



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 impuls 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

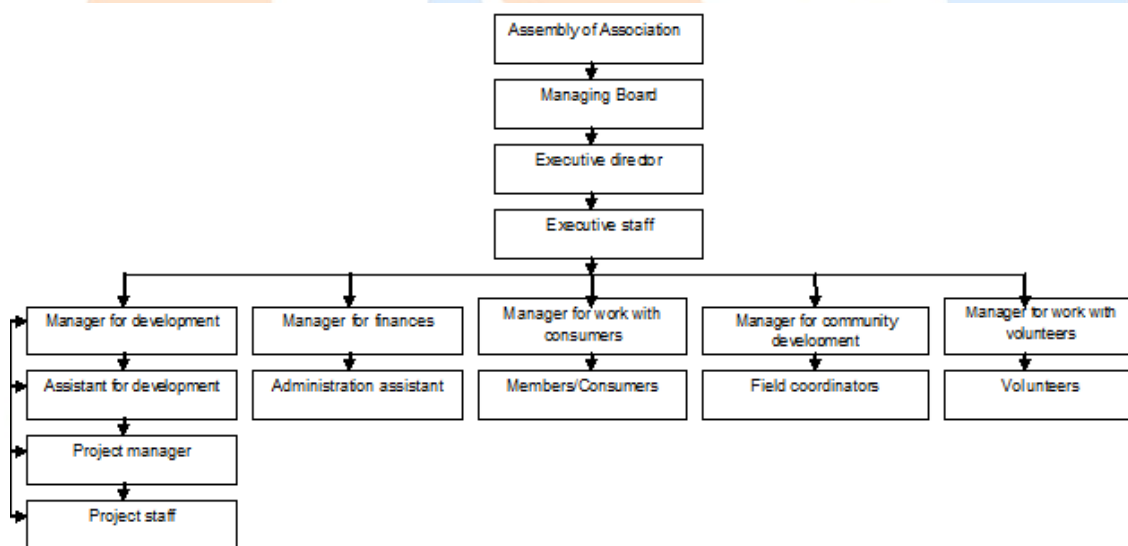
- 
- Citizens through Local communities
 - Volunteers
 - Consumers
 - Employed
 - Activists
 - Local governments
 - Associations-potential partners
 - State
 - Donors
 - Business sector

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 10 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", "BN", "BHTV", NIVA, N1, UNA TV, "Večernji list", "Srpska info" 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
2 223 cases	1 793 cases	1 710 cases

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, local elections 2020, general elections 2022 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 25 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 Milojević.

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	80 10 267
www.zastitnikpotrosaca.com Posts Visits	22 2 726
Facebook page Udruženje DON Fans <u>Engagement</u>	2 398 10 047
Facebook page Udruženje za zaštitu potrošača Fans <u>Engagement</u>	119 55 476

PROJECT AND SOURCES OF FUNDING IN 2022.

