



NGO

“Democracy-Organizing-Progress”

ANNUAL REPORT



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Introduction,

NGO „DON“ in the previous period were working on the different activities and improving of the civil society, volunteering, educational, economic goals, also development of the local communities, consumer protection and monitoring of electoral process.

This report presents the most important challenges facing civil society in BiH over the past year, and which have been an impetus for some of the key initiatives launched by the Association.

The key to the realization of many activities were people who recognized our qualities and our work, and on this occasion I express my gratitude to all our donors, domestic, foreign and international government and private agencies and foundations that financially supported our activities in previous period.

In the next year, we will continue to implement our set goals, which we have defined on the basis of achievements and lessons learned from previous years. For this purpose, we are developing projects and other activities whose main goal is to respond adequately, with a creative and innovative approach, to the most important contemporary challenges of building democracy and civil society in our country.

In addition, we hope that this report will help you to better understand our work and efforts that we are investing in democratizing society, protecting human rights and promoting the process of EU integration in BiH. We are open to cooperation with various social actors and in the past we have worked with a large number of NGOs, public institutions and business representatives.

On this occasion, I would like to thank our volunteers, associates and partner organizations for their support, dedication and enthusiasm for the initiatives that we undertake together, hoping to continue and expand cooperation in the future. Be free to contact us, if you want to work together and build a partnership.

Murisa Marić, executive director

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 28th 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 29th of April 2002 under the number: F-1-71/02. Statute amendments were registered on the 5th 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 economic 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
- Business sector

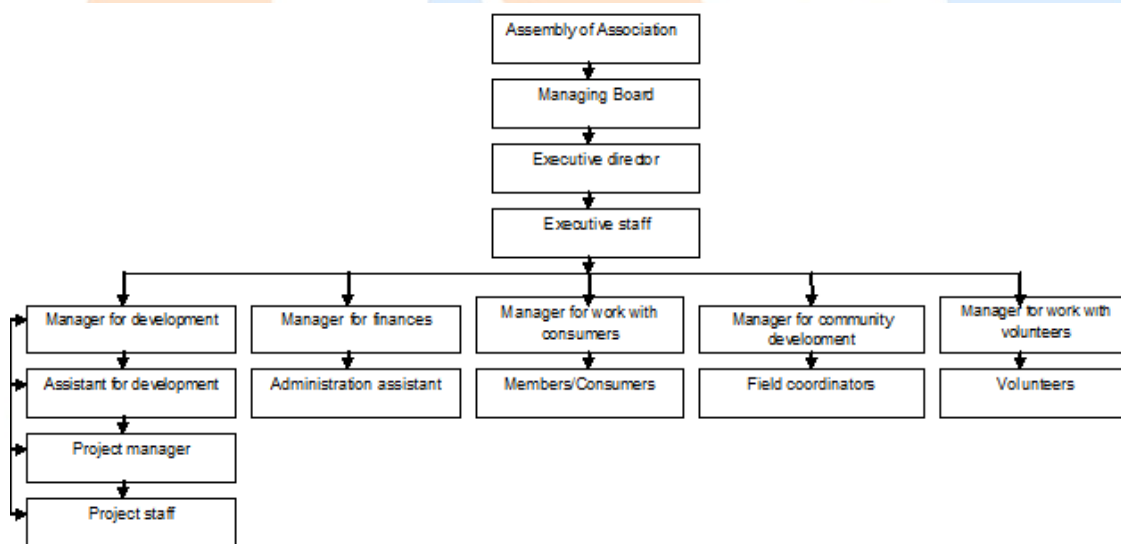


VALUES: DON in its work is guided by the basic principles: optimism, commitment and creativity. We are recognized as a stable, responsible and reliable partner aiming to effectively, persistently and influential work in the community.

PROGRAM GOALS, TASKS AND ACTIVITIES:

- Strengthening of civil society,
- Humanitarian, voluntary and educational goals,
- Economic strengthening of citizens,
- Development of local communities,
- Consumer protection,
- Monitoring of electoral process.

ORGANIZATIONAL STRUCTURE



HUMANITARIAN, VOLUNTARY AND EDUCATIONAL GOALS

As part of its strategic program, for many years its activities are directed towards individuals, groups of citizens and institutions where in cooperation with other organizations, using the methods of general and vocational training helps develop volunteerism and humanitarian work.

