## Annual report 2012

NGO
"Democracy-OrganizingProgress"

Prijedor, December 2012



#### Introduction

It is my pleasure to introduce Annual report about activities and financial matters of NGO "DON" in 2012. I am glad to introduce to public review on all our accomplishments during the previous year through program goals: strengthening of civil society, humanitarian, voluntary and educational goals, economic strengthening of citizens, building of communities, consumer protection, monitoring of election process.

This report represents the most important challenges that civil society encountered in BiH in the previous year which were the impulse for key initiatives started by NGO DON, including organizing citizens to solve local problems, monitoring of the Prosecution work, changes on the law on self government, cooperation of profit oriented and nonprofit sector, active enrolment of youth in voluntary work, community building, consumer protection, monitoring of election process and realization of community valuable activities.

Parallel with implementation of its main activities, 2DON" invests in further development of human resources. Majority of our staff has attended comprehensive and intensive capacity building program (448 hours of education during 2012, which is average of 56 hours per employee). This program included themes such as NGO standards of quality, trainings for trainers, development of proposals according to EU standards, financial reporting, management of project cycle, etc. This way of working and undertaking certain measures provided us a success in achieving plans in 2012 and prepare for realization of plan for 2013.

"DON" as member of few domestic networks and associations: Compact+, Justice Network, Peace Network, Network for citizen monitoring of electoral process has given its contribution to development and work of these associations.

During upcoming year, "DON" will continue to implement its mission and main goals that are drafted according to past accomplishments and lessons from past year. For this purposes we developed numerous projects and other activities which main goal is to meat modern challenges of building democracy and civil society for our citizens over DON's local voluntary service.

Many activities could not be realized without support of people that recognized our qualities and our work; therefore I express gratitude toward our donors, domestic and foreign, international governmental and non governmental agencies and foundations that financially supported our activities in 2012. Also we are thankful to our associates and partner organizations from whole B&H for their support, dedication and enthusiasm in initiatives that we mutually undertake, hoping to continue and widen cooperation in future.

Murisa Maric

Executive director NGO "DON"

### HISTORY OF ASSOCIATION AND PRESENTATION OF THE MOST IMPORTANT ACHIEVEMENTS

#### BASIC INFORMATION AND DATA ABOUT THE ASSOCIATION

#### **PROFILE OF ASSOCIATION**

NGO"DON" was founded in 1997 and after a year of informal work registered at the Basic court in Banja Luka on the  $28^{th}$  of December 1998. Under the under: Rg-214/98. According to the new law on Associations and Foundations of RS it was reregistered on the  $29^{th}$  of April 2002 under the number: F-1-71/02. Statute amendments were registered on the  $5^{th}$  of February 2008 at the Basic court in Banja Luka.

#### **MISSION**

"DON" is Association that aims its activities towards individuals, groups of citizens and institutions in cooperation with other organizations by applying methods of general and vocational trainings organizes and involves citizens in social flows and economical development of communities.

#### VISION

"Citizen in the center of a stable and socially just state of Bosnia and Herzegovina"

#### **BENEFICIARIES**

- Citizens through local communities
- Volunteers
- Consumers
- Employed
- Activists
- Local governments
- Associations-potential partners
- State
- Donors
- Economic sector

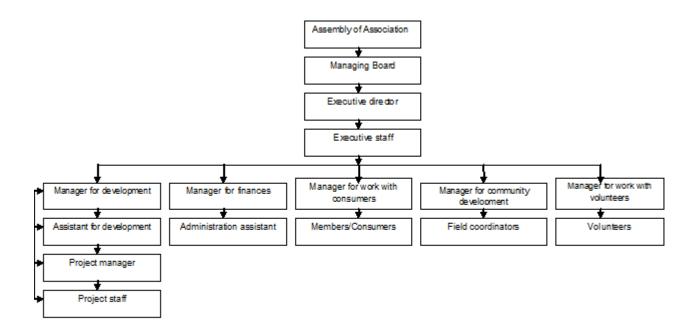
#### **VALUES**

**DON** in its work is guided by the basic principles: optimism, commitment and creativity. We are recognized as a stable, responsible and reliable partner aiming to effectively, persistently and influential work in the community.

#### Program goals, tasks and activities of Association are:

- 1. Work on straightening of civil society
- 2. Work on humanitarian, volunteer and educational goals
- 3. Work on economical straightening of citizens
- 4. Work on community building
- 5. Work on consumer protection
- 6. Monitoring of electoral process.

#### STRUCTURE SCHEME



#### **OVERVIEW OF ACTIVITIES IN 2012**



15 years of work of the "Consumer movement"



Ceremony of opening of Local voluntary service



Roundtable "Importance of secondary vocational



Elections-Training, Jahorina, CCI



"Children Smiles' Camp"



Conference "Monitoring of electoral process"



Festival "My occupation"



The First volunteering Fair



UNDP LOD II Presentation of project results

### WORK ON HUMANITARIAN, VOLUNTARY AND EDUCATION GOALS IN 2012

Within its strategic objectives, "DON" during past years points its activities toward individuals, groups of citizens and institutions where in cooperation with other organizations using methods of general and expert training helps development of volunteering and humanitarian work.

During its work we emphasize to work with youth. Through different projects, informal educations, promotions of volunteering and activism, promotion of youth rights, passing over knowledge and practices, development

of creativity, socialization of youth from different ethnical backgrounds, we give youth opportunity to develop their skills and socialize and engage in social and economic flows of society where their rights will be acknowledged and achieved. In continuation of our work dedicated to this strategic program, DON realized 4 projects in 2012:

- -"Children Smile's Camp 2012"
- -"Chance for your future"
- -"Grow and learn together"
- -"Volunteers make difference"

**PROJECT:** "Children Smile's Camp 2012" **DONOR:** Foundation ArcelorMittal, Prijedor

**DURATION:** 01.05.2012.-31.05.2012.

Within the project "Children Smile's Camp 2012", youth camp on Benkovac (National Park, "Kozara") was resuming youth. Activities were realized in the five-day children stay through promotion of school in nature through interactive teaching methods.

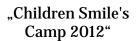
Over 200 children from four elementary multiethnic schools from Prijedor municipality territory and over 70 local and foreign volunteers were staying together in nature and learning, entertaining and recreating. During the Camp over interactive workshops children developed their skills of creativity, promoted activism and volunteering aiming to socialize children from different ethnical backgrounds. New friendships, plans for the upcoming camp, modeling creations from recycled materials, karaoke, journalistic mishaps, engaging in traffic with the children's' most attractive conveyance, bicycle, sports competitions, ecological performance, creative workshops for production of souvenirs and jewelry made of gypsum.

