REPRESENTATIVES, THE GOVERNMENT OF F BIH	09 - COURTS -- 09-2 - LENGTH OF THE PROCEEDINGS (ARTICLE 6)	19.5.2014	ESTABLISHED COOPERATION	NE
P-232/14	Ž-BL-05-423/14,	INTERNAL CONTROL INSPECTORATE, THE RS MINISTRY OF INTERIOR BANJA LUKA	05 - POLICE	11.11.2014	ESTABLISHED COOPERATION	YES
P-233/14	Ž-BL-05-467/14,	MUNICIPALITY OF SRBAC MUNICIPAL ASSEMBLY OF SRBAC	19 - ADMINISTRATION	11.11.2014	NO REPLY	NO
P-234/14	Ž-BL-05-639/13,	ADMINISTRATIVE SERVICE OF DERVENTA MUNICIPALITY, MUNICIPAL ASSEMBLY OF DERVENTA	15 - PROPERTY RIGHTS	11.11.2014	ESTABLISHED COOPERATION	YES

P-235/14	Ž-BL-04-440/14,	THE THE GOVERNMENT OF THE REPUBLIC OF SRPSKA, THE MINISTRY OF FINANCE OF THE REPUBLIC OF SRPSKA BANJA LUKA	03 - ACCESS TO INFORMATION	11.11.2014	ESTABLISHED COOPERATION	YES
P-236/14	Ž-BL-05-472/14,	STATE APPEALS COMMISSION BOARD OF FBIH	19 - ADMINISTRATION	6.11.2014	NO REPLY	NO
P-237/14	Ž-BL-06-640/14,	BAKERY „FJOLA“ GRADIŠKA	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS OR GENDER	6.11.2014	NO REPLY	NO
P-238/14	Ž-BL-05-477/14,	MUNICIPAL ASSEMBLY OF SOKOLAC	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	6.11.2014	ESTABLISHED COOPERATION	YES
P-239/14	Ž-BL-05-572/14,	BANJA LUKA TOWN, COMMUNAL AFFAIRS, HOUSING AND TRAFFIC DEPARTMENT, INSPECTIONS, URBAN PLANNING AND CONSTRUCTION INSPECTION, FINANCE DEPARTMENT	19 - ADMINISTRATION	6.11.2014	ESTABLISHED COOPERATION	YES
P-240/14	Ž-BL-05-284/14,	MUNICIPALITY OF VOGOŠĆA, URBAN PLANNING, CONSTRUCTION, PROPERTY AND HOUSING AFFAIRS DEPARTMENT URBAN PLANNING AND CONSTRUCTION INSPECTION	19 - ADMINISTRATION	6.11.2014	ESTABLISHED COOPERATION	YES
P-241/14	Ž-BL-05-383/14,	MUNICIPALITY OF TRAVNIK MINISTRY OF LANDSCAPING, CONSTRUCTIO, ENVIRONMENTAL PROTECTION, RETURN AND HOUSING AFFAIRS TRAVNIK	15 - PROPERTY RIGHTS	6.11.2014	ESTABLISHED COOPERATION	YES
P-242/14	Ž-BR-05-76/14,	MUNICIPALITY OF LUKAVAC, MUNICIPAL MAYOR JU "RTV LUKAVAC"	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	8.12.2014	NOT COMPLIED WITH	YES
P-243/14	Ž-BR-04-81/13,	TAX ADMINISTRATION OF FBIH, CANTONAL TAX OFFICE TUZLA, FEDERAL PENSION AND DISABILITY INSURANCE FUND MOSTAR, CANTONAL ADMINISTRATIVE SERVICE TUZLA	10 - LABOR RELATIONS	8.12.2014	COMPLIED WITH	YES
P-244/14	Ž-BR-04-360/11,	FEDERAL PENSION AND DISABILITY INSURANCE FUND MOSTAR, CANTONAL ADMINISTRATIVE SERVICE TUZLA	25 - PENSIONS	8.12.2014	NO REPLY	NO
P-245/14	Ž-BR-04-235/13, Ž-BR-04-236/13,	POWER DISTRIBUTION COMPANY OF BIH JOINT STOCK COMPANY – SARAJEVO SUBSIDIARY COAL MINE „ĐURĐEVİK“ – ĐURĐEVİK, FEDERAL ADMINISTRATION FOR INSPECTIONS SARAJEVO – TK ASSEMBLY FOR INFORMATION	10 - LABOR RELATIONS	8.12.2014	NOT COMPLIED WITH	YES

P-246/14	Ž-BR-05-83/14,	MUNICIPALITY OF LUKAVAC, THE MUNICIPAL MAYOR	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	8.12.2014	COMPLIED WITH	YES
P-247/14	Ž-BR-04-110/14,	THE CHAMBER OF COMMERCE OF BRČKO DISTRICT OF BIH, EMPLOYMENT BUREAU OF BRČKO DISTRICT OF BIH	10 - LABOR RELATIONS	8.12.2014	NOT COMPLIED WITH	YES
P-248/14	Ž-BR-05-70/13,	THE RS MINISTRY OF FINANCE, TAX ADMINISTRATION, BIJEJINA BRANCH OFFICE, THE RS PENSION AND DISABILITY INSURANCE FUND BIJEJINA	19 - ADMINISTRATION	8.12.2014	NO REPLY	NO
P-249/14	Ž-SA-06-947/14,	MUNICIPALITY OF STARI GRAD SARAJEVO ATTN. OF THE MAYOR	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS OR GENDER	28.11.2014	ESTABLISHED COOPERATION	YES
P-250/14	Ž-SA-04-979/14,	MUNICIPAL COURT IN SARAJEVO	10 - LABOR RELATIONS	28.11.2014	NO REPLY	NO
P-251/14	Ž-SA-06-665/14, Ž-SA-06-843/14,	PRIMARY SCHOOL „SAVFET-BEG BAŠAGIĆ“ SARAJEVO	01 - DISCRIMINATION -- 01-03 - MOBBING I 01-17 - BASED ON EDUCATION	1.12.2014	NO REPLY	NO
P-252/14	Ž-SA-05-517/14,	MUNICIPALITY OF VOGOŠĆA ATTN. OF THE MAYOR	03 - ACCESS TO INFORMATION	1.12.2014	NO REPLY	NO
P-253/14	Ž-SA-05-923/14,	FEDERAL ADMINISTRATION FOR INSPECTIONS, SARAJEVO, ATTN. OF DIRECTOR	03 - ACCESS TO INFORMATION	1.12.2014	ESTABLISHED COOPERATION	YES
P-254/14	Ž-SA-04-660/13,	FEDERAL PENSION AND DISABILITY INSURANCE FUND SARAJEVO ATTN. OF DIRECTOR, MEDICAL FORENSIC INSTITUTE OF THE FBIH SARAJEVO ATTN. OF DIRECTOR	23 - HEALTH CARE	1.12.2014	ESTABLISHED COOPERATION	YES
P-255/14	Ž-SA-05-1052/14,	MINISTRY OF DEFENSE OF BIH SARAJEVO ATTN. OF MINISTER, APPELLATE COUNCIL OF THE COUNCIL OF MINISTERS OF BIH SARAJEVO	03 - ACCESS TO INFORMATION	1.12.2014	ESTABLISHED COOPERATION	YES
P-256/14	Ž-SA-05-269/14,	PARLIAMENT OF THE FEDERATION OF BOSNIA-HERZEGOVINA SARAJEVO ATTN. OF THE PRESIDENT OF THE HOUSE OF REPRESENTATIVES	09 - COURTS -- 09-2 - LENGTH OF THE PROCEEDINGS (ARTICLE 6)	1.12.2014	NO REPLY	NO
P-257/14	Ž-SA-04-960/14,	FEDERAL MINISTRY OF JUSTICE SARAJEVO	10 - LABOR RELATIONS	1.12.2014	NO REPLY	NO
P-258/14	Ž-SA-06-487/14,	PARLIAMENTARY ASSEMBLY OF BIH SARAJEVO	01 - DISCRIMINATION	1.12.2014	NO REPLY	NO
P-259/14	Ž-SA-05-43/14,	FEDERAL ADMINISTRATION FOR INSPECTIONS SARAJEVO, MOSTAR TOWN, MOSTAR	19 - ADMINISTRATION	1.12.2014	COMPLIED WITH	YES

P-260/14	Ž-SA-06-1009/14, Ž-SA-06-1042/14, Ž-SA-06-1043/14, Ž-SA-06-1044/14, Ž-SA-06-1073/14, Ž-SA-06-944/14,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF TUZLA CANTON, TUZLA	01 - DISCRIMINATION	1.12.2014	COMPLIED WITH	YES
P-261/14	Ž-BL-05-130/14,	BANJA LUKA TOWN, MUNICIPAL ASSEMBLY BANJA LUKE	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	1.12.2014	NO REPLY	NO
P-262/14	Ž-BL-05-220/14,	SOCIAL WELFARE CENTER DERVENTA, BASIC COURT OF DERVENTA	19 - ADMINISTRATION	1.12.2014	NO REPLY	NO
P-263/14	Ž-BL-05-244/14,	MINISTRY OF DISPLACED PERSONS AND REFUGEES OF FBiH SARAJEVO, FOR INFORMATION, MINISTRY OF HUMAN RIGHTS AND REFUGEES OF BOSNIA AND HERZEGOVINA SARAJEVO	19 - ADMINISTRATION	1.12.2014	NO REPLY	NO
P-264/14	Ž-BL-05-531/14,	THE GOVERNMENT OF UNA-SANA CANTON OF FBiH BIHAĆ	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	1.12.2014	NO REPLY	NO
P-265/14	Ž-SA-02-1284/11,	MINISTRY OF LABOR AND VETERANS AND DISABLED PROTECTION OF THE REPUBLIC OF SRPSKA, BILEĆA BRANCH BILEĆA ATTN. OF THE BRANCH HEAD	12 - PERSONS WITH DISABILITIES	4.12.2014	NO REPLY	NO
P-266/14	Ž-BL-05-638/14,	HOSPITAL „SVETI APOSTOL LUKA“ DOBOJ	19 - ADMINISTRATION	3.12.2014	NO REPLY	NO
P-267/14	Ž-BL-05-707/14,	CIVIL SERVICE AGENCY OF THE REPUBLIC OF SRPSKA BANJA LUKA	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	3.12.2014	ESTABLISHED COOPERATION	YES
P-268/14	Ž-BL-05-305/14,	EMPLOYMENT BUREAU OF THE REPUBLIC OF SRPSKA BANJA LUKA	03 - ACCESS TO INFORMATION -- 03-1 - NON-DECIDING WITHIN LEGAL DEADLINE	2.12.2014	ESTABLISHED COOPERATION	YES
P-269/14	Ž-BL-05-633/14,	BANJA LUKA TOWN, VETERANS AND DISABLED PROTECTIN DEPARTMENT	19 - ADMINISTRATION	2.12.2014	ESTABLISHED COOPERATION	YES
P-270/14	Ž-BL-05-465/14,	MUNICIPALITY OF SRBAC MINISTRY OF ADMINISTRATION AND LOCAL SELF-GOVERNMENT OF THE REPUBLIC OF SRPSKA, BANJA LUKA	19 - ADMINISTRATION	2.12.2014	ESTABLISHED COOPERATION	YES
P-271/14	Ž-BL-05-397/14,	REPUBLIC ADMINISTRATION FOR LAND SURVEY AND PROPERTY ISSUES, BRANCH OFFICE BANJA LUKA	19 - ADMINISTRATION	10.12.2014	NO REPLY	NO