We put emphasis on work with young people. Through various projects, informal education, promotion of volunteerism and activism, youth rights, transfer of knowledge and experience, developing creativity, socialization of young people of different ethnic groups, provide them an opportunity to strengthen themselves and their social skills and to engage in social trends and economic development in the community where their rights will be recognized and realized.

CONSUMER PROTECTION

In 2008 in our work we introduced new strategic program, consumer protection. We are one out of 8 consumer protection Associations registered at the Department for consumer protection, Ministry of Trade and Tourism, Government of Republic of Srpska. We are regularly conducting

- Control the price of basic food items each month in four shopping centers in Prijedor;
- Monitoring of issuing fiscal receipts to consumers within service providers;
- Control of seasonal discounts and sales in Prijedor and other towns of Prijedor region;
- Representation of consumers in front of service providers;

Since the beginning of the consumer protection we provide legal advice to citizens in case of violation of consumer rights by retailers and service providers. In order to better inform citizens about consumer rights all activities related to consumer protection are published on the website of the Association, and the Facebook page of the Association for Consumer Protection DON.

We are regular interlocutor of "Nezavisne" newspaper, "Blic" and numerous internet portals, which regularly publish our statements and researches. We have excellent cooperation with the TV show for consumer protection "Računica" which broadcasts on the RTRS, where we regularly present consumer issues from Prijedor region.

2021	2020	2019
1793 solved complaints	1710 solved complaints	1723 solved complaints

MONITORING OF ELECTORAL PROCESS

Since the very beginning we are working on monitoring the electoral process. After the elections in 2012, we started looking for new opportunities to improve the election process which was one of the conclusions of the conference held after the elections in 2012.

Coalition for Free and Fair Elections – Pod lupom was founded in May 2014 with the aim of implementing the project of civic, non-partisan observation of General elections in 2014.

The Coalition consists of six non-governmental organizations from all over Bosnia and Herzegovina:

- Centre for Civic Initiatives (CCI), Tuzla
- Association of Citizens 'Democracy-Organizing-Progress', Prijedor (DON Prijedor)
- Institute for Youth and Community Development "Perpetuum Mobile", Banja Luka
- Center for Civic Cooperation, Livno (CGS Livno)
- Social Innovation Incubator "Munja", Sarajevo (Munja Incubator)
- FTC (FGT Tuzla)

Primarily activity of the Coalition is election observation. So far we observed the 2014 General Elections, early local elections in seventeen municipalities, the 2016 Local Elections, first elections in the newly formed municipality Stanari, repeated elections in the municipality Stolac, mayor's recall in municipality Lukavac, General Elections 2018. and early local elections in 9 municipalities/towns in BiH in 2018. More than 10.000 observers were engaged in all of the elections. Besides the election observation, we also conduct studies and prepare international comparative analyses.

The Coalition is advocating the improvement of the electoral process in all of its segments by monitoring sessions of the BiH Central Election Commission, organizing roundtable discussions and conferences that bring together representatives of the legislature, election administration, the international and academic community, media and civil society. Besides the aforementioned activities, the Coalition also educates young first-time voters during the election year aimed at motivating and encouraging them to actively participate in the electoral process. The Coalition's activities are supported by foreign donors that have been working on improving and democratizing the electoral process in BiH for a very long time. Current donors are the European Union and the U.S. Agency for International Development (USAID).



STRENGTHENING OF CIVIL SOCIETY

A large number of civil society organizations in Bosnia and Herzegovina operate at the local level. These are mostly small organizations, volunteer with limited technical and organizational capacities. Although there is no database of all registered organizations in BiH, the assumption is that it currently has around 12,000 most of whom are associations, with a small number of employees (up to 5 employees).

Area of activity of our Association refers to the contribution to the process of strengthening the capacity of civil society in promoting human rights and democratic reforms in BiH. Our goal is to achieve that civil society organizations will be recognized for its contribution to the community and beyond as a serious and unavoidable factor of society.

Through a program of strengthening the capacities of CSOs we improve knowledge and skills of representatives of civil society for their active participation in public policy, advocacy of policies, and contribute to the active participation of associations in programming and monitoring the use of public funds.

In Prijedor, in the field of strengthening civil society, our association is emerging as an essential factor. We recognize it as a leader in the promotion and implementation of important social values: peace and non-violence, human rights, strengthening the capacity of civil society organizations, rights of vulnerable groups and the fight against corruption. From the authorities we are recognized as a relevant partner in the establishment of true and real dialogue through which can be mobilized all capacities of local communities to address the many problems of the citizens.