When talking about interest of children for the Camp we can confirm that children were very interested because not even one of child were absent for five days. Some of the children had health issues and would leave earlier but the next day they would come again.

Twelve people from Belgium, India, Brazil, China, Check Republic, Romania, Ukraine, Germany and Argentina take care of youth and volunteered. This people are employees of ArcelorMittal and by this engagement they are developing volunteering and socially responsible business.









**PROJECT:** "Chance for your future"

**DONOR:** Foundation ArcelorMittal, Prijedor

**DURATION:** 01.02.2012.-31.05.2012.

The Second year in a row "DON" is implementing project dedicated to strengthening and promotion of social role of youth in presentation of vocational education in Prijedor. The Festival under the name "My occupation" was organized aiming to promote creativity skills of vocational occupations and encourage youth to select these occupations.

The Festival was a good opportunity for young people to work on their individual projects and apply theoretical knowledge and practical work and invite young people to choose these occupations.

Project realization included 6 high schools and 10 elementary schools with direct 799 participants, students and teachers in Prijedor.

Combination of educational, practical and competition proved to be a good motivation for youth. Large turnout at the festival and valuable prizes that students were awarded with is a good example how can youth become animated to work and participate.



Awarded students Festival "My occupation"

Presentation of vocational education to elementary school students in Prijedor



**PROJECT:** "Grow and learn together" **DONOR:** Foundation ArcelorMittal, Madrid

**DURATION:** 01.09.2012.-31.12.2012.

Our second project proves how important is work with youth which aimed through sports to orient children toward healthier way of living and sports habits in order to improve quality of life. During project realization numerous activities and educations were organized for children and their parents.

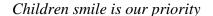
According to set up goals project realization was very successful, especially because target groups were children which parents do not have ability to pay school of sports. Number of children that expressed willingness to participate was much larger that we could support. This shows us how necessary is to work with similar activities with children. Promotion of activities has ended up on the city Stadium was we promoted our program to public and media with apposite cultural program.



Grow and learn together



Promotion of program activities





**PROJECT:** "Volunteers make difference "

**DONOR: OKC** 

**DURATION:** 01.05.2012.-31.12.2012.

For many years we are working on gathering of volunteers through different programs and actions. Within humanitarian, voluntary and education program goals in 2012 we became member of Local voluntary services under the name: "Volunteers make difference". As many other programs this program helped in recruiting of volunteers and increased number of registered volunteers for 66 volunteers.

During 2012 we have implemented sets of activities pointed toward voluntary work and strengthening of voluntary infrastructure. While working with volunteers we accepted changes brought to us by this program and started continuously recruiting of new volunteers. Our continuous work contributed to LVS development and widens number of young people and middle age people that are included in voluntary actions.

#### What is Local voluntary service (LVS)?

LVS is a structure working on development and implementation of quality voluntary system management which contribute to solving issues in local community and establish balance between supply and demand for human resources (volunteers).

#### What is the LVS role in the community?

In cooperation with public institutions and NGOs LVS creates and implements quality local voluntary programs based on previously identified needs of community and its potential beneficiaries.

LVS recruits volunteers and keep records of all volunteer data bases; ensure its application, additional education, supervision, program monitoring and evaluation, legality of engaging volunteers.

LVS increased public institutions' capacities aiming to establish unique quality and effective voluntary engagement.

In cooperation with public institutions and NGOs LVS generally promotes and develops volunteering and establishes voluntary policies in cooperation with local governments.

#### Who are beneficiaries of LVS?

- -All local community citizens interested in volunteering (volunteers);
- -All NGOs and public institutions (non for profit) interested for engagement of volunteers in its work (organizers of voluntary services);
- -All groups of beneficiaries that have direct or indirect benefit from provision of voluntary services, such as socially endangered categories, elderly, persons with special needs, etc (beneficiaries of voluntary services);
- -Whole local community in general that solves problems of target groups through voluntary services;

#### During 2012, 264 DON's volunteers achieved 1421 voluntary hours.



New Year humanitarian action "Help to poor children of Prijedor"



Celebration of International Humanitarian Day



International Volunteer Day Visit to Hospital Prijedor

# WORK ON CONSUMER PROTECTION IN 2012

**PROJECT:** "Young are consumers too"

**DONOR:** Ministry of Trade and Tourism of Republic of Srpska

**DURATION:** 01.01.2012.-30.04.2012.

In 2008 NGO Don introduces in its work strategic program-consumer protection. As one of the seven consumer protection associations in Republic of Srpska registered at the office for consumer protection, Ministry of Trade and Tourism, Government of Republic of Srpska.

In the previous year our organization performed usual control of prices of basic foods each month in four shopping centers in Prijedor. Monitoring and comparison of prices monthly gives opportunity to citizens to become informed about prices. Also monitoring of issuing fiscal account, control of seasonal discounts and sales in Prijedor and other towns in region is part of activities that DON does to help consumers.

From the beginning of work on consumer protection, DON provides legal help to citizens about violation of consumer rights by salesman and services providers.

Year in year out our work is recognized by many fellow citizens and citizens from other municipalities and regions (Istočno Sarajevo, Foča, Trebinje), that contacted us and we provided our help in solving issues with salesmen and service providers.

In 2012 number of consumer complaints to DON was 331. Thereof in written form we had 42 complaints and 299 complaints over the phone.

In order to provide better information to consumers DON publishes all activities dedicated to consumer protection on its web site. We regularly collaborate with newspaper Nezavisne novine and Blic that publish stories about consumer protection. Local news paper Kozarski vjesnik regularly publishes all activities about consumer protection. Our work is recognized by electronic media in Prijedor too and they publish stories in consumer magazine "Bar cod" on BHT, and show "Računica" broadcasted by RTRS.

In Republic of Srpska from January 2012 the law on Consumer Protection has been in power. In order to inform citizens we organize street info booths at least monthly, distribute over 1000 promotional material to citizens of Prijedor region.

Educational institutions are important link in consumer protection, but they were not participating in this area. Because of that DON in order to include more defined actors by the recently adopted law realized project under name "Young are consumers too" supported by Ministry of Trade and Tourism. Within the project we organized educations to students and teachers in elementary and high schools in Prijedor, Novi Grad, Kostajnica and Kozarska Dubica.