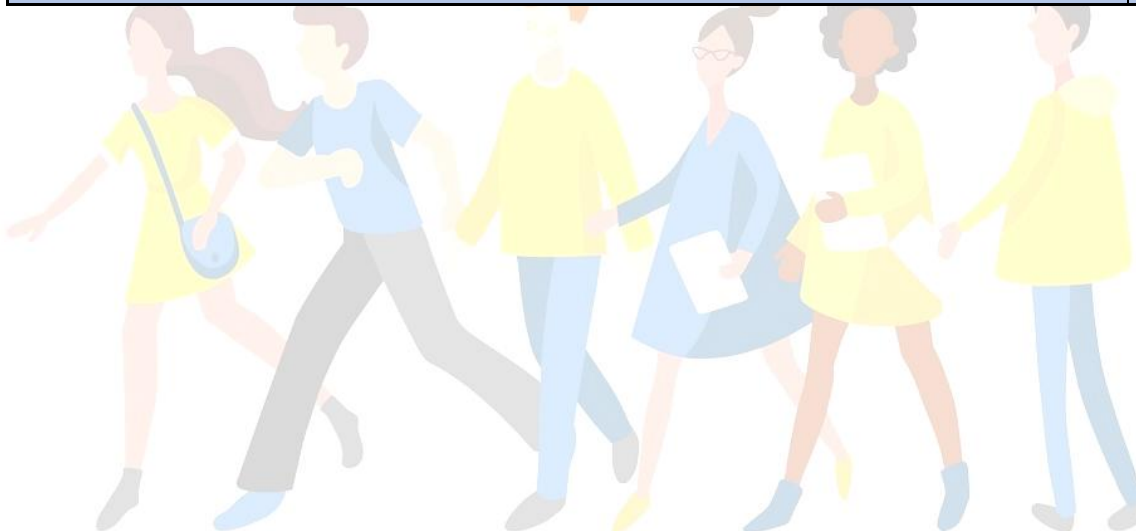
Donor	Project	Amount of donation in 2022 in BAM
EU	"STEP"-Koalicija Pod Lupom	78.682,68
City of Prijedor	Manifestation "Kilometers of friendship"	5.000,00
Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	Regular consumer protection activities/Counseling for consumer protection	4.800,00
Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	"Educated trader-protected consumer"	732,00
EU	"Contributions of consumer associations in the protection of consumer rights in BiH in accordance with EU rules on e – commerce"	60.103,97
USAID/CCI	"Public interest of consumers in the fight against corruption in the work of inspection services - Monitoring of consumer complaints"	88.835,00
UNDP/ReLoad	"You are not alone"	19.998,00
EU	"Contribution of networks of civil society organizations to the improvement of cultural heritage in BiH"	18.153,86
UKUPNO		276.305,51

PROJECT AND SOURCES OF FUNDING IN 2021.

Donor	Project	Amount of donation in 2021 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



ACTIVITY OVERVIEW

Within the project **“Consumer rights of users of economic services”** supported by Ministry of Trade and Tourism RS, distributed 1000 flyers, broadcasted TV shows on RTV Prijedor, radio shows in Prijedor, Novi Grad, Kozarska Dubica aiming to inform citizens in area of economic services. Also round table were organized for representatives of Ministry of Trade and Tourism RS, local governments (Prijedor, Novi Grad, Kostajnica, Kozarska Dubica, Oštra Luka), advisory bodies, utility companies, inspection bodies, municipal police and consumer associations.



INFO BOOTF: „15 MARCH – WORLD CONSUMER DAY “

On the occasion of March 15th, World Consumer Day in Prijedor starting at 10:00 a.m. on Major Zoran Karlica Square at the info booth, volunteers of NGO "DON" distributed promotional materials with the aim of informing the citizens of Prijedor about the Law on Consumer Protection and the way to exercise consumer rights, and the importance of their involvement in the protection of consumer rights.

" KILOMETERS OF FRIENDSHIP 2022" Socializing with cycling enthusiasts from Slovenia, as part of the event "Kilometers of Friendship", for the sixth time, our city was visited by members of the Cycling Club "Bam.Bi" from Slovenia, who, in the company of the hosts, visited some of the most attractive locations in the area of Prijedor and surroundings. "Kilometers of friendship" are important for the promotion of domestic tourism, because Slovenian cyclists, with their families, are happy to return to the city on Sana. Every year, an increasing number of cycling enthusiasts travel kilometers to come to Prijedor and see the beauty of Kozara, Una, Sana and other destinations. The Prijedor city administration supported the event.

STEP - Last year, general elections were held in Bosnia and Herzegovina. The Coalition for Free and Fair Elections "Pod lupom" carried out citizen observation of the electoral process. Taking into account the entire election process, from the day the election was announced to the confirmation of the election results, the "Pod lupom" Coalition assesses the 2022 general elections in BiH as partially irregular.