COMMUNITY BUILDING

Almost 21 years, through a strategic program Work on building communities, we improve the quality of life within local communities, responding to citizens' needs and offering new solutions for problems in the local community.

Engagement of human resources and other sources of support in the community, as well as raising awareness of the citizens, we contributed to build lasting cooperation between representatives of local communities, local authorities, businesses and other stakeholders, and thus ensure long-term sustainability of local civic initiatives, through the active participation of citizens the development of local communities.

How important is the process of working with local communities in which the "DON" included shows by the fact that the National Assembly of RS in December 2012. Passed a significantly Instruction about elections in local communities, which is important innovation because citizens will have opportunity to in the transparent way select representatives of the local community Council. Many municipalities already started to select local community representatives according to the Instruction.

ECONOMIC STRENGTHENING OF CITIZENS

Lifelong learning refers to "any activity of life-long learning in order to improve the knowledge, skills and competences within a personal, civic, social or professional activity of the individual". Lifelong learning is the idea of establishing learning at all stages of life and in all forms in which the (formal, non-formal and informal).

The concept of lifelong learning is most often associated with economic goals, such as improved competitiveness and permanent employment. On the other hand, should not be ignored equally important objectives that contribute to the more active role of the individual in society. These goals are fostering social inclusion, active citizenship and personal development.

Our experience dates back beyond the borders of our country (Italy, Hungary, Sweden, etc.) where we learned about the importance of creating opportunities to acquire new knowledge through informal civic-education, obtaining a certificate that will make it easier to find new jobs, and also the recommendation to employers that the participants obtained very high-quality theoretical and practical training and have gained a high level of knowledge and certification.

PRIZES AND AWARDS

12.05.2017 On the occasion of the International Volunteer Day - December 5, the national award for the best volunteering organizer was given to the Association of Citizens "DON".

17.01.2017. Certificate of excellence for support to the „Challenge, chose the task become the change“ in 2016 for successful promotion of inclusive, multicultural and democratic society in BiH.

10.06.2016. Certificate for the project support „The first botanic garden in Prijedor“

12.06.2016. On the promotional Fair of NGOs „Volunteer“, NGO „DON“ was awarded with the certificate for supporting the „Izazov 387 Challenge 2016“.

21.11.2015. Certificate of the US Embassy, Champion of volunteering for support the initiative „Challenge, chose the task become the change“ about promoting youth participation in creation of opened, responsible democratic society in BiH.

On the occasion of the first anniversary of the flood of Šamac on May 16, the municipality of Šamac awarded a letter of thanks to the Association "DON" for the helping hand of humanity in the May 2014 floods that hit the municipality of Šamac.

05.12.2014. Diploma for the specific contribution to development of volunteering awarded by Ministry of family, youth and sports of Republic of Srpska.

05.12.2014. The first republic award for volunteering for the volunteer of NGO DON, Stefan Milojić.

31.10.2014. Mrs. Murisa Maric, representative of NGO DON was awarded with certificate for individual philanthropy for the all GOOD in supporting long term development of communities in BiH. Awarded by Foundation Mozaik and Mašta agency within the EU, „SIGN“ project for sustainability.

16.05.2013. Awarded by the City Prijedor for the specific valuable results in development of civil society and promotion of the City Prijedor.

05.12.2013. Ministry of family, youth and sport award for the specific contribution to organization of voluntary activities and the award to the our volunteer Sasa Karalic as the one of the most successful volunteers in Republic of Srpska.

VISIBILITY

Electronic media	Insight
www.donprijedor.com ; Posts Visits	40 86945
www.zastitnikpotrosaca.com Posts Visits	15 1660
Facebook page Udruženje DON Fans Followers Engagement	2303 2322 3178
Facebook page Udruženje za zaštitu potrošača Fans Followers Engagement	3007 3104 2959

PROJECT AND SOURCES OF FUNDING IN 2021.

Donor	Project	Amount of donation in 2020 in BAM
EU/CCI	"STEP" "System Transparency in Election Process" – Coalition for Free and Fair Elections "Pod lupom"	35.115,53
City of Prijedor	Manifestation "Kilometers of friendship"	5.000,00
Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	Regular consumer protection activities/Counseling for consumer protection	4.600,00
Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	"Consumer rights of users of economic services"	4.000,00
IOM/BHRI/USAID	"Improving the political and civic leadership of young people in Prijedor"	80.649,44
EU	"Contributions of consumer associations in the protection of consumer rights in BiH in accordance with EU rules on e – commerce"	57.503,36
EU	"Contribution of networks of civil society organizations to the improvement of cultural heritage in BiH"	20.903,55
USAID/CCI	"Support citizens in fight against corruption"	11.694,78
TOTAL:		219.466.70

PROJECT AND SOURCES OF FUNDING IN 2020.

