In 2017, the Ombudsman Institution was addressed 13,968 times.

In 2017, the Institution received 3,160 complaints.

In 2017, 2,908 cases were completed.

### SPECIAL REPORTS

- Special Report on the Status and Cases of Threats against Journalists in BiH
- Special Report on the Use of Official Languages and Scripts in BiH

### Initiative Reports

- Initiative for Amendments to the Law on Roads, Ž-SA-05-458/17
- Ex officio – Initiative for the Adoption of a Law on Amending the Law on the Rate of the Default Interest in Bosnia and Herzegovina, Ž-SA-04-26/17
- Ex officio – Initiative for Amendments to the Law on Public Service in Republika Srpska and the Federation of Bosnia and Herzegovina, Ž-BL-05-414/17
- Ex officio – Initiative for Amendments to the Law on Communal Activities in the Una-Sana Canton, Ž-BL-04-676/17
- Initiative for Amendments to the Law on Mediation in Employment in Republika Srpska, Ž-BL-04-212/17
- Ex officio – Initiative for Amendments to the Law on the Work of Institutions in Bosnia and Herzegovina in Relation to Using Maternity Leave for Adoption Cases, Ž-SA-04-51/17

### Budget

- Total expenditures: 2,439,990
- Total current expenditures: 2,366,090
- Total capital expenditures: 73,900

### Number of complaints per office

- SARAJEVO: 1,304
- MOSTAR: 928
- BANJA LUKA: 420
- LIVNO: 335
- BRČKO: 173
Discrimination is one of the most common forms of rights violations and is manifested through harassment, mobbing, a violation of rights based on language, religion, connections with a national minority, ethnicity, national or social origin, on the basis of political or other belief, membership in a trade union or other association, education, social status, gender, sexual orientation, sexual characteristics, and other forms of endangerment.

The Ombudspersons wish to demonstrate with this report that, although they do not have enforcement mechanisms, they are presenting and indicating the status and protection of rights in Bosnia and Herzegovina to all levels of government. The goal of the Report is to influence decision-making bodies to undertake activities, in accordance with their mandates, that will advance the implementation of the Ombudsman Institution's recommendations and enhance respect for human rights.

The duties of the Ombudsman, during the time covered by the report, were carried out by Dr. Jasminka Džumhur, Mrs. Nives Jukić and Prof. Ljubinko Mitrović.

Overview of Recommendations Per Department of the Institution

Department for Civil and Political Rights: 215
Department for Economic, Social, and Cultural Rights: 79
Department for Persons with Disabilities Rights: 14
Department for the National, Religious and Other Minorities Rights: 1
Department for Detainees/Prisoners’ Rights: 5
Department for the Rights of a Child: 13
Department for the Elimination of All Forms of Discrimination: 28

Number of complaints with an issued recommendation in 2017: 355

Number of recommendations in 2017: 336