Around 1500 students participated at educations and we also distributed promotional material how to achieve consumer rights. Young were very interested because it was the first time that competition about consumer protection was

organized. Final competition has shown us that students are interested to become more informed and are keen to know more about this interesting and lively theme.



Project of consumer protection; Educations in schools



Project of consumer protection; Regional competition of high schools;

### WORK ON MONITORING OF ELECTORAL PROCESS IN 2012

Monitoring of electoral process by citizens is very important in development of democratic society. In many countries citizens gathered in nonpartisan, NGOs become included in electoral activities and by its participation influence on civil society. Non partisan citizen monitoring is precondition for fair and honest elections.

Citizen participation, transparency and openness of electoral process ensure development of democratic society.

NGO "DON" for 14 years is working on monitoring of electoral process as one of the strategy goals of our Association. We base our work on animation of citizens to go out and vote and select political representatives to represent them.

Organization of candidate forums ensures opportunity to citizens to directly talk with political representatives and come to know which political representatives can adequately respond to the needs of

citizens. Monitoring of electoral process by citizen observers is ensuring election regularities and restores confidence of citizens in elections.

Beside that our goal is to establish good cooperation with civil society organizations and last year we have established informal network for support to citizen observation of elections "Karika"; this network in 10 municipalities has conducted go out and vote campaign.

In 2012 our Association realized 4 projects dedicated to monitoring of electoral process:

- 1. "Protect your right to vote"
- 2. "Citizens in electoral process"
- 3. "Monitoring of local services: Civil society organizations (CSO), citizens and local governments together for better services"-Prijedor;
- 4. "Monitoring of local services: Civil society organizations (CSO), citizens and local governments together for better services"-Bosanska Krupa;

**PROJECT:** "Protect your right to vote" **DONOR:** Balkan Trust for Democracy **DURATION:** 01.05.2012.-31.12.2012.

Through this project young high school students from 5 municipalities of Una-Sana Canton come to see difference between political stands where are presented candidates of one political party and candidate forums where different political parties candidates present their programs. After the Elections evident was increase of first-time voter turnout in areas where project was realized.

In dialogue with students from 5 municipalities we come to know that no one was telling them how important is local government for citizens and they have completely wrong picture about that. Students also told us they were thinking that go out and vote should only citizens that are members of political party. Through project they learned that it is an obligation and responsibility of each citizen to go out and vote and select candidates based on their quality not political affiliation.



Bužim, Campaign "Choose your perspective"



Velika Kladuša, Campaign "Choose your perspective"



Bihać, Candidate forum

**PROJECT:** "Citizens in electoral process"

**DONOR:** Center of civic initiatives **DURATION:** 01.06.2012.-30.11.2012.

Starting the initiative stated in the project "Citizens in electoral process", aiming to increase trust of citizen in electoral process in 10 target municipalities in B&H and improve their ability to chose best candidates for representatives of government, CSO gathered around DON formed informal Network supporting citizen observation of elections "Karika".

Network members mutually worked on: Creation of preconditions for higher citizen participation in pre electoral, electoral and post electoral processes and motivation of citizen to go out and vote.

As a result of the Network influence number of invalid ballots decreased and voter turnout increased.

Our good work within the project was recognized by Council of Europe in B&H that in cooperation with Central Electoral Commission B&H invited us to participate in the program of education for representatives of Civil Society Organization. These CSO representatives will during elections act as citizen observers and educate observers in order to decrease irregularities and strengthen role of NGO sector and civil society in electoral process. These activities are aiming to improve transparency and accountability of elections and also improve democratic values of society.



Conference Monitoring of electoral process



Candidate forum for mayor of Bijeljina

**PROJECT:** "Monitoring of local services: Civil society organizations (CSO), citizens and local governments together for better services"-Municipalities Prijedor and Bosanska Krupa;

**DONOR:** Center for promotion of civil society

**DURATION:** 01.02.2012.-30.11.2012.

Aiming to improve responsibility and accountability of local governments in B&H in providing public services and meeting the needs of citizens, DON in Municipalities Prijedor and Bosanska Krupa has conducted the survey by PULS methodology about level of citizen satisfaction on quality and availability of local public services.

Results of the survey in area of two municipalities were presented to the public and decision makers aiming to improve quality of citizens' life; Parallel activity was non partisan campaign for local elections 2012.



Municipality Bosanska Krupa; Presentation of the survey results



Media campaign; Presentation of the survey results



Municipality Prijedor; Presentation of the survey results

# WORK ON STRENGTHENING OF CIVIL SOCIETY IN 2012

PROJECT: "Through partnership toward better and more beautiful local

community"

**DONOR:** Foundation ArcelorMittal, Prijedor

**DURATION:** 01.12.2012.-31.12.2012.

In area of Prijedor municipality, on strengthening of civil society, DON is unavoidable factor. Governments see us as relevant partner for establishment truthful dialogue where all local capacities could be mobilized in solving citizen problems.

Within this strategic goal, work on strengthening of civil society, we recognize our self as a leader in promotion and introduction important social values: peace and nonviolence, protection of human rights, building capacities of Civil Society Organizations, rights of marginalized groups and fight against corruption. Directly and openly we demonstrate our will to fulfill expectations of citizens and provide full service to beneficiaries.

Project realization "Through partnership toward better and more beautiful local community" supported by Foundation ArcelorMittal, Prijedor worked on strengthening of and promotion of local NGOs that provide services and support to numerous beneficiaries in local ambience.

In local communities we have many "small" NGOs that are actively working on humanitarian actions, care for elderly, work with children with special needs and do not have capacities and financial sources to strengthen its work. Over this project we gathered CSO, economic enterprises, representatives of local governments and media aiming to present good practice examples and conduct public advocacy campaign aiming to ensure continuation of financing for CSO. As a result in future we would improve work of CSO and better development of local community.



Final presentation of good practices, CSO and economic enterprises



Awarding small grant



Final project activity

**PROJECT:** "Civil society in action for dialogue and partnerships"

**DONOR:** European Commission IPA **DURATION:** 01.01.2012.-31.12.2013.

Project is designed to improve and build new innovative methods, techniques, tools and approaches in order to approach more effective communication and cooperation between NGOs, local governments and citizens, and their inclusion in decision-making processes and policymaking processes.