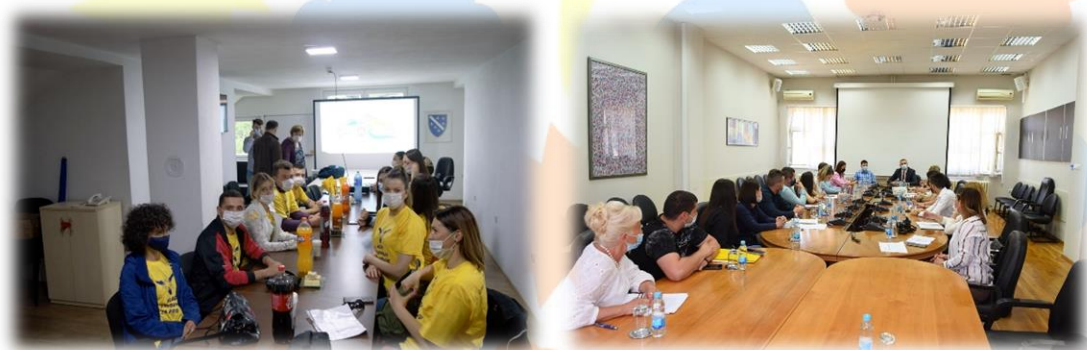
Donor	Project	Amount of donation in 2020 in BAM
EU/CCI	"STEP" "System Transparency in Election Process" – Coalition for Free and Fair Elections "Pod lupom"	37.581,24
City Prijedor	Financing the work of the consumer protection office	30.000,00
Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	Regular consumer protection activities	8.000,00
(MTT RS)	"Informing consumers of Prijedor region"	6.357,00
EU/CCI	„BASE“ Building Accountability and Systems in the Elections (BASE) - Coalition for Free and Fair Elections "Pod lupom"	8.281,53
IOM/BHRI/USAID	"Responsibility political academy"	59.573,76
TOTAL:		149.793,53

PROJECT AND SOURCES OF FUNDING IN 2019.

Donor	Project	Amount of donation in 2019 in BAM
City Prijedor	Financing the work of the consumer protection office	7.500,00
Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	Regular consumer protection activities	4.000,00
(MTT RS)	"Informed and educated consumer = Protected consumer"	10.200,00
UNDP	„Technical assistance to 13 municipalities within the Vrbas basin to improve local flood intervention planning and practice“	14.080,00
Arcelor Mittal Foundation	"Together for our schools"	12.000,00
TOTAL:		47.780,00

ACTIVITY OVERVIEW

For the representatives of youth from political parties and Youth council of Prijedor, organized was set of educations on topics: "Competencies of local self-government", „Priorities in the youth policy in Prijedor – Public advocacy campaign“, „Promotion of social networks usage in the public advocacy campaign for improvement of the youth position“, visit to local community Orahovica (Zenica), "Coffe with influential politicians", with the mayor of Prijedor, Mr Dalibor Pavlović, president of the city assembly, Mr Mirsad Duratović and local assembly councilors. Organized games for youth "Let's not forget local games", voluntary action „Arrangement of the bridge Berek“, visit to the visitor center „Pecka“. Activities were part of the project "Improving the political and civic leadership of young people in Prijedor" with support of the „Program Bosnia and Herzegovina Resilience Initiative (BHRI), [IOM Bosnia and Herzegovina](#) and financial support of [USAID Bosnia and Herzegovina](#).



"KILOMETERS OF FRIENDSHIP 2021" – Fifth time organized the Manifestation "Kilometers of friendship". Five years of socializing, cooperation and friendship, after the year of break was continued. Our friends from Slovenia were delighted and announced to visit our city again in upcoming period. Members of the cycling club Bam.Bi from Slovenia, are promoters of Prijedor and with their families during the holidays come to visit Kozara and Prijedor.



STEP – Last year, early elections for the Mayor of Prijedor were organized. Coalition “Pod lupom” educated 135 civic observers and covered 115 polling stations on the election day, 12.12.2021. in Prijedor.