P-272/14	Ž-SA-05-1049/14,	FEDERAL MINISTRY OF TRAFFIC AND COMMUNICATIONS SARAJEVO	03 - ACCESS TO INFORMATION -- 03-1 - NON-DECIDING WITHIN LEGAL DEADLINE		COMPLIED WITH	YES
P-273/14	Ž-MO-06-67/14,	SEMI-OPEN PRISON MOSTAR	01 - DISCRIMINATION -- 01-13 - BASED ON AFFILIATION WITH A NATIONAL MINORITY	3.12.2014	NO REPLY	NO
P-274/14	Ž-MO-05-71/14,	MUNICIPALITY OF JABLANICA	15 - PROPERTY RIGHTS	4.12.2014	COMPLIED WITH	YES
P-275/14	Ž-BL-01-592/14,	THE GOVERNMENT OF THE REPUBLIC OF SRPSKA THE MINISTRY OF JUSTICE OF THE REPUBLIC OF SRPSKA BANJA LUKA	13 - RIGHTS OF THE CHILD	8.12.2014	ESTABLISHED COOPERATION	YES
P-276/14	Ž-BL-04-421/14,	RAILROADS OF THE REPUBLIC OF SRPSKA, JOINT STOCK COMPANY DOBOJ, PRIJEDOR TOWN	15 - PROPERTY RIGHTS	8.12.2014	NO REPLY	NO
P-277/14	Ž-BL-04-557/14,	MUNICIPALITY OF DOBOJ ISTOK	10 - LABOR RELATIONS	8.12.2014	ESTABLISHED COOPERATION	YES
P-278/14	Ž-BL-05-359/14,	MUNICIPAL COUNCIL OF THE MUNICIPALITY BOSANSKA KRUPA	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	8.12.2014	ESTABLISHED COOPERATION	YES
P-279/14	Ž-LI-05-243/14,	MUNICIPALITY OF BUGOJNO	19 - ADMINISTRATION	5.12.2014	COMPLIED WITH	YES
P-280/14	Ž-SA-05-841/14,	MUNICIPALITY OF TRAVNIK ATTN. OF THE MAYOR, T R A V N I K	03 - ACCESS TO INFORMATION	4.12.2014	NO REPLY	NO
P-281/14	Ž-SA-06-934/14,	MINISTRY OF INTERIOR OF SARAJEVO CANTON POLICE ADMINISTRATION POLICIJE ATTN. OF POLICE COMMISSIONER	01 - DISCRIMINATION -- 01-03 - MOBBING	11.12.2014	COMPLIED WITH	YES
P-282/14	Ž-SA-05-842/14, Ž-SA-05-921/14, Ž-SA-05-926/14,	THE GOVERNMENT OF THE FEDERATION OF BOSNIA AND HERZEGOVINA SARAJEVO	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	11.12.2014	ESTABLISHED COOPERATION	YES
P-283/14	Ž-SA-04-789/14,	TUZLA CANTON, MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS TUZLA	11 - EDUCATION	11.12.2014	NO REPLY	NO
P-284/14	Ž-SA-04-1061/14,	SARAJEVO CANTON MINISTRY ZA EDUCATION, SCIENCE AND YOUTH SARAJEVO	10 - LABOR RELATIONS	11.12.2014	NO REPLY	NO
P-285/14	Ž-SA-04-929/14,	PENSION AND DISABILITY INSURANCE OF THE REPUBLIC OF SRPSKA BANJA LUKA BRANCH	25 - PENSIONS	11.12.2014	ESTABLISHED COOPERATION	YES
P-286/14	Ž-SA-06-1176/13,	CLINICAL CENTER OF THE UNIVERSITY IN SARAJEVO	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS OR GENDER	11.12.2014	NO REPLY	NO

P-287/14	Ž-SA-05-763/13,	THE GOVERNMENT OF THE POSAVINA COUNTY ATTN. OF THE PRESIDENT	19 - ADMINISTRATION	11.12.2014	NO REPLY	NO
P-288/14	Ž-BL-04-596/14,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF TUZLA CANTON, TUZLA	11 - EDUCATION	12.12.2014	NO REPLY	NO
P-289/14	Ž-BL-05-605/14,	MINISTRY OF REFUGEES AND DISPLACED PERSONS OF THE REPUBLIC OF SRPSKA, BANJA LUKA BRANCH	19 - ADMINISTRATION	11.12.2014	NO REPLY	NO
P-290/14	Ž-SA-05-275/14,	MUNICIPALITY OF ZENICA, GENERAL ADMINISTRATION AND HUSING SERVICE ZENICA ATTN. OF THE DEPUTY MAYOR	19 - ADMINISTRATION	12.12.2014	COMPLIED WITH	YES
P-291/14	Ž-SA-05-894/14,	MUNICIPAL COURT IN SARAJEVO, SARAJEVO ATTN. OF THE PRESIDENT OF THE COURT	09 - COURTS	12.12.2014	COMPLIED WITH	YES
P-292/14	Ž-SA-05-596/13,	HIGH JUDICIAL AND PROSECUTORIAL COUNCIL OF BOSNIA AND HERZEGOVINA SARAJEVO	03 - ACCESS TO INFORMATION	12.12.2014	ESTABLISHED COOPERATION	YES
P-293/14	Ž-SA-04-1398/12, Ž-SA-04-791/14,	CLINICAL CENTER OF THE UNIVERSITY IN SARAJEVO, MANAGEMENT BOARD – ATTN. OF GENERAL DIRECTOR	10 - LABOR RELATIONS	12.12.2014	NO REPLY	NO
P-294/14	Ž-LI-05-274/14,	MUNICIPALITY OF LIVNO MUNICIPAL MAYOR	19 - ADMINISTRATION	16.12.2014	NO REPLY	NO
P-295/14	Ž-BL-01-699/14,	UNA – SANA CANTON, MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS BIHAĆ MUNICIPALITY OF VELIKA KLADUŠA	13 - RIGHTS OF THE CHILD	16.12.2014	NO REPLY	NO
P-296/14	Ž-BL-04-399/14,	UNA – SANA CANTON, MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS BIHAĆ	10 - LABOR RELATIONS	16.12.2014	NO REPLY	NO
P-297/14	Ž-BL-05-711/14,	BANJA LUKA TOWN, COMMUNAL POLICE DEPARTMENT, POLICE STATION BANJA LUKA	19 - ADMINISTRATION	17.12.2014	ESTABLISHED COOPERATION	YES
P-298/14	Ž-SA-06-471/14,	BODRER POLICE OF BIH SARAJEVO	01 - DISCRIMINATION -- 01-09 - BASED ON LANGUAGE	17.12.2014	NO REPLY	NO
P-299/14	Ž-SA-05-200/14,	SUPREME COURT OF THE REPUBLIC OF SRPSKA BANJA LUKA	09 - COURTS	17.12.2014	COMPLIED WITH	YES
P-300/14	Ž-SA-05-798/13,	MUNICIPALITY OF CENTAR SARAJEVO MUNICIPAL MAYOR	19 - ADMINISTRATION	17.12.2014	NO REPLY	NO
P-301/14	Ž-SA-05-969/14,	MUNICIPALITY OF KLADANJ ATTN. OF THE MAYOR	15 - PROPERTY RIGHTS	17.12.2014	COMPLIED WITH	YES

P-302/14	Ž-SA-01-1163/14,	MINISTRY OF INTERIOR OF TUZLA CANTON TUZLA, ID DOCUMENTS, REGISTRATION AND DAGTA EXCHANGE AGENCY OF BIH BANJA LUKA MINISTRY OF CIVIL AFFAIRS OF BIH SARAJEVO	13 - RIGHTS OF THE CHILD	17.12.2014	COMPLIED WITH	YES
P-303/14	Ž-SA-05-1095/14,	FORESTRY ADMINISTRATION COMPANY "SARAJEVO-ŠUME" SARAJEVO SUPERVISORY BOARD OF THE COMPANY, SARAJEVO	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	17.12.2014	NO REPLY	NO
P-304/14	Ž-SA-05-864/14,	MUNICIPALITY OF GRADAČAC MUNICIPAL COUNCIL, MUNICIPAL MAYOR	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	17.12.2014	NO REPLY	NO
P-305/14	Ž-SA-05-196/14,	"REG-DEP" PUBLIC COMPANY BIHAĆ THE COMPANY ASSEMBLY BIHAĆ	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	17.12.2014	NO REPLY	NO
P-306/14	Ž-SA-05-958/14,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF TUZLA CANTON TUZLA	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	17.12.2014	ESTABLISHED COOPERATION	YES
P-307/14	Ž-SA-05-684/14,	CANTONAL COURT IN SARAJEVO ATTN. OF PRESIDENT OF THE COURT	09 - COURTS	1.12.2014	ESTABLISHED COOPERATION	YES
P-308/14	Ž-BR-05-235/14,	HEALTH CENTER KALESIJA KALESIJA	19 - ADMINISTRATION	23.12.2014	NO REPLY	NO
P-309/14	Ž-BR-05-163/14, Ž-BR-05-165/14,	ASSEMBLY OF BRČKO DISTRICT OF BIH THE GOVERNMENT OF BRČKO DISTRICT OF BIH BRČKO	15 - PROPERTY RIGHTS I 19 - ADMINISTRATION	23.12.2014	NO REPLY	NO
P-310/14	Ž-BR-05-282/11,	MINISTRY OF INTERIOR OF TUZLAN CANTON - POLICE ADMINISTRATION LUKAVAC MUNICIPALITY OF LUKAVAC, TRAFFIC SAFETY COUNCIL, MUNICIPALITY OF LUKAVAC, LANDSCAPING, RECONSTRUCTION AND COMMUNAL ISSUES ADMINISTRATION	05 - POLICE	23.12.2014	NO REPLY	NO
P-311/14	Ž-BR-05-344/11,	TUZLA TOWN –COMMUNAL ISSUES, CONSTRUCTION AND LOCAL COMMUNITIES SERVICE, TUZLA -INSPECTIONS – URBANISM AND CONSTRUCTION INSPECTOR	15 - PROPERTY RIGHTS	23.12.2014	NO REPLY	NO
P-312/14	Ž-BR-02-434/11,	MINISTRY OF LANDSCAPING, CONSTRUCTION AND ECOLOGY OF THE REPUBLIC OF SRPSKA BANJA LUKA	12 - PERSONS WITH DISABILITIES	23.12.2014	NO REPLY	NO
P-313/14	Ž-BR-05-175/12,	MUNICIPALITY OF BANOVIĆI LANDSCAPING, HOUSING AND COMMUNAL ISSUES UNIT	15 - PROPERTY RIGHTS	23.12.2014	NO REPLY	NO