The "Pod lupom" coalition observed Election Day on October 2 with 1,813 civil, non-partisan observers. The general elections were held in challenging political circumstances, with attempts to prevent the holding of the elections through the denial of financing, as well as announcements of prolonging the holding of the elections. The prelude to all this was the intense negotiations on electoral reform, which failed. Nevertheless, it can be considered positive that the limited improvements of the electoral process took place by the decisions of the Central Election Committee and the High Representative in BiH. In 2022, a total of 14 recommendations of the Coalition "Pod lupom" for better elections were

partially or fully implemented. At the beginning of the year, over 92,000 citizens from all parts of BiH signed a petition for the introduction of new technologies in the election process.

The pre-election period for the 2022 General Elections in BiH was marked by three key election irregularities: 1) prohibited campaigning, 2) illegal trading of seats in the election committee, and 3) pressure on voters.



During the period of long-term election observation, more than 1,200 electoral irregularities were recorded. In terms of frequency, prohibited campaigning, abuse of public resources and work of public officials in the campaign of political subjects, and biased media reporting were leading the way.

Coalition "Pod lupom" in Prijedor educated 56 civic observers and on the Election day 2nd of October 2022, election observation was performed on the 26 polling stations.

"Public interest of consumers in the fight against corruption in the work of inspection services - Monitoring of consumer complaints"

This project was made possible with the support of the American people through the United States Agency for International Development (USAID).

Presentations of documents created by the joint work of the Republic Market Inspection and the Association for Consumer Protection in the fight against corruption.

The goal of the entire work is to improve the current practice, which shows unevenness in the work of inspection bodies, and with the joint cooperation of the Inspectorate and the Association, a new transparent mechanism of inspection supervision was created when resolving consumer complaints.

In addition, and recognizing the importance of exchanging experiences and improving a favorable environment



for traders and consumers, the document "Regulations on the content and method of submitting reports in the process of inspection supervision following consumer complaints" was drawn up, which more clearly regulates the field of inspection supervision and the uniformity of treatment at all levels.

Project activities:

Trebinje, 12.10.2022. Organized meeting with key actors in the city of Trebinje, at which representatives of the city of Trebinje were present (Deputy Mayor, President of the City Assembly of Trebinje, head of the city inspection, heads of departments, inspectors)



Zvornik, 18.10.2022. In the City of Zvornik, a meeting was organized with representatives of the city administration, heads of the city inspection, and heads of the departments, where the documents of Guidelines and Regulations for keeping records of consumer complaints were presented.

- Doboj 20.10.2022. In the city administration of Doboj, a meeting was organized with representatives of the city administration, public companies, departments and inspection authorities related to the document Guidelines and Regulations on keeping records of consumer complaints.
- Prijedor 28.10.2022. Meeting was organized with representatives of the city administration, public companies, departments and inspection authorities related to the document Guidelines and Regulations on keeping records of consumer complaints.
- Banja Luka 11.11.2022. In the City of Banja Luka, a meeting was held with representatives of citizens' associations and citizens, where documents were presented that enable uniform treatment by inspectors.
- Istočno Sarajevo 16.11.2022. Organized conference.
- Educational workshops for representatives of the Association - Proceedings before inspection bodies in Doboj 17.-18.11.2022.
- Conference in Banja Luka 24.11.2022.
- 256 published press releases about the project.

"YOUR ARE NOT ALONE"

Caring for the elderly and unemployment has become imperative more than ever and with this project we helped the elderly by companionship, care, help at home and small household work on the one hand, on the other hand 6 unemployed people from the employment office were trained to take care of the elderly persons and to find employment in this way.



Educations organized within the project:

"Basics of health and disease",

- "Basics of health and disease",
- "The role of communication in the process of caring for the elderly",
- "Home care and help in the house",
- "Care of the elderly",
- "Geriatric emergencies".

Visits twice a week to old persons for a period of two months.

“CONTRIBUTION OF THE CSO NETWORK TO THE IMPROVEMENT OF CULTURAL HERITAGE IN BIH”

Within the framework of this project, trainings were held in Sarajevo, Dobož and Banja Luka with the aim of strengthening the capacity of the Network of Civil Society Organizations in the field of cultural heritage from the RS.