Also organized were signing of the petition for the introduction of new technologies in the election process in the city square in the second half of December. The petition was signed by the end of 2021 by 1841 citizens in Prijedor.



Banja Luka, meeting and signing of contracts for the new projects between the Consumer Protection Associations and representatives of the RS Ministry of Trade and Tourism.



A conference dedicated to consumer rights was held in Jahorina, organized by the Ministry of Trade and Tourism of the Republic of Srpska, entitled: "CONSUMER RIGHTS - ECONOMIC SERVICES".





A study was conducted within the European Union project “Contributions of consumer associations in the protection of consumer rights in BiH in accordance with EU rules on e – commerce” that resulted with findings: buyers are misled by misrepresentation of prices, incorrect or inaccurate product descriptions, not respecting the right to product warranty and return of purchased goods, as well as by not respecting the obligation of uniform payment terms and purchase benefits. The protection of personal and banking data of consumers is also an insufficiently regulated aspect of e-commerce

02.11.2021. in Banja Luka meeting with the selected CSOs that promote and protect cultural-historic heritage in Republic of Srpska was organized. Activity is part of the project „Contribution of networks of civil society organizations to the improvement of cultural heritage in BiH” supported by European Commission.



THE MOST IMPORTANT ACHIEMENTS IN 2021.

Project	Location	Donor	Beneficiaries		Objectives/results
			Direct	Indirect	
“STEP” “System Transparency in Election Process” – Coalition for Free and Fair Elections “Pod lupom”	BiH	Funded by the EU Delegation to BiH and co-financed by the United States Government and the Organization for Security and Cooperation in Europe (OSCE)	85 CSOs 85 long-term observers 3000 short-term observers	Citizens of BiH	<p>The project aims to increase the role and capacity of civil society in Bosnia and Herzegovina to effectively support further democratic consolidation by contributing to free and fair elections in Bosnia and Herzegovina. Strengthening the interest of citizens for a proactive approach in expressing their free political will is what this project wants to actively contribute, understanding that elections are an essential and most important form of citizen participation in the democratization process in the country.</p> <p>Results: strenghtened civic participation in the electroal process, created the environment for the wider movement of CSOs aiming to support free and fair elections in BiH, decreasing the risk of the electroal frauds and minipulations.</p>
Regular consumer protection activities/Counselling for consumer protection	BiH	Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	1942 potrošača	Citizens of BiH	<p>Objectives: protection of individuals and mutual consumer's interests, counseling and providing help in consumer rights protection, informing consumers about the prices, quality, control and safety of products and services. Representation of the consumers in advisory bodies of municipalities and cities as well as in commissions for resolving consumer complaints.</p> <p>Results: 1942 complaints received about violation of consumers sirght, 1793 resolved, 148 in the procedure.</p>

Project	Location	Donor	Beneficiaries		Objectives/results
			Direct	Indirect	
„Consumer rights of users of economic services“	Prijedor, Kozaska Dubica, Novi Grad, Kostajnica,	Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	Approx. 5000 citizes of Prijedor region	Citizes of Prijedor region	<p>Objective: Educated citizens of the Prijedor region and the city of Gradiška on the RS Law on Consumer Protection, consumer rights, practical examples of violation of consumer rights and ways to exercise consumer rights in the field of economic services and associations that can be contacted to protect their rights.</p> <p>Results: Empowered citizens of the Prijedor region to be able to exercise their consumer rights in accordance with the Law on Consumer Protection.</p>
„Improving the political and civic leadership of young people in Prijedor“	Prijedor	IOM/BHRI/USAID	<p>15 young politicians</p> <p>10 representatives of political parties and 5 members of the Youth council</p>	Citizens of Prijedor	<p>Objective: Improving the status of young people in the city of Prijedor</p> <p>Specific objectives:</p> <ul style="list-style-type: none"> - Improved and adjusted to the needs of youth existing documents for improving the position of young people in the city of Prijedor, - Strengthening the influence of young people on decision makers, - Capacity building of young people in the field of digital marketing and public advocacy. <p>Results: built capacities of youth through educations: exchange of experiences with youth from Zenica, Successfully implemented 3 public advocacy campaigns: “Improved the document of the youth policy in Prijedor”, “Introduction of the hour with citizens”, Improvement of the document: manual for the organization and implementation of elections in local communitie in Prijedor“. Organized coffes with influential politiciansn: mayor, president of local assembly, councilors in order to advocace for changes and exchange experiences.</p>