P-314/14	Ž-BR-01-206/14,	MUNICIPALITY OF ODŽAK SOCIAL WELFARE CENTER ODŽAK	13 - RIGHTS OF THE CHILD	23.12.2014	NO REPLY	NO
P-315/14	Ž-BR-05-173/13,	THE GOVERNMENT OF POSAVINA COUNTY ORAŠJE	03 - ACCESS TO INFORMATION	23.12.2014	NO REPLY	NO
P-316/14	Ž-BR-05-174/11,	TUZLA TOWN	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	23.12.2014	NO REPLY	NO
P-317/14	Ž-LI-05-269/14,	ELECTRIC UTILITY HZHB MOSTAR ELECTRIC POWER SUPPLY, DRVAR BUSINESS UNIT	19 - ADMINISTRATION	23.12.2014	COMPLIED WITH	NO
P-318/14	Ž-LI-04-325/14,	PRIMARY SCHOOL "FRA LOVRO KARAUŁA" LIVNO SCHOOL BOARD	10 - LABOR RELATIONS	23.12.2014	NO REPLY	NO
P-319/14	Ž-SA-05-874/14,	ASSEMBLY OF SARAJEVO CANTON SARAJEVO THE GOVERNMENT OF SARAJEVO CANTON	19 - ADMINISTRATION	23.12.2014	NO REPLY	NO
P-320/14	Ž-BL-01-672/14,	„KINDERGARTEN“ NOVI TRAVNIK	13 - RIGHTS OF THE CHILD	30.12.2014	NO REPLY	NO
P-321/14	Ž-LI-04-335/14,	COMMUNAL COMPANY "KOMUNALAC" DRVAR	21 - UTILITIES	30.12.2014	NO REPLY	NO
P-322/14	Ž-SA-07-425/14,	MINISTRY OF JUSTICE OF THE REPUBLIC OF SRPSKA ATTN. OF MINISTER, CLOSED-TYPE PRISON BIJELJINA ATTN. OF DIRECTOR	07 - PRISONS	23.4.2014	ESTABLISHED COOPERATION	YES
P-323/14	Ž-BL-06-553/14,	MINISTRY OF EDUCATION, SCIENCE AND YOUTH OF SARAJEVO CANTON SARAJEVO	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS OR GENDER	30.12.2014	NO REPLY	NO
P-324/14	Ž-BL-06-743/14,	ORPHANAGE „RADA VRANJEŠEVIĆ“ BANJA LUKA	01 - DISCRIMINATION -- 01-03 - MOBBING	30.12.2014	NO REPLY	NO
P-325/14	Ž-SA-05-1100/14,	MUNICIPALITY OF ILIDŽA, PROPERTY, HOUSING, LAND SURVEY AND REAL ESTATE CADASTRE ADMINISTRATION ILIDŽA	19 - ADMINISTRATION	31.12.2014	NO REPLY	NO
P-326/14	Ž-SA-05-984/14,	MINISTRY OF HOUSING POLICY OF SARAJEVO CANTON HOUSING ADMINISTRATION SARAJEVO	03 - ACCESS TO INFORMATION	31.12.2014	NOT COMPLIED WITH	YES

ANNEX I –BUDGET OVERVIEW 2014

0304 the Institution of the Human Rights Ombudsman of BiH

Form 2

SUMMARY REVIEW
Of budget expenditures by economic categories
for reporting period: from 1 January to 31 December 2014

No.	Type of expenditure	Economic Code	Approved by budget for 2013	Changes: balance restructuring, reserve (+,-)	Corrected budget (4+,-5)	Realized in the current period	Realized in previous year	Index (7/6)
1	2	3	4	5	6	7	8	9
I	CURRENT EXPENSES		2.388.000	62.959	2.450.959	2.380.015	2.513.093	98,61
1.	Gross salaries and allowances	611100	1.665.000	61.724	1.726.724	1.702.693	1.707.978	98,61
2.	Allowances for employees' expenses	611200	182.000	2.180	184.180	177.752	169.741	96,51
3.	Travel expenses	613100	69.000	-6.000	63.000	55.341	88.493	87,84
4.	Telephone and postal services	613200	50.000	8.000	58.000	52.026	59.670	89,70
5.	Power and communal services	613300	21.000	-1.000	20.000	15.013	19.175	75,07
6.	Procurement of materials	613400	44.000	1.000	45.000	41.071	35.769	91,27
7.	Transport and fuel	613500	35.000	-10.000	25.000	22.752	28.361	91,01
8.	Rental fees	613600	252.000	-4.000	248.000	247.047	246.733	99,62
9.	Day-to-day maintenance	613700	23.000	12.055	35.055	26.213	32.217	74,78
10.	Insurance and payment operations expenses	613800	7.000	1.000	8.000	6.403	6.364	80,04
11.	Contractual and other special services	613900	40.000	-2.000	38.000	33.704	118.592	88,69
II	CAPITAL EXPENDITURES		5.000	4.000	9.000	7.432	0	
1.	Land purchase	821100	0	0	0	0	0	
2.	Purchase of buildings	821200	0	0	0	0	0	
3.	Equipment purchase	821300	5.000	4.000	9.000	7.432	0	1

4.	Purchase of other permanent stuff	821400	0	0	0	0	0	0
5.	Purchase of resources in the form of right	821500	0	0	0	0	0	0
6.	Reconstruction and maintenance expenses	821600	0	0	0	0	0	0
III	Current grants		0	0	0	0	0	0
1.	Grants to other level of the authorities	614100	0	0	0	0	0	0
2.	Grants to the individuals	614200	0	0	0	0	0	0
3.	Grants to non-profitable organizations	614300	0	0	0	0	0	0
4	Grants to foreign countries	614700	0	0	0	0	0	0
IV	Capital grants		0	0	0	0	0	0
1.	Capital grants to other level of the authorities	615100	0	0	0	0	0	0
2.	Capital grants to the individuals and non-profitable organizations	615200	0	0	0	0	0	0
V	Expenditure for Interest and other charges		0	0	0	0	0	0
1.	Interest on loans received through the state	616100	0	0	0	0	0	0
2.	Expenditure on foreign interest	616200	0	0	0	0	0	0
3.	Interest on domestic lending	616300	0	0	0	0	0	0
4.	Other fees related to lending	616400	0	0	0	0	0	0
GRAND TOTAL (I+II+III+IV+V):			2.393.000	66.959	2.459.959	2.387.447	2.513.093	0,97

ANNEX II – OVERVIEW OF OBLIGATIONS UNDER THE FREEDOM OF ACCESS TO INFORMATION ACT

1. Public authorities at the level of Bosnia and Herzegovina who have met the obligation to appoint an Information Officer and delivered Guide and Index register in accordance with Article 19 and 20 of Freedom of Access to Information Act

Item	Institution's name	Item	Institution's name
1	Police Support Agency	37	BiH Standardization Institute
2	CIVIL SERVICE AGENCY of BiH	38	Concessions Commission
3	Forensic Examinations and Expertise Agency	39	National Monuments Preservation Commission of BiH
4	Agency for identification documents, registers and data exchange BiH	40	Demining Commission
5	Public Procurement Agency of BiH	41	Council of Competition of BiH
6	Medicines and Medical Devices Agency	42	MINISTRY of Civil Affairs
7	Market Monitoring Agency of BiH	43	MINISTRY of Finance and Treasury of BiH
8	Deposit Insurance Agency of BiH	44	MINISTRY of Communications and Traffic
9	Insurance Agency of BiH	45	MINISTRY of Defense of BiH
10	Postal Traffic Agency of BiH	46	MINISTRY of Justice of BiH
11	Pre-school, Primary and Secondary Education Agency	47	MINISTRY of Safety of BiH
12	Corruption Prevention and Coordination of Corruption Combating Agency	48	MINISTRY of Foreign Trade and Economic Affairs of BiH
13	Labor and Employment Agency of BiH	49	MINISTRY of Interior
14	Agency for Development of Higher Education and Quality Assurance of Bosnia and Herzegovina	50	MINISTRY of Exterior
15	Food Safety Agency of BiH	51	MINISTRY of Human Rights and Refugees BiH
16	Statistics Agency of BiH	52	Intelligence Security Agency of BiH
17	The Agency for Staff Education and Professional Training	53	State Public Service Appeals Board
18	Foreign Investment Development Agency	54	Parliamentary Assembly of BiH
19	Personal Data Protection Agency	55	Public Attorney Office of BiH
20	Archive of BiH	56	Regulatory Communications Agency of BiH
21	The Centre for Information and recognition of Qualification in Higher Education of BiH	57	Secretariat of the Presidency of BiH
22	Demining Center	58	Foreigners' Affairs Service
23	Central Bank of BiH	59	Common Affairs of the BiH Institutions Service
24	Central Election Commission of BiH	60	Court of BiH
25	BiH Directorate of Civil Aviation - BHDCA	61	Prosecutor's Office of BiH
26	Directorate of Economic Planning of BiH	62	BiH Administration for Plant Health Protection
27	Directorate for European Integration	63	Indirect Taxation Administration
28	The State Investigation and Protection Agency	64	BiH Public Administration Reform Coordinator Office
29	BiH State Regulatory Agency for Radiation and Nuclear Safety	65	Audit Office of the Institutions of Bosnia and Herzegovina
30	BiH The State Electricity Regulatory Commission	66	Veterinary Office BiH
31	Elektroprivreda BiH – Electric Power Utility of BiH	67	Constitutional Court of BiH
32	Return Fund	68	Foreign Trade Chamber of BiH
33	Border Police of BiH	69	Council of Ministers, Legislation Office*
34	Institution of the Consumer Protection Ombudsman	70	COUNCIL OF MINISTERS BiH, General Secretariat
35	Accreditation Institute of BiH	71	High Judicial and Prosecutorial Council
36	Intellectual Property Institute of BiH		

2. Public authorities at the level of BiH providing statistics pursuant to Article 20 of Freedom of Access to Information Act in BiH

Item	Institution's name	Item	Institution's name
1	CIVIL SERVICE AGENCY of BiH	17	MINISTRY of Communications and Traffic
2	Agency for identification documents, registers and data exchange BiH	18	MINISTRY of Defense of BiH
3	Public Procurement Agency of BiH	19	MINISTRY of Justice of BiH
4	Market Monitoring Agency of BiH	20	MINISTRY of Foreign Trade and Economic Affairs of BiH
5	Food Safety Agency	21	MINISTRY of Exterior
6	Insurance Agency of BiH	22	Parliamentary Assembly of BiH – Secretariat
7	Labor and Employment Agency of BiH	23	Presidency of BiH – Secretariat
8	Agency for Development of Higher Education and Quality Assurance of Bosnia and Herzegovina	24	Foreigners' Affairs Service
9	Corruption Prevention and Coordination of Corruption Combating Agency	25	BiH Public Administration Reform Coordinator Office
10	The Centre for Information and recognition of Qualification in Higher Education of BiH	26	State Public Service Appeals Board
11	Central Bank of BiH	27	Constitutional court of BiH
12	BiH Directorate of Civil Aviation - BHCA	28	COUNCIL OF MINISTERS BiH, General Secretariat
13	Directorate of Economic Planning of BiH	29	High Judicial and Prosecutorial Council
14	Directorate for European Integration		
15	Return Fund of BiH		
16	MINISTRY of Finance and Treasury of BiH		

With regard to the obligation of state level bodies to submit statistical data, compared to 2013 this obligation was met by 29 public bodies which fulfil this obligation regularly. In 2013 it was 26 public bodies.