Raising awareness actions on local level by local partners will help in understanding of NGO role and help them to become stronger partner in dialogue with local governments. Capacity building trainings for NGOs and local governments on principles of democratic participation and EU standards of good governance will result with better NGO capacities.

Established communication and interaction between all stakeholders in action will lead to improved creation of NGO Networks as one of the main development potentials and sources for establishment of sustainable public space for dialogue as one of the main preconditions for democratic stabilization of B&H.





Training and meeting of working group in Bihac



Training "Communication skills and public relations"

**PROJECT:** "Monitoring and assessment of achieved standards in Republic Prosecution of Republic of Srpska, District Courts of Banja Luka, Bijeljina and Istocno Sarajevo, together with practical analysis for the period from January 2010 to April 2012".

**DONOR:** USAID, JSDP II

**DURATION:** 01.09.2011.-30.04.2012.

Quality of DON work has not been unnoticed. Many NGOs and DON founded the Network "B&H Justice Network" aiming to improve reforms of justice sector in B&H. From 2010 starting with 12 NGOs and 12 professional NGO in justice sector that are working on four strategic areas, the Network has 64 members.

In justice sector in period from 2004 to 2009 many important reform oriented initiatives have started. Rule of law in B&H was strengthened through independence of justice, responsibility and efficiency. After that many important changes were done in the Prosecution connected to material, technical and professional improvements.

In order to value public influence of these changes and improve work of leading and administrative practices, DON in partnership with CIPP from Zvronik has realized monitoring activities in four models of prosecution in Republic of Srpska: organization and communication, strategy planning, access to information, management of changes, etc. Importance of this activity was high because this was the first time that NGO is monitoring judicial institutions which is very important for development of justice system, process of reforms and development of innovative approaches in intersectoral cooperation of judicial institutions and CSO in B&H. In order to get clear image we have conducted two researches: interview with justice team for management of changes and quantitatively research of wider public (citizens that come to contact with prosecution, lawyers, media, NGO), over survey on 100 citizens to value level of awareness, level of satisfaction of the public toward prosecution models.

Within the project Associations were actively working in the Justice Network on harmonization of legislation (orientation on areas identified by members (Mediation, development of the law on social nonprofit habitation, amendments of law on local self governance, return trust of citizens in work of judicial system). DON and CIPP have given their contribution to development of this important Network over capacity building on theme Public advocacy where advocacy plan with priority areas was developed.

In this period DON was actively participation the preparation and development of the Handbook for monitoring in the justice sector.



MONITORING I PROCJENA STANJA POS TIGNUTIH STANDARDA U REPUBLIČKOM TUŽILAŠTVU REPUBLIKE SRPSKE, OKRUŽNUM TUŽILAŠTVIMA BANJA LUCI, BIJELIJNI JISTOŠNOM SARAJEVU UZANJA IZU BRANCE ZA BURION JANJAR 2010. ABRIL 2012



Report of NGO "CIPP" and NGO "DON" "Handbook for monitoring in the justice



Project results "Handbook for monitoring in the justice sector"



Working group for public advocacy



Working group for development of handbook for monitoring



Project presentation to Ambassador of USA

### WORK ON COMMUNITY BUILDING IN 2012

**PROJECT:** "New local communities for new local governments in B&H"

**DONOR:** European Commission, EIDHR **DURATION:** 01.01.2012.-31.12.2013.

NGO "DON" is for 14 years working on strategy goal Work on community building, improvement of quality of life in local communities, meeting citizen needs offering new solutions for problems in local community. Hiring new human resources and other sources of support in community as well as raising awareness of citizens, we improved cooperation with representatives of local communities, local governments, economic businesses and other actors. Beside that we ensured long term and sustainable local citizen initiatives, through active participation of citizens in development of local communities.

Using long experience in work in local communities and seeing citizen needs over B&H together with Centre of Civic Initiatives stared the initiative for amendments of law on local self-government in Federation of B&H. With support over 50 NGOs this initiative special emphasis place on selection of management of local communities, citizen participation in decision-making in municipalities, such as decision on municipal budget, planning, education, creation of proposals informing and reporting between municipalities, local communities and citizens. Local communities should become functional institutions and citizens should use them as they purpose of establishment has set. Local communities should be mechanism for including citizens in decision-making processes on local level.

This long term project in 2012 gathered many representatives of towns and municipalities through organization of roundtables in towns and regional conference in Prijedor. Proposal for amendments of law on local self-governments of Federation of B&H and amendments of law on local self-governments of Republic of Srpska was presented. Good practices and exchange of experiences improved to more quality projects for amendments of laws. Proposals gathered during discussions were included in final version of proposal of amendments on law. Civil society as important factor in work with citizens, representatives of local communities was included in discussion as people from field that are familiar with local issues and functioning of local communities.

Summarized and processed proposals for amendments on law of both entities were sent to responsible Ministries. In Federation of B&H working group was formed for development of amendments on law on local self-governments, in Republic of Srpska law on local self-governments is planned to be sent to republic assembly procedure.

How important is work with local communities that DON is included in, witness the information that National Assembly of Republic of Srpska in December 2012 has adopted important regulation on elections in local communities which is one of important new things because citizens will have opportunity to on the transparent way select representatives of Council.



Roundtable in Bosanska Krupa



Roundtable in Bosanski Petrovac



Roundtable in Prijedor

**PROJECT:** "Youth activism for better reconciliation process in rural multiethnic communities"

**DONOR:** Embassy of United States of America

**DURATION:** 01.10.2011.-31.07.2012.

From its foundation in 1997 DON has been working on development of the model that actively promotes citizen participation in development of communities where they live. In order to improve these models of active participation DON for the target group has selected youth from four municipalities of northern part B&H, (Prijedor, Kozarska Dubica, Sanksi Most, Bosanski Petrovac in eight rural multiethnic local communities (LC) (Ljubija, Zecovi, Bjelajci, Jošik, Stari Majdan, Pobriježje, Bjelaj I Bravsko).