Project	Location	Donor	Beneficiaries		Objectives/results
			Direct	Indirect	
„Contribution of consumer associations in the protection of consumer rights in BiH in accordance with EU rules on e-commerce“	BiH	EU	14 Consumer protection Associations; 15 e – companies; Consumer Protection Ombudsman, FBiH Ministry of Trade; RS Ministry of Trade and Tourism, RS and FBiH Inspection Directorate	Citizens of BiH	Objectives: Initiate improvement of the legal and institutional framework in the field of e-commerce; Improve policy dialogue (institutional dialogue) between relevant institutions, companies, consumer associations and consumer representatives in the field of e-commerce regulation; Mechanisms established to monitor the effects of combating violations of consumer rights on e-commerce, Increased awareness of the role and importance of consumer protection in the process of BiH's accession to the European Union.
“Contribution of the CSO network to the improvement of cultural heritage in BiH”	BiH	EU	15 CSOs for protection of cultural heritage, Ministry of culture of RS and FBH	Citizens of BiH	Objective: ensure protection and promote cultural heritage of BiH through partnership between CSOs and government. Project is inspired by the need for solving issues of cultural-historic BiH heritage, long-term problems such as: deterioration of cultural and historical heritage as a result of negligence, lack of funding and lack of a clear strategy for heritage management; outdated legal framework that is not in line with UNESCO and European conventions signed and ratified by Bosnia and Herzegovina and underdeveloped cooperation between umbrella cultural institutions and local cultural organizations, communities and the civil sector.

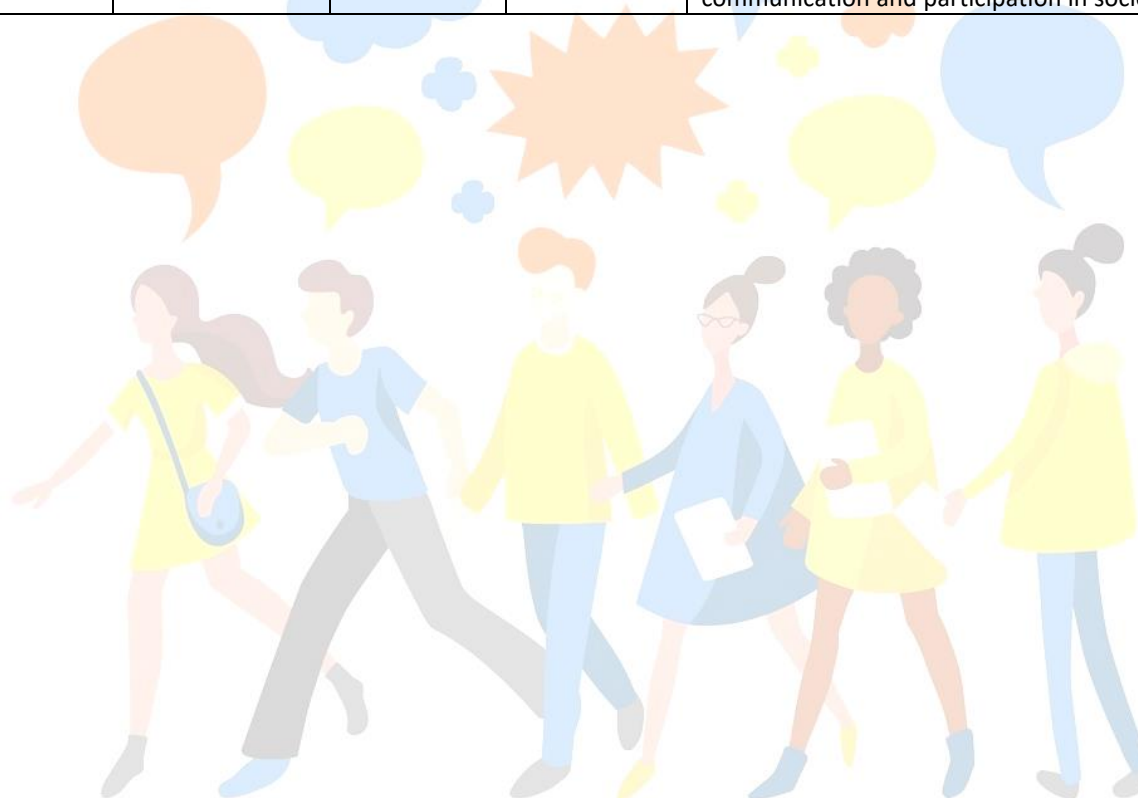
Project	Location	Donor	Beneficiaries		Objectives/results
			Direct	Indirect	
<p>“Public interest of consumers in the fight against corruption in the work of inspection services - Monitoring of consumer complaints”</p>	BiH	USAID/CCI	<p>-15 local governments;</p> <p>-15 municipal inspections;</p> <p>-100-150 citizens/consumers on the public debates;</p>	Citizens of BiH	<p>The overall goal of the project is to reduce the opportunities for corrupt practices during the inspection of trade activities in accordance with consumer complaints in the Republic of Srpska.</p> <p>Specific objectives:</p> <p>Through public action and concrete examples of consumers, publicly point out the problem of corruption in the work of inspection services, ways of recognizing and reporting corruption in the work of inspection services in the field of consumer protection;</p> <p>Contribute to the creation of a transparent mechanism for the improvement and monitoring of inspections;</p> <p>Ensure adequate monitoring of consumer complaints on issues related to abuse and corruption during inspections of consumer complaints;</p> <p>Results: Informed and included citizens/consumers in Republic of Srpska in development of the system for reducing corruptive actions in solving consumers complaints; Developed on-line tool for reporting corruptive actions; the tool was presented to consumers and public. <i>avu slučajeva korupcije od strane potrošača, prezentovan potrošačima i široj javnosti;</i></p>