3. Public authorities at the level of F BiH providing statistics pursuant to Article 20 of Freedom of Access to Information Act in BiH

Item	Entity level	Item	Cantonal level	Item	Municipal level
1	Federal Hydrometeorology Institute	1	CANTONAL COURT in Tuzla	1	MUNICIPALITY OF Bosansko Grahovo
2	Commission for Securities of the Federation of BiH	2	Cantonal Prosecutor's Office of SARAJEVO CANTON	2	MUNICIPALITY OF Drvar
3	MINISTRY of Interior of FBiH	3	Cantonal Prosecutor's Office of ZDK	3	MUNICIPALITY OF Foča-Ustikolina
4	Parliament no change – Public relations Office	4	MINISTRY of Justice and Administration of SARAJEVO CANTON	4	MUNICIPALITY OF Gračanica
5	Prosecutor's Office of FBiH	5	MINISTRY of Interior of SARAJEVO CANTON	5	MUNICIPALITY OF Hadžići
6	Supreme court of the Federation of BiH	6	MINISTRY of Justice and Administration of Zenica-Doboj Canton	6	MUNICIPALITY OF Ilijaš
		7	Olympic Pool Otoka	7	MUNICIPALITY OF Kakanj
		8	University in Tuzla	8	MUNICIPALITY OF Ključ
				9	MUNICIPALITY OF Lukavac
				10	MUNICIPALITY OF Sapna
				11	MUNICIPALITY OF Stari Grad

In 2014 six public bodies at the level of the Federation of BiH have regularly honoured the obligation to submit statistical data under the Law on Freedom of Access to Information, while in 2013 it was 8 public bodies. At cantonal level in FBiH in 2014 this obligation was met by 8 public bodies, while in 2013 it was 15 public bodies. As for the municipalities, in 2014 regular were 11 municipalities compared to 14 municipalities in 2013.

4. Public authorities at the level of the Republic of Srpska providing statistics pursuant to Article 20 of Freedom of Access to Information Act in BiH

Item	Entity level	Item	Regional level	R.Br.	Municipal level
1	Pension and Disability Insurance Fund of the Republic of Srpska	1	Regional Commercial Court Dobož	1	MUNICIPALITY OF Milići
2	Republic Prosecutor's Office	2	Regional Prosecutor's Office Istočno Sarajevo	2	MUNICIPALITY OF Prnjavor
		3	Prosecutor's Office Prosecutor's Office Trebinje	3	MUNICIPALITY OF Rudo
				4	MUNICIPALITY OF Sokolac
				5	MUNICIPALITY OF Ugljevik
				6	Basic court in Teslić

At the level of the entity of the Republic of Srpska 2 public bodies in 2014, and the same number in 2013 met the legal obligation to submit statistical data pursuant to the above articles, and at municipal level it was 6 public bodies in 2014 compared to 7 public bodies in 2013.

In 2014 the following public bodies met the obligation of submitting the Decision on the appointment of the Information Officer, the Guide and the Index register.

1. Main Audit Office of the Institutions of the Republic of Srpska (Guide, Index register)
2. Republic Prosecutor's Office (Guide)
3. Agency for Healthcare Quality and Accreditation in FBiH (Decision on the appointment of the Information Officer)
4. The Office of the the Government of Una-Sana Canton (Decision on the appointment of the Information Officer)
5. Regional Roads Directorate of Una-Sana Canton (Decision on the appointment of the Information Officer)
6. Regional Court in Banja Luka (Decision on the appointment of the Information Officer)
7. Municipal Court in Zavidovići (Decision on the appointment of the Information Officer)
8. Travnik Public Hospital (Decision on the appointment of the Information Officer)
9. Male children and youth upbringing Institute Sarajevo (Decision on the appointment of the Information Officer, Guide, Index register)
10. University in Tuzla (Decision on the appointment of the Information Officer, Guide, Index register)

ANNEX III. TABLE WITH STATISTICAL DATA OVERVIEW

Office / Type of contact	Written contact	Direct contact	Phone contact	Total contacts per office	Written complaints	Total number of addresses
Banja Luka	30	339	1470	1839	835	2674
Brčko	32	471	900	1403	309	1712
Mostar	18	680	1125	1823	243	2066
Sarajevo	17	420	1357	1794	1403	3197
	186	1169	1833	3188	341	3529
Total	283	3079	6685	10047	3131	13178

Table showing first contacts and written complaints of citizens, which makes the total number of addresses in 2014

Name of the Department	Complaints number
Total	3131
01 - Department for the protection of the rights of the child// BL	59
01 - Department for the protection of the rights of the child// Brčko	5
01 - Department for the protection of the rights of the child// Livno	1
01 - Department for the protection of the rights of the child// Mostar	11
01 - Department for the protection of the rights of the child// SA	67
01 - Department for the protection of the rights of the child	143
02 - Department for the protection of persons with disabilities // BL	20
02 - Department for the protection of persons with disabilities // Brčko	3
02 - Department for the protection of persons with disabilities // Livno	1
02 - Department for the protection of persons with disabilities // Mostar	12
02 - Department for the protection of persons with disabilities // SA	35
02 - Department for the protection of persons with disabilities	71
03 - Department for the protection of the national, religious and minority rights // BL	4
03 - Department for the protection of the national, religious and minority rights // Brčko	2
03 - Department for the protection of the national, religious and minority rights // SA	10
03 - Department for the protection of the national, religious and minority rights	16
04 - Department for the protection of economic, social and cultural rights // BL	169
04 - Department for the protection of economic, social and cultural rights // Brčko	95
04 - Department for the protection of economic, social and cultural rights // Livno	66
04 - Department for the protection of economic, social and cultural rights // Mostar	66
04 - Department for the protection of economic, social and cultural rights // SA	286
04 - Department for the protection of economic, social and cultural rights	682
05 - Department for the protection of civil and political rights // BL	494
05 - Department for the protection of civil and political rights // Brčko	182
05 - Department for the protection of civil and political rights // Livno	267
05 - Department for the protection of civil and political rights // Mostar	141
05 - Department for the protection of civil and political rights // SA	744
05 - Department for the protection of civil and political rights	1828
06 - Department for Elimination of all Forms of Discrimination// BL	72
06 - Department for Elimination of all Forms of Discrimination// Brčko	22
06 - Department for Elimination of all Forms of Discrimination// Livno	6
06 - Department for Elimination of all Forms of Discrimination// Mostar	12
06 - Department for Elimination of all Forms of Discrimination// SA	118
06 - Department for Elimination of all Forms of Discrimination	230
07 - Department for the protection of the rights of prisoners / detainees// BL	17
07 - Department for the protection of the rights of prisoners / detainees// Mostar	1
07 - Department for the protection of the rights of prisoners / detainees// SA	143
07 - Department for the protection of the rights of prisoners / detainees	161

Number of complaints by departments in 2014

DEPARTMENT	Received in 2014	A/A from 2014	Pending from 2014	Pending from previous years	A/A from previous years	Pending from previous years
01 - Department for the protection of the rights of the child	143	77	66	130	103	27
02 - Department for the protection of persons with disabilities	71	36	35	46	30	16
03 - Department for the protection of the national, religious and minority rights	16	8	8	6	4	2
04 - Department for the protection of economic, social and cultural rights	682	415	267	326	239	87
05 - Department for the protection of civil and political rights	1828	1174	654	789	638	151
06 - Department for Elimination of all Forms of Discrimination	230	120	110	153	82	71
07 - Department for the protection of persons with disabilities	161	87	74	91	78	13
TOTAL	3131	1917	1214	1541	1174	367

DEPARTMENT	Total processed in 2014	Total finished	Total pending from previous period including 2014
01 - Department for the protection of the rights of the child	273	180	93
02 - Department for the protection of persons with disabilities	117	66	51
03 - Department for the protection of the national, religious and minority rights	22	12	10
04 - Department for the protection of economic, social and cultural rights	1008	654	354
05 - Department for the protection of civil and political rights	2617	1812	805
06 - Department for Elimination of all Forms of Discrimination	383	202	181
07 - Department for the protection of persons with disabilities	252	165	87
TOTAL	4672	3091	1581

Comparison of registered complaints by departments by years

DEPARTMENT	Registered in 2014	Registered in 2013	Difference 2014-2013	Percentage %	
01 - Department for the protection of the rights of the child	143	165	-22	-13,33	decrease
02 - Department for the protection of persons with disabilities	71	75	-4	-5,33	decrease
03 - Department for the protection of the national, religious and minority rights	16	13	3	23,08	increase
04 - Department for the protection of economic, social and cultural rights	682	698	-16	-2,29	decrease
05 - Department for the protection of civil and political rights	1828	1880	-52	-2,77	decrease
06 - Department for Elimination of all Forms of Discrimination	230	198	32	16,16	increase
07 - Department for the protection of persons with disabilities	161	141	20	14,18	increase
TOTAL	3131	3170	-39	-1,23	decrease

Department	Number
01 - Department for the protection of the rights of the child// SA	67
02 - Department for the protection of persons with disabilities // SA	35
03 - Department for the protection of the national, religious and minority rights // SA	10
04 - Department for the protection of economic, social and cultural rights // SA	286
05 - Department for the protection of civil and political rights // SA	744
06 - Department for Elimination of all Forms of Discrimination// SA	118
07 - Department for the protection of the rights of prisoners / detainees// SA	143
Total number of complaints Sarajevo	1403
01 - Department for the protection of the rights of the child// BL	59
02 - Department for the protection of persons with disabilities // BL	20
03 - Department for the protection of the national, religious and minority rights // BL	4
04 - Department for the protection of economic, social and cultural rights // BL	169
05 - Department for the protection of civil and political rights // BL	494
06 - Department for Elimination of all Forms of Discrimination// BL	72
07 - Department for the protection of the rights of prisoners / detainees// BL	17
Total number of complaints Banja Luka	835
01 - Department for the protection of the rights of the child// Brčko	5
02 - Department for the protection of persons with disabilities // Brčko	3
03 - Department for the protection of the national, religious and minority rights // Brčko	2
04 - Department for the protection of economic, social and cultural rights // Brčko	95
05 - Department for the protection of civil and political rights // Brčko	182
06 - Department for Elimination of all Forms of Discrimination// Brčko	22
Total number of complaints Brčko	309
01 - Department for the protection of the rights of the child// Mostar	11
02 - Department for the protection of persons with disabilities // Mostar	12
04 - Department for the protection of economic, social and cultural rights // Mostar	66
05 - Department for the protection of civil and political rights // Mostar	141
06 - Department for Elimination of all Forms of Discrimination// Mostar	12
07 - Department for the protection of the rights of prisoners / detainees// Mostar	1
Total number of complaints Mostar	243
01 - Department for the protection of the rights of the child// Livno	1
02 - Department for the protection of persons with disabilities // Livno	1
04 - Department for the protection of economic, social and cultural rights // Livno	66
05 - Department for the protection of civil and political rights // Livno	267
06 - Department for Elimination of all Forms of Discrimination// Livno	6
Total number of complaints Livno	341
Total number of complaints of the Institution	3131