Active participation of youth in work of communities is the first problem that occurred to us. We have asked ourselves the question how to motivate youth to start being included in solving of mutual problems in their environment. Gathering of youth that haven't believed that they can make some changes was a challenge for us. Methodological approach step by step led us to active participation for selection of priority problems. Interactive work with working groups helped in mobilization of local resources, development of local action plan 2012-2015 (consisting of socioeconomical analyses, swot analyses) and detailed action plan for 2012. Developed plans based on bottom up principle can help in solving other issues in communities through planning. Citizen Participation in program realization defined as priorities solved 7 local actions: Zecovi- arranging school playground, Ljubija-solving bus stop issues, Bjelajci-arrangement of sports-recreational centre, Stari Majdan-arrangement of community house for youth, Podbriježje-arrangement of community house for youth, Bjelaj-arrangement of water source "Mađarac", creation of preconditions for development of rural tourism, Bravsko-arrangement of school playground). Programs with elements of citizen participation are programs with high level of risks not being recognized as good for community as happened in local community Jošik in municipality of Kozarska Dubica.

New approach on solving problems inside local community and interactive approach by DON contributed to animating and inclusion of four local governments in implementation and financial support of all projects. How important is to include all stakeholders in this program we can see from representatives of private businesses and many citizens contributed in money, goods and services.

Parallel to implementation of actions many meetings with youth were organized aiming to develop social cohesion of he working group. In order to strengthen capacities of communities we organized set of educations about selection of priority problems, development of proposal and mobilization of resources. Special attention dedicated was to work and cooperation with Council of local communities where we initiated adoption of the survey as a toll for greater citizen involvement in decision-making processes. The survey was conducted during this period in local communities and showed us how work in local community can become transparent and actively include many citizens in development of their community.

In this period for actions in local communities invested was 22695.11 KM out of which citizens invested 11908.00 KM in money, goods and services. Initial means for actions in communities were insured by DON with support of the project donor.

For project realization needs in communities we have invested many voluntary hours which is also one of indicators how good management and mentoring in community could start many projects that will influence on youth and other citizens in target area.

In order to disseminate good practices in other local communities in Prijedor we have organized final project presentation of good practices which main actors were youth, representatives of local communities and local governments from target municipalities. This unique opportunity contributed not only for dissemination of good practices than new acquaintances and dialogue about new mutual projects. Recommendations of our beneficiaries were that local governments should recognize benefits of this work and bottom up methodology use in their work with local communities as unique model for development of Local Action Plans. This approach improves transparency of expenditure of public funds and strengthening of local community role in society.





Citizen Assembly in LC Zecovi-Priijedor

Action in LC Bravsko – Bosanski Petrovac

# MOST IMPORTANT OUTSIDE OF PROJECT ACTIVITIES IN 2012

#### PRESENCE AT CONFERENCES AND PRESENTATIONS

- Presence of celebrating 15 years of consumer movement
- Presence of celebration of World Consumer Day in Ministry of Trade and Tourism of Republic of Srpska
- Participation at conference for consumer protection in Doboj
- Participation at presentation "Citizen for Europe program"
- Participation at presentation Delegation of EU in B&H
- Participation at conference for consumer protection in Ministry of Trade and Tourism of Republic of Srpska
- Participation at final presentation of LOD II program

#### **STREET INFO BOOTHS IN 2012**

- "Select equal"
- "International Peace Day"
- "Gender Equality"
- "The World Day of Consumer Protection"

#### CAPACITY BUILDING OF MEMNERS OF ASSOCIATION

- Training "Taxes and Tax problems in NGO sector"
- Education "Training about local voluntary services and organization of work with volunteers"
- Training "Effective advocacy for elimination of violence against children"
- Training "Development of skills for collection of information about violence against children"
- Training "Creation of public policies"
- Training "Development of negotiation skills"
- Education "Evaluation on development of local voluntary services"
- Training "Monitoring and evaluation"
- Education "Project cycle management-Logical framework as a tool for project planning"
- Training "EU projects-development and management"

#### **HUMANITARIAN ACTIONS IN 2012**

- "I help, what about you?"- Distributed help for 45 beneficiaries.
- Humanitarian actions regarding "International humanitarian Day" Distributed help for 60 beneficiaries.
- New Year Action "Help poor children of Prijedor"- Distributed help for 20 families and over 400 New Year packages for children-patients in Prijedor Hospital and home for boys with disabilities and children of socially endangered families.



Distribution of New Year packages

#### **DON IN MEDIA IN 2012**

Activity	No
Number of published news on the DON's web site	88
Number of visits to DON's web site	25000
Number of published/collected articles in printed and electronically media and TV	cca 500



Guest on the show on RTRS
Consumer protection



Media campaign Presentation of the survey results

# OVERWIE OF MOST IMPORTANT PROJECTS AND FINANCIAL SOURCES

**Projects and sources of funding in 2012** 

Donor	Project	Amount of donation
Center of civic initiatives	"Citizens in electoral process"	150153,20 KM
EC-IPA	"Civil society in action for dialogue and partnerships"	4641,45 KM
OKC Banja Luka	"Volunteers make difference "	4734,00 KM
ArcelorMittal Foundation Prijedor	Children Smile's Camp 2012	29521,96 KM
OPA – Embassy of USA	"Youth activism for better reconciliation process in rural multiethnic communities"	41774,41 KM
ArcelorMittal Foundation Prijedor	"Chance for your future"	10509,05 KM
EIDHR	"New local communities for new local governments in B&H"	10600,44 KM
USAID - JSDP	"Monitoring and assessment of achieved standards in Republic Prosecution of Republic of Srpska, District Courts of Banja Luka, Bijeljina and Istocno Sarajevo, together with practical analysis for the period from January 2010 to April 2012".	15000,00 KM
Balkan Trust for Democracy	"Protect your right to vote"	29055,60 KM
CPCD	"Monitoring of local services: Civil society organizations (CSO), citizens and local governments together for better services"-Municipalities Prijedor;	9346,61 KM
CPCD	"Monitoring of local services: Civil society organizations (CSO), citizens and local governments together for better services"-Municipalities Bosanska Krupa;	7347,21 KM
Ministry of Trade and Tourism of RS	"Young are consumers too"	10050,00 KM
Ministry of Trade and Tourism of RS	Annual overheads for consumer protection	4800,00 KM
ArcelorMittal Foundation Prijedor	"Through partnership toward better and more beautiful local community"	10000,00 KM
CRS	"Housing solutions for users of collective centers and alternative housing".	2995,55 KM
ArcelorMittal Foundation - Madrid	"Grow and learn together"	5911,27 KM