THE MOST IMPORTANT ACHIEVEMENTS IN 2020.

Project	Location	Donor	Beneficiaries		Objectives/results
			Direct	Indirect	
<p>“STEP” “System Transparency in Election Process” – Coalition for Free and Fair Elections "Pod lupom"</p>	BiH	<p>Funded by the EU Delegation to BiH and co-financed by the United States Government and the Organization for Security and Cooperation in Europe (OSCE)</p>	<p>85 CSOs 85 long-term observers 3000 short-term observers</p>	Citizens of BiH	<p>The project aims to increase the role and capacity of civil society in Bosnia and Herzegovina to effectively support further democratic consolidation by contributing to free and fair elections in Bosnia and Herzegovina. Strengthening the interest of citizens for a proactive approach in expressing their free political will is what this project wants to actively contribute, understanding that elections are an essential and most important form of citizen participation in the democratization process in the country.</p> <p>Results: strengthened civic participation in the electoral process, created the environment for the wider movement of CSOs aiming to support free and fair elections in BiH, decreasing the risk of the electoral frauds and manipulations.</p>
<p>Regular consumer protection activities</p>	BiH	<p>City Prijedor, Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)</p>	<p>1710 consumers</p>	Citizens of BiH	<p>Objectives: protection of individuals and mutual consumer's interests, counseling and providing help in consumer rights protection, informing consumers about the prices, quality, control and safety of products and services. Representation of the consumers in advisory bodies of municipalities and cities as well as in commissions for resolving consumer complaints.</p> <p>Results: 1710 consumers achieved their rights according to the consumer protection law.</p>

Project	Location	Donor	Beneficiaries		Objectives/Results
			Direct	Indirect	
„Informing consumers of Prijedor region“	Prijedor, Kozaska Dubica, Novi Grad, Kostajnica,	(MTT RS)	Approx. 5000 citizens in Prijedor and Gradiska region	Citizens in Prijedor and Gradiska region	<p>Objectives: educated citizens of Prijedor and Gradiska region about the consumer rights act in RS, consumer rights, practical examples of violation of consumer rights and ways of achieving consumer rights. Also consumers were introduced with CSOs for consumer protection.</p> <p>Results: Strengthened citizens of Prijedor and Gradiska region to achieve their consumers' rights according to the consumer protection act.</p>
„BASE“ – Building Accountability and Systems in the Elections	Municipalities Prijedor, Novi Grad	The Delegation of the European Union to Bosnia and Herzegovina	371 student 3 High schools	Citizens of Municipalities Prijedor and Novi Grad	<p>Objectives: improve the quality of electoral process in BiH according to international standards and best practices, facilitate the active citizen participation in advocacy and election observation.</p> <p>Results: decreased the possibilities of election fraud, objective media reporting on elections, increased the citizen interests to observe elections, developed drafts for legal regulation improvements, monitoring of political party activities, CSOs, citizens, young voters, motivate through the strong campaign and increase of the knowledge about elections about importance of civic participation in election process. Effective model of organization and strong partnership among CSOs develops positive environment for strengthening of civil society sector in the country and participation in democratic processes, encourages civic participation in election process according to the Venetian convention.</p>