Number of complaints by offices in 2014

OFFICES	Registered in 2014	A/A from 2014	Pending from 2014	Pending from previous years	A/A from previous years	Pending from previous years
Sarajevo Office	1403	798	605	834	618	216
Banja Luka Office	835	571	264	248	207	41
Brčko Office	309	167	142	253	180	73
Mostar Office	243	131	112	122	93	29
Livno Office	341	250	91	84	76	8
TOTAL	3131	1917	1214	1541	1174	367
OFFICES	Total processed in 2014	Total finished	Total pending from previous period including 2014			
Sarajevo Office	2237	1416	821			
Banja Luka Office	1083	778	305			
Brčko Office	562	347	215			
Mostar Office	365	224	141			
Livno Office	425	326	99			
TOTAL	4672	3091	1581			
Comparison of registered complaints by departments by years						
OFFICES	Registered in 2014	Registered in 2013	Difference 2014-2013	Percentage %		
Sarajevo Office	1403	1391	12	0,86	increase	
Banja Luka Office	835	876	-41	-4,68	decrease	
Brčko Office	309	380	-71	-18,68	decrease	
Mostar Office	243	216	27	12,50	increase	
Livno Office	341	307	34	11,07	increase	
TOTAL	3131	3170	-39	-1,23	decrease	

Violated right	Registered in 2014	Registered in 2013	Difference 2014-2013	Percentage %	
01 - DISCRIMINATION	232	195	37	18,97	increase
02 – Media and freedom of information	3	2	1	50,00	increase
03 - ACCESS TO INFORMATION	218	228	-10	-4,39	decrease
04 - FREEDOM OF RELIGIOATTN. OFELIGION	6	2	4	200,00	increase
05 - POLICE	145	138	7	5,07	increase
06 – Public revenues	3	3	0	0,00	no change
07 - PRISONS	160	139	21	15,11	increase
08 – Gender equality	0	0	0	0,00	no change
09 - COURTS	579	606	-27	-4,46	decrease
10 - LABOR RELATIONS	291	318	-27	-8,49	decrease
11 - EDUCATION	33	27	6	22,22	increase
12 - PERSONS WITH DISABILITIES	66	73	-7	-9,59	decrease
13 - RIGHTS OF THE CHILD	144	166	-22	-13,25	decrease
14 - ENVIRONMENTAL PROTECTION	4	6	-2	-33,33	decrease
15 - PROPERTY RIGHTS	162	154	8	5,19	increase
16 - VIOLENCE	2	6	-4	-66,67	decrease
17 – Public documents	20	29	-9	-31,03	decrease
18 - Minorities	12	11	1	9,09	increase
19 - ADMINISTRATION	517	484	33	6,82	increase
20 – War damages	3	10	-7	-70,00	decrease
21 - UTILITIES	70	66	4	6,06	increase
22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	109	144	-35	-24,31	decrease
23 - HEALTH CARE	58	43	15	34,88	increase
24 - SOCIAL PROTECTION	65	70	-5	-7,14	decrease
25 - PENSIONS	155	176	-21	-11,93	decrease
26 - PROSECUTION	73	68	5	7,35	increase
27 – Public attorney offices	1	6	-5	-83,33	decrease
Total	3131	3170	-39	-1,23	decrease

Comparison of registered complaints by violated rights 2014 - 2013

Violated right	Sub-category	Number of complaints
01 - DISCRIMINATION	00 - Other	42
01 - DISCRIMINATION	01-01 - HARRASSMENT	4
01 - DISCRIMINATION	01-03 - MOBBING	69
01 - DISCRIMINATION	01-04 - Segregation	1
01 - DISCRIMINATION	01-06 – Incitement to discrimination	2
01 - DISCRIMINATION	01-09 - BASED ON LANGUAGE	5
01 - DISCRIMINATION	01-10 – Based on religion	2
01 - DISCRIMINATION	01-11 - BASED ON ETHNICAL ORIGIN	22
01 - DISCRIMINATION	01-12 - BASED ON NATIONAL OR SOCIAL ORIGIN	19
01 - DISCRIMINATION	01-13 - BASED ON AFFILIATION WIHT A NATIONAL MINORITY	3
01 - DISCRIMINATION	01-14 - BASED ON POLITICAL OR OTHER BELEIF	5
01 - DISCRIMINATION	01-15 – Based on property status	4
01 - DISCRIMINATION	01-16 - BASED ON MEMBERSHIP IN TRADE UNION OR OTHER ORGANIZATION	6
01 - DISCRIMINATION	01-17 - BASED ON EDUCATION	12
01 - DISCRIMINATION	01-18 - BASED ON SOCIAL STATUS OR GENDER	25
01 - DISCRIMINATION	01-19 – Based on sexual expression or orientation	11
01 - DISCRIMINATION	SUM	232
02 – Media and freedom of information	SUM	3
03 - ACCESS TO INFORMATION	00 - Other	122
03 - ACCESS TO INFORMATION	03-1 - NON-DECIDING WITHIN LEGAL DEADLINE	62
03 - ACCESS TO INFORMATION	03-2 - DENIED ACCESS TO INFORMATION	35
03 - ACCESS TO INFORMATION	03-3 – the rights to appeal (second-instance)	1
03 - ACCESS TO INFORMATION	SUM	218
04 - FREEDOM OF RELIGIOATTN. OFELIGION	SUM	6
05 - POLICE	SUM	145
06 – Public revenues	SUM	3
07 - PRISONS	00 - Other	133
07 - PRISONS	07-1 – use of benefits and visits	16
07 - PRISONS	07-2 – health care and hygiene	9
07 - PRISONS	07-4 - pardon	2
07 - PRISONS	SUM	160
08 – Gender equality	SUM	0
09 - COURTS	00 - Other	316
09 - COURTS	09-1 – complaints about the work of judges	36
09 - COURTS	09-2 - LENGTH OF THE PROCEEDINGS (ARTICLE 6)	155
09 - COURTS	09-3 - ENFORCEMENT OF JUDGMENTS	72
09 - COURTS	SUM	579
10 - LABOR RELATIONS	SUM	291
11 - EDUCATION	SUM	33
12 - PERSONS WITH DISABILITIES	SUM	66
13 - RIGHTS OF THE CHILD	SUM	144
14 - ENVIRONMENTAL PROTECTION	SUM	4
15 - PROPERTY RIGHTS	SUM	162
16 - VIOLENCE	SUM	2
17 – Public documents	SUM	20
18 - Minorities	SUM	12
19 - ADMINISTRATION	SUM	517
20 – War damages	SUM	3
21 - UTILITIES	SUM	70
22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	SUM	109

23 - HEALTH CARE	SUM	58
24 - SOCIAL PROTECTION	SUM	65
25 - PENSIONS	SUM	155
26 - PROSECUTION	SUM	73
27 - Public defendor offices	SUM	1
SUM	SUM	3131

Number of complaints registered // sub-category 2014

Number of complaints by the type of violation by offices in 2014

Office	Violated right	Complaints number
Sarajevo	01 - DISCRIMINATION	119
Sarajevo	02 - Media and freedom of information	1
Sarajevo	03 - ACCESS TO INFORMATION	123
Sarajevo	04 - FREEDOM OF RELIGIOATTN. OFELIGION	5
Sarajevo	05 - POLICE	49
Sarajevo	06 - Public revenues	3
Sarajevo	07 - PRISONS	143
Sarajevo	09 - COURTS	200
Sarajevo	10 - LABOR RELATIONS	129
Sarajevo	11 - EDUCATION	15
Sarajevo	12 - PERSONS WITH DISABILITIES	33
Sarajevo	13 - RIGHTS OF THE CHILD	68
Sarajevo	14 - ENVIRONMENTAL PROTECTION	3
Sarajevo	15 - PROPERTY RIGHTS	70
Sarajevo	16 - VIOLENCE	2
Sarajevo	17 – Public documents	9
Sarajevo	18 - Minorities	7
Sarajevo	19 - ADMINISTRATION	220
Sarajevo	20 – War damages	3
Sarajevo	21 - UTILITIES	38
Sarajevo	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	42
Sarajevo	23 - HEALTH CARE	25
Sarajevo	24 - SOCIAL PROTECTION	15
Sarajevo	25 - PENSIONS	55
Sarajevo	26 - PROSECUTION	25
Sarajevo	27 - Public attorney offices	1
	TOTAL Sarajevo	1403

Office	Violated right	Complaints number
Banja Luka	01 - DISCRIMINATION	72
Banja Luka	02 - Media and freedom of information	1
Banja Luka	03 - ACCESS TO INFORMATION	66
Banja Luka	04 - FREEDOM OF RELIGIOATTN. OFELIGION	1
Banja Luka	05 - POLICE	37
Banja Luka	07 - PRISONS	16
Banja Luka	09 - COURTS	138
Banja Luka	10 - LABOR RELATIONS	67
Banja Luka	11 - EDUCATION	6
Banja Luka	12 - PERSONS WITH DISABILITIES	19
Banja Luka	13 - RIGHTS OF THE CHILD	59
Banja Luka	15 - PROPERTY RIGHTS	24
Banja Luka	17 - Public documents	4
Banja Luka	18 - Minorities	3
Banja Luka	19 - ADMINISTRATION	162
Banja Luka	21 - UTILITIES	17
Banja Luka	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	47
Banja Luka	23 - HEALTH CARE	12
Banja Luka	24 - SOCIAL PROTECTION	14
Banja Luka	25 - PENSIONS	53
Banja Luka	26 - PROSECUTION	17
	TOTAL Banja Luka	835

Office	Violated right	Complaints number
Brčko	01 - DISCRIMINATION	23
Brčko	03 - ACCESS TO INFORMATION	7
Brčko	05 - POLICE	23
Brčko	09 - COURTS	80
Brčko	10 - LABOR RELATIONS	24
Brčko	11 - EDUCATION	6
Brčko	12 - PERSONS WITH DISABILITIES	2
Brčko	13 - RIGHTS OF THE CHILD	5
Brčko	14 - ENVIRONMENTAL PROTECTION	1
Brčko	15 - PROPERTY RIGHTS	13
Brčko	17 - Public documents	4
Brčko	18 - Minorities	2
Brčko	19 - ADMINISTRATION	39
Brčko	21 - UTILITIES	8
Brčko	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	7
Brčko	23 - HEALTH CARE	13
Brčko	24 - SOCIAL PROTECTION	23
Brčko	25 - PENSIONS	20
Brčko	26 - PROSECUTION	9
	TOTAL Brčko	309