#### **Projects and sources of funding in 2011**

Donor	Project	Amount of donation
Prijedor Municipality	"Celebration of the worls day of environmental proteciton"	3375,21 KM
Prijedor Municipality	"Arragemnet of spring in Veliko Palančište"	4030,00 KM
Prijedor Municipality	"Aragement of camping site Pašinac and area around railway in Gomjenica"	4029,55 KM
Ministry of administration and local self governance of RS	"I am consumer-what do I need to know?"	5681,00 KM
CPCD and USAID	"Resource centre for North-western part of BiH"	16469,77 KM
ArcelorMittal Prijedor	"Chanse for your future"	6000,00 KM
KULT	Beehive	1530.02 KM
Info-House	"Volunteer-Credit"	1000.00 KM
Embassy of Holland in BiH	"Advocate for yourself"	8060,00 KM
UNDP	"Vounteer and help"	18956,14 KM
UNDP	"Chanse for new beginning"	29071,63 KM
FSU in BiH	"Preventive health care of women and girls"	146939,15 KM
European Commission IPA	"Civil society in action for dialogue and partnerships"	35148,75 KM

#### Projects and sources of funding in 2010

Donor	Project	Amount of donation
Croatian National foundation for development of civil society and PCAP	"Passing over knowledge about system of sustainable environmental management in system of defense of democratic countries"	12759.00 KM
Olof Palme International Centre	"Our contribution to community"	30536.00 KM
Balkan Trust for Democracy and German Marshall Fund of US	"Youth monitor 2010 elections"	26294.00 KM
Civic Initiative Centre (CCI) and (USAID)	"It is our first time-Youth monitor 2010 elections"	36046.00 KM
National Endowment for Democracy (NED)	"Our future is in our hands"	35949.00 KM
Info-House	"Volunteer-Credit"	440.00 KM
OSCE	Coofinancing	1500,00 KM
KULT	Beehive	2831.00 KM
KULT	The World Volunteer Day	269.00 KM
CPCD	Resourse centre	2879.00 KM
Ministry of Trade and Tourisms of RS	Consumer protection	4800.00 KM
Ministry of Administration and local government	"I am consumer-What do I have to know?	1000.00 KM



<b>D</b> • •		_	Benefic	ciaries	G I/D I
Project	Area of implementation	Donor	Direct	Indirect	Goal/ Result
"Chance for your future"	Municipality Prijedor	ArcelorMittal Foundation Prijedor	799 Students of high schools from Prijedor, elementary school students	cca 5 000 citizens of Prijedor	-Stregthened social role of youth in presentation of vocational education in Prijedor
"Children Smile's Camp 2012"	Municipality Prijedor	ArcelorMittal Foundation Prijedor	270 Elementary school students, domestic and foreign volunteers	cca 8 000 citizens of Prijedor	-Organized school in nature through interactive teaching methods -Developed creativity of youth through interactive teaching methods -Socialization of youth from different ethnical backgrounds -Improved activism of youth
"Through partnership toward better and more beautiful local community "	Prijedor Municipality, Northern-western part of B&H	ArcelorMittal Foundation Prijedor	Citizens, CSO, businese, representatives of local government Prijedor	Citizens, CSO, businese, representatives of government of Northern-western part of BiH and representatives of governemtn of B&H	-Improved cooperation of CSO and businesses in aiming to develop local community. Built capacities of OCDin order to continue financingInformed business sector about importance and role of CSO and benefit of mutual cooperation -Improved interest of business for cooperation with NGOs

<b>D</b> • •	A	- D	Benefic	ciaries	C. IVD. II	
Project	Area of implementation	Donor	Direct	Indirect	Goal/ Result	
"New local communities for new local governments in B&H"	В&Н	EIDHR	229  Representatives of local communities, CSO, municipalities and Ministries	cca 20 000 citizens of B&H	-Improved development of partifcipatory democracy on local level and B&H and strengthening of citizens role in decision-making proceses  Results: -Changed legal frame in B&H that defines position and role of local community, improved influence of civil society in decision-making procesesMunicipalities in B&H started proceses of sycronization of Statues with new legal frame	
"Volunteers make difference "	Prijedor	OKC in cooperation with Olof Palme with financia support of Sida	4 736  Youth, CSO, representatives of institutions, socialy endangered citizens, multimember families, volunteers	cca 14 208 citizens of Prijedor	Goal: -At least 100 beneficiaries received help from our volunteers, 50 volunteers and 5 local organizations/institutions Results: -4736 direct beneficiaries, engaged 264 volunteersand established cooperation with 10 local organizations/institutions	

<b>D</b> • •	A	<b>.</b>	Benefic	ciaries	C. I/P. II
Project	Area of implementation	Donor	Direct	Indirect	Goal/ Result
"Youth activism for better reconciliation process in rural multiethnic communities"	Prijedor, Kozarska Dubica, Sanski Most, Bosanski Petrovac	OPA	Youth in 8 rural local communities	Citizens in 4 municipalities	Goal: -Built capacities of youth from 8 rural local communities -Increase youth participation in decision-making proceses in rural local communities Results: -Organized educations in 4 Municipalities, developed 8 local action plans, developed 7 project proposals, fundraising campaign conducted, citizen assemblies adopted local action plans, sucssesfuly implemented 7 citizen actions
""Monitoring and assessment of achieved standards in Republic Prosecution of Republic of Srpska, District Courts of Banja Luka, Bijeljina and Istocno Sarajevo, together with practical analysis for the period from January 2010 to April 2012".	Banja Luka, Bijeljina i Istočno Sarajevo	USAID - JSDP	Republican prosecutor's office in Banja Luka, district prosecutors' offices in Banja Luka, Bijeljina and Istočno Sarajevo	Građani BiH	Goal: -Conduct monitoring and valuation of situation in reaching standards in Republican Prosecutions Office Results: -Conducted monitoring and valuation of present situation and achieved standards, developed report with recommendationsEstablished continous mechanism for monitoring and valuation of situation with analyses of practices of effectiveness of Prosecution officesBuilt advocacy skills of Justice Network