The first education on theme by prof. dr. Almir Pešteć “Cultural heritage and tourism”, was about basic information about a tourism valorization of cultural heritage. Through concrete examples representatives of associations received guidelines about usage of marketing in the cultural tourism, especially digital marketing.

The second education “Identification and proposal of the status of protected goods of cultural heritage in BiH”, by Mirela Mulalić Handan, assistant to the executive functionary for heritage at the Commission for the Preservation of National Monuments of Bosnia and Herzegovina and Mevlida Serdarević, director of AIASN. The participants got an insight into the basics of identification and valuation of cultural assets. The most important international conventions dealing with this topic are presented, and the role and importance of the non-governmental sector in the preservation and protection of cultural heritage is highlighted.

The final and third training was held under the title "Threats to which heritage is exposed and the role of the non-governmental sector in protection". The training was held by Mirela Mulalić Handan, assistant executive officer for heritage at the Commission for the Preservation of National Monuments of Bosnia and Herzegovina.

The aim of the training is to prepare participants for specific processes of identifying threats to which cultural heritage is exposed, identifying the role and methods of action of the civil sector in saving heritage and encouraging the development of more active cooperation between the non-governmental and governmental sectors.



"CONTRIBUTIONS OF CONSUMER ASSOCIATIONS IN THE PROTECTION OF CONSUMER RIGHTS IN BIH IN ACCORDANCE WITH EU RULES ON E – COMMERCE"

In the framework of this project, two documents were intensively worked on in 2022, the working version of the Rulebook on the method of performing distance trade-distance selling and the Legal Analysis of all regulations related to e-commerce.



"EDUCATED MERCHANT - PROTECTED CONSUMER"

As part of this project, in December 2022, consumers in Kozarska Dubica were given information leaflets on the topic of consumer protection. The residents of Kozarska Dubica expressed great interest in their consumer rights during the dialogue.

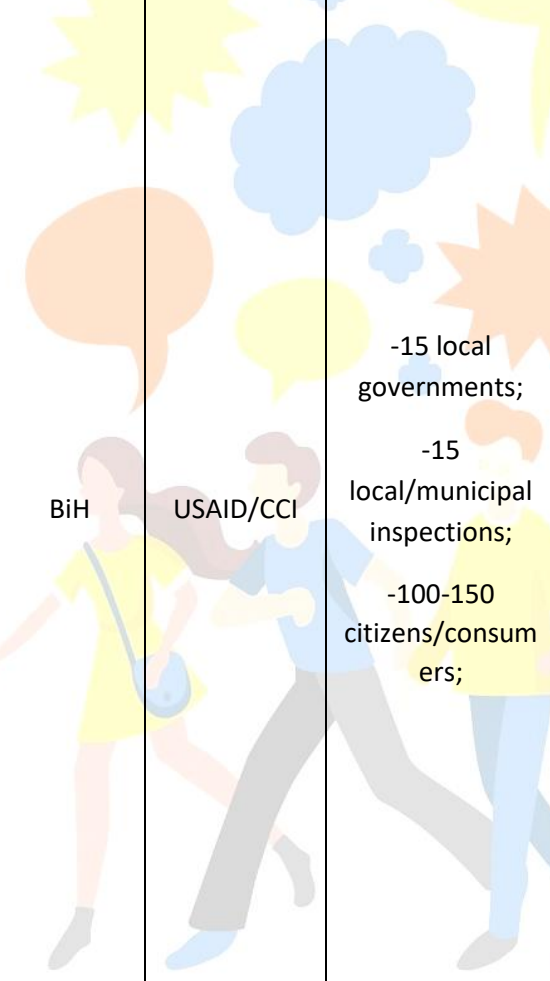
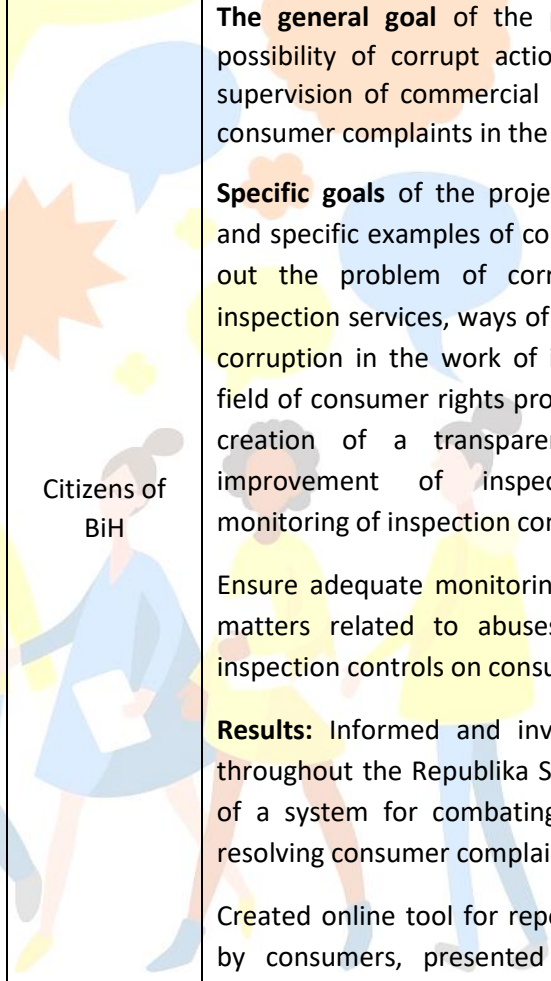
Also, the representative of the association was a guest on "DUB" radio in Kozarska Dubica in order to inform as many consumers as possible about their rights, but also to tell traders what their obligations are in accordance with the Law on Consumer Protection in the Republic of Srpska. The continuation of this project will follow in 2023.