Office	Violated right	Complaints number
Mostar	01 - DISCRIMINATION	12
Mostar	03 - ACCESS TO INFORMATION	14
Mostar	05 - POLICE	10
Mostar	07 - PRISONS	1
Mostar	09 - COURTS	46
Mostar	10 - LABOR RELATIONS	42
Mostar	11 - EDUCATION	4
Mostar	12 - PERSONS WITH DISABILITIES	12
Mostar	13 - RIGHTS OF THE CHILD	11
Mostar	15 - PROPERTY RIGHTS	53
Mostar	17 - Public documents	2
Mostar	19 - ADMINISTRATION	7
Mostar	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	5
Mostar	23 - HEALTH CARE	2
Mostar	24 - SOCIAL PROTECTION	8
Mostar	25 - PENSIONS	9
Mostar	26 - PROSECUTION	5
	TOTAL Mostar	243

Office	Violated right	Complaints number
Livno	01 - DISCRIMINATION	6
Livno	02 - Media and freedom of information	1
Livno	03 - ACCESS TO INFORMATION	8
Livno	05 - POLICE	26
Livno	09 - COURTS	115
Livno	10 - LABOR RELATIONS	29
Livno	11 - EDUCATION	2
Livno	13 - RIGHTS OF THE CHILD	1
Livno	15 - PROPERTY RIGHTS	2
Livno	17 - Public documents	1
Livno	19 - ADMINISTRATION	89
Livno	21 - UTILITIES	7
Livno	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	8
Livno	23 - HEALTH CARE	6
Livno	24 - SOCIAL PROTECTION	5
Livno	25 - PENSIONS	18
Livno	26 - PROSECUTION	17
	TOTAL Livno	341

Number of complaints by entities and municipalities of complainant's residence in 2014			
Entity	Canton	Municipality	Complaints number
FBiH	Bosna-Podrinje Canton	Goražde	12
FBiH	Bosna-Podrinje Canton	Pale - Prača	2
FBiH	Bosna-Podrinje Canton	TOTAL	14
FBiH	Herzegovina-Neretva Canton	Čapljina	15
FBiH	Herzegovina-Neretva Canton	Čitluk	7
FBiH	Herzegovina-Neretva Canton	Grad Mostar	177
FBiH	Herzegovina-Neretva Canton	Jablanica	9
FBiH	Herzegovina-Neretva Canton	Konjic	8
FBiH	Herzegovina-Neretva Canton	Neum	6
FBiH	Herzegovina-Neretva Canton	Prozor	2
FBiH	Herzegovina-Neretva Canton	Stolac	1
FBiH	Herzegovina-Neretva Canton	TOTAL	225
FBiH	Canton 10	Bosansko Grahovo	18
FBiH	Canton 10	Drvar	40
FBiH	Canton 10	Glamoč	32
FBiH	Canton 10	Kupres	1
FBiH	Canton 10	Livno	189
FBiH	Canton 10	Tomislavgrad	57
FBiH	Canton 10	TOTAL	337
FBiH	Sarajevo Canton	Hadžići	13
FBiH	Sarajevo Canton	Ilidža	43
FBiH	Sarajevo Canton	Ilijaš	11
FBiH	Sarajevo Canton	Sarajevo - Centar	175
FBiH	Sarajevo Canton	Sarajevo-Novi Grad	110
FBiH	Sarajevo Canton	Sarajevo-Novo Sarajevo	120
FBiH	Sarajevo Canton	Sarajevo-Stari Grad	81
FBiH	Sarajevo Canton	Trnovo	3
FBiH	Sarajevo Canton	Vogošća	35
FBiH	Sarajevo Canton	TOTAL	591
FBiH	Posavina Canton	Odžak	2
FBiH	Posavina Canton	Orašje	7
FBiH	Posavina Canton	TOTAL	9
FBiH	Central Bosnia Canton	Bugojno	14
FBiH	Central Bosnia Canton	Busovača	4
FBiH	Central Bosnia Canton	Donji Vakuf	5
FBiH	Central Bosnia Canton	Fojnica	5
FBiH	Central Bosnia Canton	Gornji Vakuf - Uskoplje	4
FBiH	Central Bosnia Canton	Jajce	14
FBiH	Central Bosnia Canton	Kiseljak	6
FBiH	Central Bosnia Canton	Novi Travnik	6
FBiH	Central Bosnia Canton	Travnik	20
FBiH	Central Bosnia Canton	Vitez	11
FBiH	Central Bosnia Canton	TOTAL	89
FBiH	Tuzla Canton	Banovići	18
FBiH	Tuzla Canton	Čelić	2
FBiH	Tuzla Canton	Doboj-Istok	3
FBiH	Tuzla Canton	Gračanica	14
FBiH	Tuzla Canton	Gradačac	18
FBiH	Tuzla Canton	Kalesija	15
FBiH	Tuzla Canton	Kladanj	9
FBiH	Tuzla Canton	Lukavac	51
FBiH	Tuzla Canton	Sapna	7
FBiH	Tuzla Canton	Srebrenik	21
FBiH	Tuzla Canton	Teočak	2

FBiH	Tuzla Canton	Tuzla	181
FBiH	Tuzla Canton	Živinice	35
FBiH	Tuzla Canton	TOTAL	376
FBiH	Una-Sana Canton	Bihać	51
FBiH	Una-Sana Canton	Bosanska Krupa	14
FBiH	Una-Sana Canton	Bosanski Petrovac	2
FBiH	Una-Sana Canton	Bužim	6
FBiH	Una-Sana Canton	Cazin	22
FBiH	Una-Sana Canton	Ključ	5
FBiH	Una-Sana Canton	Sanski Most	16
FBiH	Una-Sana Canton	Velika Kladuša	23
FBiH	Una-Sana Canton	TOTAL	139
FBiH	West Herzegovina Canton	Grude	2
FBiH	West Herzegovina Canton	Ljubuški	10
FBiH	West Herzegovina Canton	Posušje	5
FBiH	West Herzegovina Canton	Široki Brijeg	10
FBiH	West Herzegovina Canton	TOTAL	27
FBiH	Zenica-Doboj Canton	Breza	11
FBiH	Zenica-Doboj Canton	Doboj-Jug	5
FBiH	Zenica-Doboj Canton	Kakanj	9
FBiH	Zenica-Doboj Canton	Maglaj	8
FBiH	Zenica-Doboj Canton	Olovo	6
FBiH	Zenica-Doboj Canton	Tešanj	23
FBiH	Zenica-Doboj Canton	Usora	1
FBiH	Zenica-Doboj Canton	Vareš	3
FBiH	Zenica-Doboj Canton	Visoko	17
FBiH	Zenica-Doboj Canton	Zavidovići	18
FBiH	Zenica-Doboj Canton	Ženica	154
FBiH	Zenica-Doboj Canton	Žepče	6
FBiH	Zenica-Doboj Canton	TOTAL	261
FBiH		TOTAL	2068
RS		Berkovići	1
RS		Bijeljina	56
RS		Bileća	3
RS		Bosanska Kostajnica	5
RS		Bosanski Brod	3
RS		Bratunac	2
RS		Čajniče	2
RS		Čelinac	6
RS		Derventa	4
RS		Doboj	36
RS		Foča	18
RS		Gacko	3
RS		Grad Banja Luka	302
RS		Gradiška	31
RS		Istočna Ilidža	2
RS		Istočni Stari Grad	3
RS		Istočno Novo Sarajevo	15
RS		Jezero	1
RS		Kalinovik	1
RS		Kneževo	12
RS		Kotor Varoš	8
RS		Kozarska Dubica	3
RS		Kupres	12
RS		Laktaši	13
RS		Lopare	5
RS		Ljubinje	1

RS		Milići	2
RS		Modriča	8
RS		Mrkonjić Grad	14
RS		Nevesinje	4
RS		Novi Grad	6
RS		Oštra Luka	1
RS		Pale	13
RS		Pelagićevo	1
RS		Petrovo	1
RS		Prijedor	45
RS		Prnjavor	17
RS		Rogatica	4
RS		Rudo	1
RS		Sokolac	7
RS		Srbac	19
RS		Srebrenica	3
RS		Šamac	5
RS		Šekovići	2
RS		Šipovo	15
RS		Teslić	6
RS		Trebinje	16
RS		Ugljevik	4
RS		Višegrad	4
RS		Vlasenica	7
RS		Vukosavlje	4
RS		Zvornik	17
RS		TOTAL	774
Brčko District		TOTAL	93
		No municipality	73
		e-mail	29
		From abroad	94
		ALL TOGETHER	3131

DISTRIBUTION of complaints by municipalities of the respondent party in 2014			
Entity	Canton	Municipality	Complaints number
FBiH	Bosna-Podrinje Canton	Foča - Ustikolna	1
FBiH	Bosna-Podrinje Canton	Goražde	13
FBiH	Bosna-Podrinje Canton	Pale - Prača	1
FBiH	Bosansko-podrinjski kanton	TOTAL	15
FBiH	Herzegovina-Neretva Canton	Čapljina	7
FBiH	Herzegovina-Neretva Canton	Čitluk	3
FBiH	Herzegovina-Neretva Canton	Grad Mostar	223
FBiH	Herzegovina-Neretva Canton	Jablanica	6
FBiH	Herzegovina-Neretva Canton	Konjic	7
FBiH	Herzegovina-Neretva Canton	Neum	7
FBiH	Herzegovina-Neretva Canton	Prozor	2
FBiH	Herzegovina-Neretva Canton	Stolac	1
FBiH	Herzegovina-Neretva Canton	TOTAL	256
FBiH	Canton 10	Bosansko Grahovo	6
FBiH	Canton 10	Drvar	34
FBiH	Canton 10	Glamoč	14
FBiH	Canton 10	Livno	216
FBiH	Canton 10	Tomislavgrad	37

FBiH	Canton 10	TOTAL	307
FBiH	Sarajevo Canton	Hadžići	7
FBiH	Sarajevo Canton	Ilidža	20
FBiH	Sarajevo Canton	Ilijaš	11
FBiH	Sarajevo Canton	Sarajevo - Centar	558
FBiH	Sarajevo Canton	Sarajevo-Novigrad	54
FBiH	Sarajevo Canton	Sarajevo-Novo Sarajevo	95
FBiH	Sarajevo Canton	Sarajevo-Stari Grad	38
FBiH	Sarajevo Canton	Vogošća	15
FBiH	Sarajevo Canton	TOTAL	798
FBiH	Posavina Canton	Odžak	3
FBiH	Posavina Canton	Orašje	5
FBiH	Posavina Canton	TOTAL	8
FBiH	Central Bosnia Canton	Bugojno	16
FBiH	Central Bosnia Canton	Busovača	2
FBiH	Central Bosnia Canton	Donji Vakuf	3
FBiH	Central Bosnia Canton	Fojnica	1
FBiH	Central Bosnia Canton	Gornji Vakuf - Uskoplje	2
FBiH	Central Bosnia Canton	Jajce	13
FBiH	Central Bosnia Canton	Kiseljak	8
FBiH	Central Bosnia Canton	Novi Travnik	7
FBiH	Central Bosnia Canton	Travnik	33
FBiH	Central Bosnia Canton	Vitez	6
FBiH	Central Bosnia Canton	TOTAL	91
FBiH	Tuzla Canton	Banovići	9
FBiH	Tuzla Canton	Doboj-Istok	2
FBiH	Tuzla Canton	Gračanica	7
FBiH	Tuzla Canton	Gradačac	11
FBiH	Tuzla Canton	Kalesija	6
FBiH	Tuzla Canton	Kladanj	6
FBiH	Tuzla Canton	Lukavac	22
FBiH	Tuzla Canton	Sapna	1
FBiH	Tuzla Canton	Srebrenik	10
FBiH	Tuzla Canton	Teočak	1
FBiH	Tuzla Canton	Tuzla	233
FBiH	Tuzla Canton	Živinice	31
FBiH	Tuzla Canton	TOTAL	339
FBiH	Una-Sana Canton	Bihać	81
FBiH	Una-Sana Canton	Bosanska Krupa	14
FBiH	Una-Sana Canton	Bosanski Petrovac	2
FBiH	Una-Sana Canton	Bužim	1
FBiH	Una-Sana Canton	Cazin	14
FBiH	Una-Sana Canton	Ključ	4
FBiH	Una-Sana Canton	Sanski Most	6
FBiH	Una-Sana Canton	Velika Kladuša	14
FBiH	Una-Sana Canton	TOTAL	136
FBiH	West Herzegovina Canton	Grude	2
FBiH	West Herzegovina Canton	Ljubuški	1
FBiH	West Herzegovina Canton	Posušje	3