<b>D</b>		_	Benefic	ciaries	C. IVD. IV
Project	Area of implementation	Donor	Direct	Indirect	Goal/ Result
""Citizens in electoral process"	Prijedor, Gradiška, Travnik, Mostar, Foča, Novi grad Sarajevo, Trebinje, Bijeljina, Centar Sarajevo i Livno	CCI	11 987  CSO,citizens in 10  municipalites in  B&H,  representatives of  political parties	cca 70 0000 Citizens of B&H	Goal: -Improved electoral regularities in 10 target municipalities; Results: -Improved responsibility of candidates for mayors and members of local parliament in 10 target municipalities; -Improved ability of citizens wo choose best candidates for mayors and members of loca parliament; -Established informal NGO network for monitoring of pre electoral, electoral and post electoral activities; -Media campaign conducted;
"Young are consumers too"	Prijedor, Kostajnica, Kozarska Dubica, Novi Grad	Ministry of Trade and Tourism of RS	2 600 Students of elementary and high schools (Kozarska Dubica, Prijedor, Novi Grad, Kostajnica) introduced with consumer protection law	cca 30 000 Citizens of Prijedor region	-Improved informing of students of elementary and high schools on consumer protection; -At lease 1500 students' improved knowledge on consumer protectionIncreased number of solved cases on violation of consumer rights;

		Donor	Benefic	ciaries	G. N.D. N	
Project	Project Area of implementation		Direct	Indirect	Goal/ Result	
"Protect your right to vote"	Sanski Most, Bosanski Petrovac, Bihać, Velika Kladuša, Bužim	The Balkan Trust for Democracy (BTD)	2 628  High school students from 5 municipalities (Sanski Most, Bosanski Petrovac, Bihać, Velika Kladuša, Bužim)	cca 35 000 Citizens of target municipalities	-Increased influence of young people through networking of youth activists from 5 municipalities to go out and vote;  -Increased level of responsibilities of political parties through organization of 5 responsibility forums;  -Identified priority problems in 5 municipalities and encouraged political parties to include them in their electoral programs;  -Increased number of youth and other citizens to go out and vote;  -Informed youth in high schools about electoral process and local governments, encouraged youth to participate in responsibility forums and go out and vote;	

## THE MOST IMPORTANT ACHIEVEMENTS IN 2011

Duningt	Project Area of		Bene	ficiaries	Goal/ Result
Project	implementation	Donor	Direct	Indirect	Goal/ Result
"Celebration of the worls day of environmental protection"	Prijedor Municipality	Prijedor Municipality NGO DON GOV WADE	High school students Of Prijedor	Citizens of Prijedor Municipality	Citizens of Prijedor introduced with environmental protection, strengthened citizens to more actively participate in protection of environment, media campaign.  At least 1000 citizens introduced to environmental protection and ways of preservation
"Arragemnet of spring in Veliko Palančište"	Prijedor Municipality	Prijedor Municipality NGO DON GOV WADE	Citizens of local community Palanciste	Tourists and travelers	Improved conditions for social life of community.  Reconstructed spring in Veliko Palanciste. Ensured usage of spring for citizens and tourist. With help of citizens arranged spring, trash dump and installed 4 benches and 2 Tables

D	A	n.	Bene	ficiaries	C. U.D. II
Project	Area of implementation	Donor	Direct	Indirect	- Goal/ Result
"Aragement of camping site Pašinac and area around narrow- gauge railway in Gomjenica"	Municipality Prijedor	GOV-WADE Municipality Prijedor NGO DON	Citizens of LC Urije and LC Gomjenica	Tourists and travelers	Creation of impression that Prijedor is clean and arranged municipality.  Stopped wild trash depots, 6 trash bins installed, 8 benches, 2 tables on the camping site Pasinac and area of narrow-gauge railway.  Arranged camping site for visitors and citizens of Prijedor. Encouraged citizens to actively participate in environmental protection
"I am consumer- what do I need to know?"	Prijedor, Kostajnica, Kozarska Dubica, Novi Grad	Ministry of Trade and Tourism of RS	High school students, inspections, traders, NGOs, representatives of institutions and public business.	Citizens of Prijedor, Kostajnica, Kozarska Dubica, Novi Grad	Citizens introduced to consumer protection law. Citizens informing in the center of attention. Consumers introduced to carriers of consumer protection in RS, encouraged consumers to use their rights, media promotion.  At least 4000 citizens gained knowledge about consumer protection.  For 30% increased number of solved consumer right violation

Dugiaat	Area of implementation	Donor	Beneficiaries		Goal/ Results
Project	implementation	Donor	Direct	Indirect	Goal/ Results
" Resource centre for North-western part of BiH "	North-western part of BiH; USK, Prijedor and Banja Luka region	CPCD and USAID	CCO on area of North- western part of BiH; USK, Prijedor and Banja Luka region	Citizens on area of North- western part of BiH; USK, Prijedor and Banja Luka region	Ensured CCO on area of BiH, especially rural communities, same (easier) approach to services, information, other resources important for their statutory activities through exchange of information, data base of NGOs, CCO, consulting, mentoring, result promotion
"Chanse for your future"	Municipality Prijedor	ArcelorMittal Prijedor	58	Large number of citizens of Prijedor visited the fair of vocational occupations around 1000	Promotion of vocational education in Prijedor. Development of creative skills of students Developed 11 projects, organized 3 creative workshops, organized Fair of vocational occupations and concrete products and services were presented.

Project	Area of	Donor	Benefici	aries	Goal/Result
Project	oject implementation Donor Direct Inc		Indirect	Goai/ Result	
Beehive – Stregthening of young female leaders	Prijedor Municipality	Institute for development of youth	20	8000	Educated young leaders on theme: volunteering and citizen activism, gender awareness, team work, leadership and lobbying, public relations, human and female rights and democracy, street info booths, round tables, trainings, development of project
"Volontiraj- Kreditiraj"	ВіН	Info-House	Over 50 students and 15 businesses	High schools, businesses, parents, cca 10000 people	In action VOLUNTEER-CREDIT ON THE 7 <sup>TH</sup> of December over 50 students were employed.
"Advocate for your self "	Ključ	Embassy of Holland in Sarajevo	2 marginalized groups: 1. youth 2. parents of children with special needs	Local self government	Informed and raised awareness about basic human right and freedoms. Built capacities of 2 marginalized groups to advocate for their rights, increased participation of target groups in process of development and implementation of municipal budget and other policies.  Organized 2 radio shows about basic human right , strengthened capacities of marginalized groups, sent request to municipal assembly to co finance work of daily centre, formed working group for development of strategy of youth policies, sent request for access to information, sent request for adoption of codex of good practices in protection of basic human rights.