Project	Location	Donor	Beneficiaries		Objectives/Results
			Direct	Indirect	
„Academy of political responsibility“	Prijedor	IOM/BHRI/USAID	17 young politicians 9 political parties	Citizens of Prijedor	<p>Objective: Improvement of responsible political activities and approach of each individual in the fight against political radicalism.</p> <p>Results: Developed capacities of young leaders through participation in Academy of political responsibility in Prijedor. Strengthened civic-political influence aiming to reduce radicalism and intolerance among citizens; Ensured political responsibility mechanism through improved communication and participation in socio-political life of Prijedor.</p>



THE MOST IMPORTANT ACHIEVEMENTS IN 2019.

Project	Location	Donor	Beneficiaries		Objectives/Results
			Direct	Indirect	
Regular consumer protection activities	BiH	City Prijedor/ Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	1723 consumers	Citizens of BiH	Objectives: protection of individuals and mutual consumer's interests, counseling and providing help in consumer rights protection, informing consumers about the prices, quality, control and safety of products and services. Representation of the consumers in advisory bodies of municipalities and cities as well as in commissions for resolving consumer complaints. Results: 1723 consumers achieved their rights according to the consumer protection law.
"Informed and educated consumer = Protected consumer"	Prijedor, Kozaska Dubica, Novi Grad, Kostajnica,	(MTT RS)	Approx. 5000 citizens of Prijedor region /TV/Radio viewers	Citizens of Prijedor region	Objectives: educated citizens of Prijedor region about consumer protection act of RS, consumers rights, practical examples of violation of consumers rights and ways of achieving their rights and CSOs that they could contact in protection of their rights. Results: strengthened citizens of Prijedor region to achieve their rights according to consumer protection act.
„Technical assistance to 13 municipalities within the Vrbas basin to improve local flood intervention planning and practice“	Gornji Vakuf-Uskoplje, Bugojno, Donji Vakuf, Jajce, Šipovo, Mrkonjić Grad, Jezero, Kneževo, Kotor Varoš, Čelinac, Banjaluka, Laktaši, Srbac	UNDP	223 representatives of 13 local governments	21340 citizens of 13 municipalities	Objectives: Improvement of the plans for protection and saving in case of flooding events in 13 municipalities of Vrbas river basin. Results: Strengthened capacities of the 1 st and 2 nd responders in case of flooding events educations "Improvement of response and readiness in case of flooding", "Improvement of the role and responsibility in case of flooding event, communication, evacuation and mobilization". Organized 5 Table top exercises. Conducted public campaign about danger of flooding events and the importance of the adequate and preventive actions through 6 radio and 1 TV show. Developed plan of communication and raising awareness for 7 local communities, rest of plans were improvement of the existing plans.

Project	Location	Donor	Beneficiaries		Objectives/Results
			Direct	Indirect	
"Together for our schools"	Prijedor	Arcelor Mittal Foundation	24 students and teachers of 4 elementary schools	3000 students and teachers in 4 elementary schools	<p>Objectives: encourage youth for creative expression, socializing and healthy living.</p> <p>Results: Built capacities of youth through educations: "Development of project proposal", "Peer violence", "Hygiene, healthy nutrition and reproductive health". Developed, supported and implemented 4 student project proposals.</p>



PLAN FOR UPCOMING PERIOD

- Continuation of the project „STEP“ – “STEP” “System Transparency in Election Process” – Coalition for Free and Fair Elections "Pod lupom" supported by Delegation of EU.
- Project: „Contribution of consumer associations in the protection of consumer rights in BiH in accordance with EU rules on e-commerce“, supported by EU,
- “Contribution of the CSO network to the improvement of cultural heritage in BiH”, supported by EU,
- Contribution of consumers’ association in protection of consumers rights in BiH in accordance with EU rules on e-commerce, supported by European Instrument for Democracy and Human Rights (EIDHR): Bosnia and Herzegovina - Country Based Support Scheme 2019-2020.
- “Public interest of consumers in the fight against corruption in the work of inspection services - Monitoring of consumer complaints”, supported by USAID/CCI.
- Regular consumer protection activities in the counselling for the consumers.
- Realization of other programs and projects on the realization of the Mission and Vision of DON;
- Organizing the Annual Assembly of the Association.