FBiH	West Herzegovina Canton	Široki Brijeg	19
FBiH	West Herzegovina Canton	TOTAL	25
FBiH	Zenica-Doboj Canton	Breza	6
FBiH	Zenica-Doboj Canton	Doboj-Jug	2
FBiH	Zenica-Doboj Canton	Kakanj	8
FBiH	Zenica-Doboj Canton	Maglaj	8
FBiH	Zenica-Doboj Canton	Olovo	2
FBiH	Zenica-Doboj Canton	Tešanj	12
FBiH	Zenica-Doboj Canton	Vareš	2
FBiH	Zenica-Doboj Canton	Visoko	18
FBiH	Zenica-Doboj Canton	Zavidovići	12
FBiH	Zenica-Doboj Canton	Zenica	159
FBiH	Zenica-Doboj Canton	Žepče	7
FBiH	Zenica-Doboj Canton	TOTAL	236
FBiH	TOTAL	TOTAL	2211
RS		Bijeljina	51
RS		Bileća	1
RS		Bosanska Kostajnica	4
RS		Bosanski Brod	2
RS		Bratunac	1
RS		Čajniče	1
RS		Čelinac	3
RS		Derвента	6
RS		Doboj	26
RS		Donji Žabar	1
RS		Foča	16
RS		Gacko	1
RS		Grad Banja Luka	449
RS		Gradiška	20
RS		Istočna Ilidža	2
RS		Istočni Stari Grad	1
RS		Istočno Novo Sarajevo	13
RS		Jezero	1
RS		Kalinovik	1
RS		Kneževo	7
RS		Kotor Varoš	6
RS		Kozarska Dubica	3
RS		Kupres	10
RS		Laktaši	3
RS		Lopare	3
RS		Milići	1
RS		Modriča	3
RS		Mrkonjić Grad	6
RS		Novi Grad	3
RS		Novo Goražde	1
RS		Oštra Luka	1
RS		Pale	5
RS		Prijedor	20
RS		Prnjavor	17

RS		Rogatica	2
RS		Rudo	1
RS		Sokolac	6
RS		Srbac	7
RS		Srebrenica	4
RS		Šamac	4
RS		Šekovići	1
RS		Šipovo	9
RS		Teslić	5
RS		Trebinje	18
RS		Ugljevik	3
RS		Višegrad	4
RS		Vlasenica	7
RS		Vukosavlje	3
RS		Zvornik	16
RS		TOTAL	779
Brčko District		TOTAL	68
		No municipality	68
		From abroad	5
		TOTAL	73
	ALL	TOTAL	3131

Number of finished complaints by departments in 2014

Name of the Department	Complaints from 2014	Complaints from previous years	TOTAL
01 - Department for the protection of the rights of the child// BL	22	29	51
01 - Department for the protection of the rights of the child// Brčko	3	2	5
01 - Department for the protection of the rights of the child// Livno	1	0	1
01 - Department for the protection of the rights of the child// Mostar	8	5	13
01 - Department for the protection of the rights of the child// SA	43	67	110
TOTAL finished per department	77	103	180
02 - Department for the protection of persons with disabilities // BL	14	5	19
02 - Department for the protection of persons with disabilities // Brčko	1	5	6
02 - Department for the protection of persons with disabilities // Livno	0	1	1
02 - Department for the protection of persons with disabilities // Mostar	5	2	7
02 - Department for the protection of persons with disabilities // SA	16	17	33
TOTAL finished per department	36	30	66
03 - Department for the protection of the national, religious and minority rights // BL	4	2	6
03 - Department for the protection of the national, religious and minority rights // Brčko	0	1	1
03 - Department for the protection of the national, religious and minority rights // SA	4	1	5
TOTAL finished per department	8	4	12
04 - Department for the protection of economic, social and cultural rights // BL	107	34	141
04 - Department for the protection of economic, social and cultural rights // Brčko	46	50	96
04 - Department for the protection of economic, social and cultural rights // Livno	55	10	65
04 - Department for the protection of economic, social and cultural rights // Mostar	36	24	60
04 - Department for the protection of economic, social and cultural rights // SA	171	121	292
TOTAL finished per department	415	239	654

05 - Department for the protection of civil and political rights // BL	360	101	461
05 - Department for the protection of civil and political rights // Brčko	100	113	213
05 - Department for the protection of civil and political rights // Livno	190	63	253
05 - Department for the protection of civil and political rights // Mostar	76	58	134
05 - Department for the protection of civil and political rights // SA	448	303	751
TOTAL finished per department	1174	638	1812
06 - Department for Elimination of all Forms of Discrimination// BL	48	26	74
06 - Department for Elimination of all Forms of Discrimination// Brčko	17	9	26
06 - Department for Elimination of all Forms of Discrimination// Livno	4	2	6
06 - Department for Elimination of all Forms of Discrimination// Mostar	5	4	9
06 - Department for Elimination of all Forms of Discrimination// SA	46	41	87
TOTAL finished per department	120	82	202
07 - Department for the protection of the rights of prisoners / detainees// BL	16	10	26
07 - Department for the protection of the rights of prisoners / detainees// Mostar	1	0	1
07 - Department for the protection of the rights of prisoners / detainees// SA	70	68	138
TOTAL finished per department	87	78	165
TOTAL finished	1917	1174	3091

Office	Name of the Department's name	Complaints 2014	Previous years complaints	TOTAL A/A
Sarajevo	01 - Department for the protection of the rights of the child// SA	43	67	110
Sarajevo	02 - Department for the protection of persons with disabilities // SA	16	17	33
Sarajevo	03 - Department for the protection of the national, religious and minority rights // SA	4	1	5
Sarajevo	04 - Department for the protection of economic, social and cultural rights // SA	171	121	292
Sarajevo	05 - Department for the protection of civil and political rights // SA	448	303	751
Sarajevo	06 - Department for Elimination of all Forms of Discrimination// SA	46	41	87
Sarajevo	07 - Department for the protection of the rights of prisoners / detainees// SA	70	68	138
TOTAL resolved complaints Sarajevo		798	618	1416
Banja Luka	01 - Department for the protection of the rights of the child// BL	22	29	51
Banja Luka	02 - Department for the protection of persons with disabilities // BL	14	5	19
Banja Luka	03 - Department for the protection of the national, religious and minority rights // BL	4	2	6
Banja Luka	04 - Department for the protection of economic, social and cultural rights // BL	107	34	141
Banja Luka	05 - Department for the protection of civil and political rights // BL	360	101	461
Banja Luka	06 - Department for Elimination of all Forms of Discrimination// BL	48	26	74
Banja Luka	07 - Department for the protection of the rights of prisoners / detainees// BL	16	10	26
TOTAL resolved complaints Banja Luka		571	207	778
Brčko	01 - Department for the protection of the rights of the child// Brčko	3	2	5
Brčko	02 - Department for the protection of persons with disabilities // Brčko	1	5	6
Brčko	03 - Department for the protection of the national, religious and minority rights // Brčko	0	1	1
Brčko	04 - Department for the protection of economic, social and cultural rights // Brčko	46	50	96
Brčko	05 - Department for the protection of civil and political rights // Brčko	100	113	213
Brčko	06 - Department for Elimination of all Forms of Discrimination// Brčko	17	9	26
Brčko	07 - Department for the protection of the rights of prisoners / detainees// Brčko	0	0	0
TOTAL resolved complaints Brčko		167	180	347
Mostar	01 - Department for the protection of the rights of the child// Mostar	8	5	13
Mostar	02 - Department for the protection of persons with disabilities // Mostar	5	2	7
Mostar	03 - Department for the protection of the national, religious and minority rights // Mostar	0	0	0
Mostar	04 - Department for the protection of economic, social and cultural rights // Mostar	36	24	60
Mostar	05 - Department for the protection of civil and political rights // Mostar	76	58	134
Mostar	06 - Department for Elimination of all Forms of Discrimination// Mostar	5	4	9
Mostar	07 - Department for the protection of the rights of prisoners / detainees// Mostar	1	0	1
TOTAL resolved complaints Mostar		131	93	224
Livno	01 - Department for the protection of the rights of the child// Livno	1	0	1
Livno	02 - Department for the protection of persons with disabilities // Livno	0	1	1

Livno	03 - Department for the protection of the national, religious and minority rights // Livno	0	0	0
Livno	04 - Department for the protection of economic, social and cultural rights // Livno	55	10	65
Livno	05 - Department for the protection of civil and political rights // Livno	190	63	253
Livno	06 - Department for Elimination of all Forms of Discrimination// Livno	4	2	6
Livno	07 - Department for the protection of the rights of prisoners / detainees// Livno	0	0	0
TOTAL resolved complaints Livno		250	76	326
TOTAL		1917	1174	3091