Duois et	Area of	Domon	Ben	eficiaries	Goal/ Result
Project	implementation	Donor	Direct	Indirect	Goai/ Result
" Volunteer and help"	Municipality Prijedor	Project "Volunteer and help" implemented under UNDP program ""the Reinforcement of Local Democracy II— LOD II" financed by European Union from IPA funds in amount of 1,5 million euro in area of Prijedor municipality in period	10	50	Educated 10 unemployed women from Employment office to provide help to old persons. Volunteers visited 20 old people's beneficiaries of the Social care centre and helped in every day work. During visits volunteers gained 270 hours of voluntary work.
" Chance for new beginning	Municipality Prijedor	Project "Volunteer and help" implemented under UNDP program ""the Reinforcement of Local Democracy II— LOD II" financed by European Union from IPA funds in amount of 1,5 million euro in area of Prijedor municipality in period	50	150	Development of informal citizen education and social economical development of unemployed persons.  Identified and educated 50 unemployed persons registered on Employment Office: tour guide (10 persons), animator and organizer of events (20 persons) and technical/business secretary (20 persons)-;  - Developed skills for working population, promoted lifelong learning, creation of preconditions for new vacancies.

Duoiset	Area of implemen	Dance	Benefic	ciaries	Goal/ Results
Project	tation	Donor	Direct	Indirect	Goal/ Results
" Preventive health care of women and girls "	Municipalit y Prijedor	Foundation for social inclusion (FSU) in BiH	1500 female beneficiaries	over 4000	Preventive health care of women and girls  - Improved life quality of women and girls from rural communities,  - Stimulation of social advancement of women from poor rural communities,  - Ensuring preconditions for preventive health care of women and girls
"Civil socety in action for dialogue and partnerships "	BiH, Mostar, Tuzla, Prijedor, Zavidovici, Bihać i Breza	European Commission IPA	Local, international NGOs and their networks, groups of youth, women NGOs, minority organizations, governmental/Ca ntonal governments, local governments, media	Citizens and their local NGOs, members of different governments, women, youth, policies, decision-makers on local, local citizens.	Ensure organizational/managing capacities of NGOs engaged in promotion of democratic management on local level, help actions of public advocacy and promotion of democratic potential of NGOs and their role in good local management, support actions of NGO networking on local and regional level in BiH, help raise awareness about policies, decision making about EU standards of good management and citizen participation, help maintain cooperation of NGOs and local governments in BiH, their partners and other IPA countries and EU members.  Action is aiming to help strengthen democratic influence of NGO in increase of citizen participation on local policies/decision-making through promotion of cooperation agreement and NGO networking.

## THE MOST IMPORTANT ACHIEVEMENTS IN 2010

D			Beneficiaries		
Project	Area of implementation	Donor	Direct	Indirect	Objectives/ Results
"Passing over knowledge about system of sustainable environmental management in system of defense of democratic countries"	ВіН	Croatian National foundation for Development of civil society and PCAP	organizations of civil society, national governments, academic community.	BiH Citizens	By organization of round tables, meetings, trainings, networking, informing, raising awareness towards institutions of governments, organizations of civil society, scientific institutions, the transfer of Croatian knowledge and practices about system of environmental management, public health in military activities.
"Our contribution to community"	Krupa na Uni Prijedor	Olof Palme Centar	4 rural local communities;	cca 5000	Ensured sustainable development in 4 rural local communities in 2 municipalities; Improved living conditions by implementation of small actions in communities; Clearly defined ways of citizen participation in decision-making processes by adoption of the survey.
"Youth monitor 2010 elections"	Prijedor, Novi Grad, Kozarska Dubica, Krupa na Uni, Oštra Luka,	Balkan Trust for Democracy (BTD) and German Marshall Fund of US	1200 youth	7500	Increased impact of youth y networking youth from 5 municipalities, increased level of responsibility of political parties representatives, identified priorities of youth, 3 workshops conducted for pear educators, animated youth to go out and vote by organization of info points in 5 municipalities, 3 candidate forums organized, youth monitored election day, election promises published.

	Area of implementation	Donor	Beneficiaries		
Project			Direct	Indirect	Objectives/ Results
"It is our first time- Youth monitor 2010 elections"	Banja Luka, Gradiška, Čelinac, Bihać, Sanski Most, Bužim, Bosanski Petrovac, Bosanska Krupa, Ključ, Velika Kladuša	Civic Initiatives Centre CCI (USAID)	4000	cca 10000	Increased impact of youth y networking youth from 5 municipalities, increased level of responsibility of political parties representatives, identified priorities of youth, 3 workshops conducted for pear educators, animated youth to go out and vote by organization of info points in 10 municipalities, 10 candidate forums organized, youth monitored election day, election promises published.
"Our future is in our hands"	Jajce, Mrakonjić grad, Šipovo, Kneževo, Ribnik, Prnjavor, Modriča, Derventa, Teslić, Tešanj	National Endowment for Democracy (NED)	3300	cca 6500	Increased level of responsibility of political parties by organization of 2 candidate responsibility forums, increased number of youth voters by organization of 10 info points in 10 municipalities, election promises published.
Project "Beehive" Capacity building of young female leaders	Municipality Prijedor	Kult, BH Expert	10	8000	Educated young girls on themes: volunteering, civic activism, gender equality, team work, leadership and lobbying, public relations, human and female rights and democracy, organization of info points, roundtables, trainings, development of project proposal, implementation of project.
"I am consumer- What do I have to know?"	Municipality Prijedor	Ministry of Administration and local self governance	3000	7000	Informed citizens about consumer rights: developed promotional material and distributed by organization of info points in municipality Prijedor.

Title of activity	Area of implementation	Donor	Beneficiaries	Objectives/Results
Activities of volunteer center DON	Municipality Prijedor	Acelor Mittal Foundation, Institution for building of town, Fabric for cookies and candies Mira, KULT, etc	Prijedor municipality citizens	Implementation of humanitarian action "Help for Home Čirkin Polje", selling exhibition of school for children with special needs "Đorđe Natošević" for 8. March, Volunteers and employees of NGO DON visited The Home and distributed gifts and parcels for its beneficiaries; Organization of info oints for The World Day of forest and water protection, participation in the competiosion in tabletennis for all schools for children with special needs in BiH which was held in Prijedor, organization of info point in Prijedor for The World Day of Planet Earth, organization of field trip to Kozara with children with special needs from school "Đorđe Natošević", organization of info point for the World Day of Volunteers.
Consumers	Municipality Prijedor	Ministry of Trade and Tourism, Ministry of Administration and local self governance	Prijedor municipality citizens	Organized 5 info points where citizens were informed about their rights as consumers and where promotional material was distributed.