THE MOST IMPORTANT ACHIEVEMENTS IN 2022.

Project	Location	Donor	Beneficiaries		Objectives/results
			Direct	Indirect	
Regular consumer protection activities/Counseling for consumer protection	BiH	Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	2223 consumers	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: 2223 received consumer complaints, 1963 resolved, 260 in the procedure.</p>
"Educated trader-protected consumer"	Prijedor, Kozarska Dubica, Kostajnica and Novi Grad	Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	Aprox. 5000 citizens of Prijedor region	Citizens of Prijedor region	<p>OBJECTIVE: Educated citizens and traders of the Prijedor region about the RS Consumer Protection Act, consumer rights, practical examples of consumer rights violations and ways to exercise consumer rights, as well as associations they can contact to protect their rights.</p> <p>Results: Empowered citizens and merchants of the Prijedor region to exercise their consumer rights in accordance with the Consumer Protection Act.</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 consumers associations, 15 e – companies; Ombudsman for consumer protection, Ministry of trade FBiH; MTT RS, Directorate for Inspection Affairs RS and FBiH	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 networks of civil society organizations to the improvement of cultural heritage in BiH"	BiH	EU	15 associations for protection of cultural heritage; Ministry of culture RS and FBiH	Citizens of BiH	Objectives: 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	
"Public interest of consumers in the fight against corruption in the work of inspection services - Monitoring of consumer complaints"	BiH	USAID/CCI	 <p>-15 local governments; -15 local/municipal inspections; -100-150 citizens/consumers;</p>	 <p>Citizens of BiH</p>	<p>The general goal of the project is to reduce the possibility of corrupt actions during the inspection supervision of commercial shops in accordance with consumer complaints in the Republic of Srpska.</p> <p>Specific goals of the project: Through public action and specific examples of consumers, to 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 rights protection; Contribute to the creation of a transparent mechanism for the improvement of inspection supervision and monitoring of inspection controls;</p> <p>Ensure adequate monitoring of consumer reports in matters related to abuses and corruption during inspection controls on consumer reports;</p> <p>Results: Informed and involved citizens/consumers throughout the Republika Srpska in the development of a system for combating corrupt practices when resolving consumer complaints;</p> <p>Created online tool for reporting cases of corruption by consumers, presented to consumers and the general public;</p>