Number of finished complaints by offices and departments in 2014

Violation	Sub-category	Complaints 2014	Previous years complaints	TOTAL A/A in 2014
01 - DISCRIMINATION	00 – Other	12	29	41
01 - DISCRIMINATION	01-01 – HARRASSMENT	4	0	4
01 - DISCRIMINATION	01-02 - Sexual HARRASSMENT	0	0	0
01 - DISCRIMINATION	01-03 - MOBBING	40	26	66
01 - DISCRIMINATION	01-04 - Segregation	1	0	1
01 - DISCRIMINATION	01-05 – Instruction to discriminate and assistance to others in discrimination	0	1	1
01 - DISCRIMINATION	01-06 - incitement to discriminate	2	0	2
01 - DISCRIMINATION	01-08 – Based on skin color	0	0	0
01 - DISCRIMINATION	01-09 - BASED ON LANGUAGE	1	0	1
01 - DISCRIMINATION	01-10 - Based on religion	2	0	2
01 - DISCRIMINATION	01-11 - BASED ON ETHNICAL ORIGIN	12	5	17
01 - DISCRIMINATION	01-12 - BASED ON NATIONAL OR SOCIAL ORIGIN	9	4	13
01 - DISCRIMINATION	01-13 - BASED ON AFFILIATION WIHT A NATIONAL MINORITY	0	2	2
01 - DISCRIMINATION	01-14 - BASED ON POLITICAL OR OTHER BELEIF	3	2	5
01 - DISCRIMINATION	01-15 – Based on property status	1	0	1
01 - DISCRIMINATION	01-16 - BASED ON MEMBERSHIP IN TRADE UNION OR OTHER ORGANIZATION	4	0	4
01 - DISCRIMINATION	01-17 - BASED ON EDUCATION	9	7	16
01 - DISCRIMINATION	01-18 - BASED ON SOCIAL STATUS OR GENDER	15	2	17
01 - DISCRIMINATION	01-19 – Based on sexual expression or orientation	8	3	11
01 - DISCRIMINATION	SUM	123	81	204
02 – Media and freedom of information	SUM	1	0	1
03 - ACCESS TO INFORMATION	00 - Other	78	33	111
03 - ACCESS TO INFORMATION	03-1 - NON-DECIDING WITHIN LEGAL DEADLINE	44	17	61
03 - ACCESS TO INFORMATION	03-2 - DENIED ACCESS TO INFORMATION	26	7	33
03 - ACCESS TO INFORMATION	03-3 – the right to appeal (second-instance)	1	0	1
03 - ACCESS TO INFORMATION	SUM	149	57	206

04 - FREEDOM OF RELIGION	SUM	4	1	5
05 - POLICE	SUM	100	44	144
06 – Public revenues	SUM	2	0	2
07 - PRISONS	00 - Other	75	65	140
07 - PRISONS	07-1 – use of benefits within establishment and visits	6	7	13
07 - PRISONS	07-2 – health care and hygiene	3	6	9
07 - PRISONS	07-3 – accommodation of persons with mental and other disabilities	0	0	0
07 - PRISONS	07-4 - pardon	2	0	2
07 - PRISONS	SUM	86	78	164
08 – Gender equality	SUM	0	1	1
09 - COURTS	00 – other	211	77	288
09 - COURTS	09-1 – complaints about the work of judges	29	7	36
09 - COURTS	09-2 - LENGTH OF THE PROCEEDINGS (ARTICLE 6)	117	66	183
09 - COURTS	09-3 - ENFORCEMENT OF JUDGMENTS	51	35	86
09 - COURTS	SUM	408	185	593
10 - LABOR RELATIONS	SUM	157	108	265
11 - EDUCATION	SUM	17	18	35
12 - PERSONS WITH DISABILITIES	SUM	34	28	62
13 - RIGHTS OF THE CHILD	SUM	78	96	174
14 - ENVIRONMENTAL PROTECTION	SUM	3	4	7
15 - PROPERTY RIGHTS	SUM	82	80	162
16 - VIOLENCE	SUM	1	2	3
17 – Public documents	SUM	11	5	16
18 - Minorities	SUM	4	4	8
19 - ADMINISTRATION	SUM	320	171	491
20 – War damages	SUM	2	2	4
21 - UTILITIES	SUM	48	19	67
22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	SUM	51	63	114
23 - HEALTH CARE	SUM	39	15	54
24 - SOCIAL PROTECTION	SUM	37	25	62
25 - PENSIONS	SUM	113	58	171
26 - PROSECUTION	SUM	47	24	71
27 – Public attorney offices	SUM	0	5	5
SUM	SUM	1917	1174	3091

Number of finished complaints // subcategory 2014

Method of closing	Complaints 2014	Previous years complaints	TOTAL
Following the intervention of the Ombudsman	706	533	1239
By a recommendation	100	186	286
Loss of interest in pursuing the proceedings by the complainant	325	143	468
Ill-founded complaint	519	133	652
Otherwise	229	155	384
Lack of mandate and referral the the body in charge	19	10	29
Referred to another Ombudsman's office	16	1	17
By a special report	0	12	12
Repeated procedure	3	1	4
TOTAL	1917	1174	3091

ONLY FOR ILL-FOUNDED COMPLAINTS	Complaints 2014	Previous years complaints
00 – Other	61	3
01 – anonymous complaint	2	0
02 – complaints in bad faith	3	0
03 – ill-founded complaints	386	121
04 – complaints does not include any claim	5	1
05 – interfering with legitimate rights of third parties	1	0
06 – late complaint – lapse of more than a year since the fact, decision or event complained of	4	0
07 – not exhausted all legal remedies	27	4
08 – incomplete or incomprehensible complaint (not complemented at request)	8	1
09 – complainant gave up the complaint	5	0
10 – complaint with already heard facts (doubling a complaint)	16	3
11 – facts before 14 December 1995	1	0
TOTAL	519	133

Number of finished complaints // Method of closing in 2014

Number of complaints in which the Ombudsman issue a recommendation by categories of violated rights and implementation in 2014

Item	Violated right	Number of complaints with recommendation
1	01 - DISCRIMINATION	42
2	02 – Media and freedom of information	0
3	03 - ACCESS TO INFORMATION	28
4	04 - FREEDOM OF RELIGION - RELIGION	2
5	05 - POLICE	7
6	06 – Public revenues	0
7	07 - PRISONS	3
8	08 – Gender equality	0
9	09 - COURTS	13
10	10 - LABOR RELATIONS	21
11	11 - EDUCATION	2
12	12 - PERSONS WITH DISABILITIES	4
13	13 - RIGHTS OF THE CHILD	11
14	14 - ENVIRONMENTAL PROTECTION	1
15	15 - PROPERTY RIGHTS	5
16	16 - VIOLENCE	0
17	17 – Public documents	0
18	18 - Minorities	0
19	19 - ADMINISTRATION	44
20	20 – War damages	0
21	21 - UTILITIES	2
22	22 - GOVERNMENT AND MINISTERIAL APPOINTMENTS	24
23	23 - HEALTH CARE	2
24	24 - SOCIAL PROTECTION	0
25	25 - PENSIONS	4
26	26 - PROSECUTION	1
27	27 – Public attorney offices	0
28	TOTAL	216

PARTIALLY COMPLIED WITH	4
NO REPLY	52
NOT COMPLIED WITH	25
ESTABLISHED COOPERATION	55
COMPLIED WITH	80
TOTAL	216

DEPARTMENT	Number of complaints from 2014 with issued recommendation
Department for the protection of civil and political rights	11
Department for the protection of economic, social and cultural rights	4
Department for the protection of persons with disabilities	2
Department for the protection of the national, religious and minority rights	33
Department for the protection of the rights of prisoners / detainees	121
Department for the protection of the rights of the child	42
Department for elimination of all forms of discrimination	3
TOTAL	216

Number of complaints with issued recommendations by departments

Office	Number of complaints from 2014 with issued recommendation
Sarajevo Office	103
Banja Luka Office	80
Brčko Office	13
Mostar Office	8
Livno Office	12
TOTAL complaints from 2014 with issued recommendation	216

Number of complaints with issued recommendations by offices in 2014

Name of the Department	PARTIALLY COMPLIED WITH	NO REPLY	NOT COMPLIED WITH	ESTABLISHED COOPERATION	COMPLIED WITH	TOTAL
Department for the protection of the rights of the child	2	4	1	2	2	11
Department for the protection of persons with disabilities	0	0	0	3	1	4
Department for the protection of the national, religious and minority rights	0	0	1	1	0	2
Department for the protection of economic, social and cultural rights	1	11	4	10	7	33
Department for the protection of civil and political rights	0	29	15	27	50	121
Department for elimination of all forms of discrimination	1	9	4	11	17	42
Department for the protection of the rights of prisoners / detainees	0	0	0	2	1	3
TOTAL complaints from 2014 with issued recommendation	2	68	16	73	57	216

Complaints from 2014 with issued recommendation by departments

Name of the Department	PARTIALLY COMPLIED WITH	NO REPLY	NOT COMPLIED WITH	ESTABLISHED COOPERATION	COMPLIED WITH	TOTAL
Sarajevo Office	1	20	8	29	45	103
Banja Luka Office	1	20	9	22	28	80
Brčko Office	1	4	2	2	4	13
Mostar Office	0	6	1	0	1	8
Livno Office	1	2	5	2	2	12
TOTAL complaints from 2014 with issued recommendation	4	52	25	55	80	216

Complaints from 2014 with issued recommendation by offices

DEPARTMENT	Number of recommendations
Department for the protection of civil and political rights	194
Department for the protection of economic, social and cultural rights	55
Department for the protection of persons with disabilities	9
Department for the protection of the national, religious and minority rights	2
Department for the protection of the rights of prisoners / detainees	2
Department for the protection of the rights of the child	20
Department for elimination of all forms of discrimination	44
TOTAL	326

Recommendations in 2014 by departments including the complaints lodged in previous years
(recommendations presented aggregately regardless to number of related complaints)

Method of implementation of recommendations	Number of recommendations
COMPLIED WITH	118
ESTABLISHED COOPERATION	79
PARTIALLY COMPLIED WITH	4
NO REPLY	86
NOT COMPLIED WITH	39
Total number of complaints with issued recommendation	326

Recommendations 2014 by implementation status incl. complaints lodged in previous years
(recommendations presented aggregately regardless to number of related complaints)

DISCRIMINATION	46
ACCESS TO INFORMATION	40
Freedom of religion /religion	2
POLICE	12
PRISONS	2
COURTS	23
LABOR RELATIONS	30
EDUCATION	3
PERSONS WITH DISABILITIES	9
RIGHTS OF THE CHILD	20
Ecology and environmental protection	1
PROPERTY RIGHTS	16
VIOLENCE	1
ADMINISTRATION	71
UTILITIES	2
GOVERNMENT AND MINISTERIAL APPOINTMENTS	31
HEALTH CARE	6
SOCIAL PROTECTION	2
PENSIONS	8
PROSECUTION	1
Total recommendations	326

Recommendations in 2014 by violated rights including the complaints from previous years
(recommendations presented aggregately regardless to number of related complaints)

Responsible parties	Number of recommendations
Ministries	113
Local communities – municipalities	79
Agencies	7
Education institutions	23
Social protection institutions	12
Health care institutions	14
COURTS ,PROSECUTION, public attorneys	35
PRISONS	6
Administrations and directions	14
Public companies and institutions	28
Parliament and cantonal governments	21
Other	10
TOTAL recommendations	362

Bodies to which recommendations were sent in 2014 including complaints from previous years

(depending on type of violation, recommendations are sometimes sent to more than one body)

Type of the activity	Number of contacts
Activities of the Ombudsman	18
DISCRIMINATION	23
Rights of the child	27
Civil and political rights	13
Economic and social rights	10
Rights of the prisoners/detainees	6
Rights of the national, religious and other minorities	6
Rights of persons with disabilities	7
Total	110

Overview of media inquiries per human rights fields

Type of media	Number of contacts
TV	52
Radio	18
Press	18
Portals	17
News agencies	5
Total	110

Media interest for the work of the Ombudsman per media type