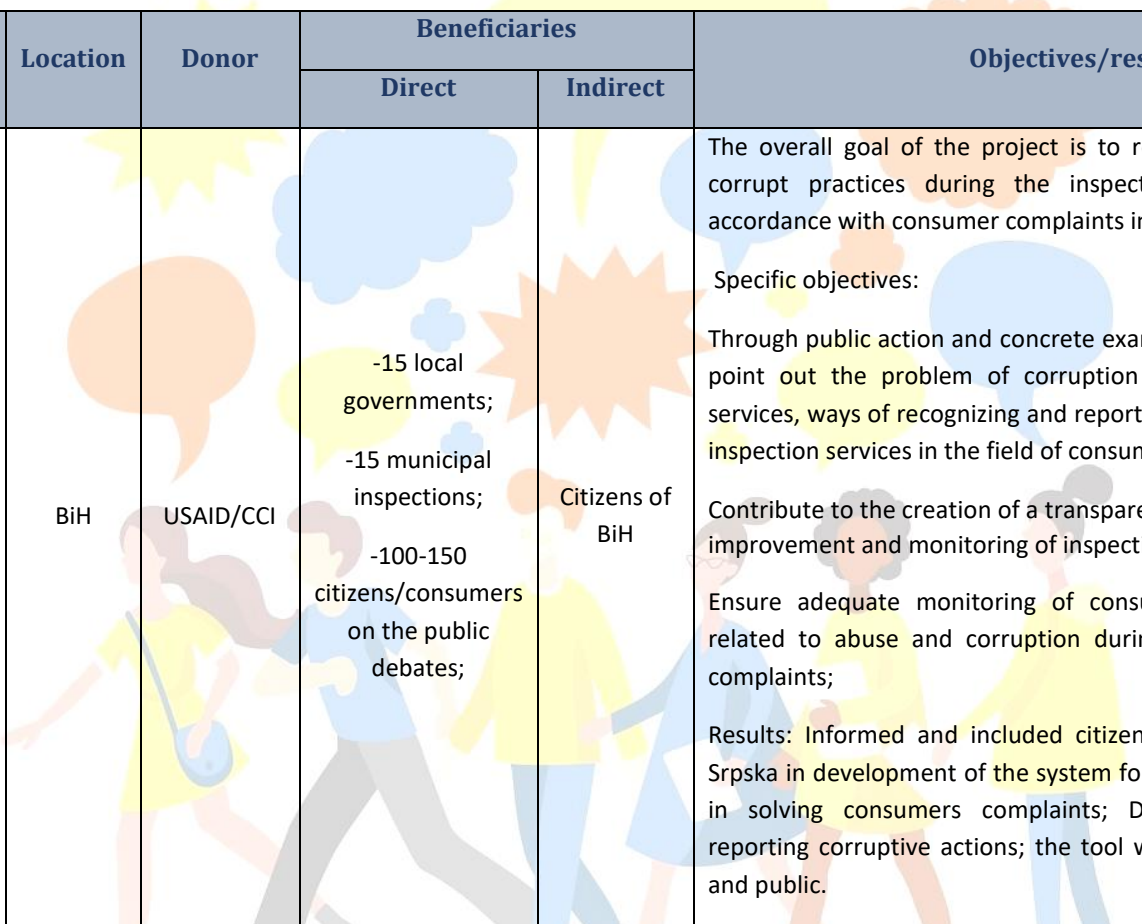
Project	Location	Donor	Beneficiaries		Objectives/results
			Direct	Indirect	
<p>“STEP” “System Transparency in Election Process” – Coalition for Free and Fair Elections “Pod lupom”</p>	BiH	<p>Funded by the EU Delegation to BiH and co-financed by the United States Government and the Organization for Security and Cooperation in Europe (OSCE)</p>	<p>85 CSOs</p> <p>85 long-term observers</p> <p>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>„You are not alone“</p>	Prijedor	UNDP Reload	20	Citizens of Prijedor	<p>Goals: Improving the quality of life and reducing the impact of the pandemic on the unemployed and old persons in a state of social need. Educated 6 unemployed people about caring for the elderly and created preconditions for employment of unemployed persons, provided care, improved living conditions and reduced negative impacts of the pandemic for 20 old persons, promoted the importance of care about old and infirm people, 45 news items about the project were published. Held 6 training sessions for unemployed women, visits to old and infirm persons in a period of 2 months.</p>

THE MOST IMPORTANT ACHIEVEMENTS 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: 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>
Regular consumer protection activities/Counseling for consumer protection	BiH	Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	1942 consumers	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 consumer's right, 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 citizens of Prijedor region	Citizens 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 community in Prijedor“. Organized coffees with influential politicians: mayor, president of local assembly, councilors in order to advocate 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.



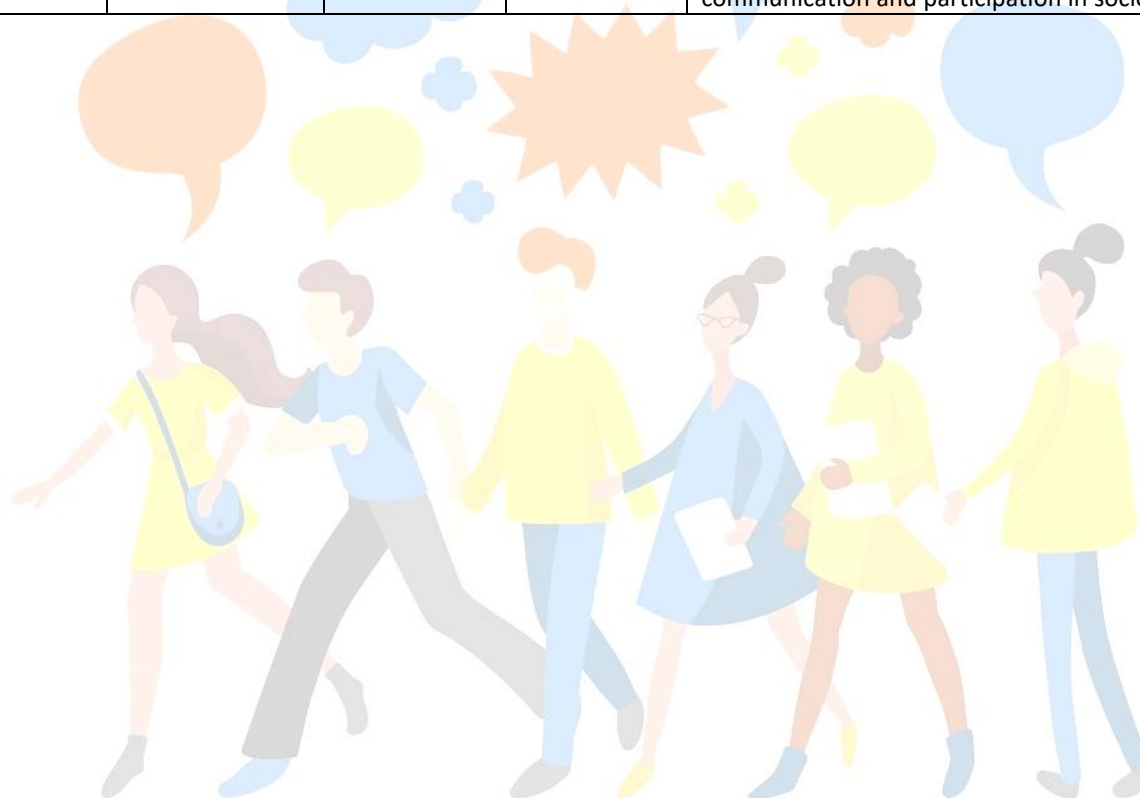
Project	Location	Donor	Beneficiaries		Objectives/results
			Direct	Indirect	
<p>“Public interest of consumers in the fight against corruption in the work of inspection services - Monitoring of consumer complaints”</p>	BiH	USAID/CCI	<p>-15 local governments;</p> <p>-15 municipal inspections;</p> <p>-100-150 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.</p>

THE MOST IMPORTANT ACHIEMENTS IN 2020.

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: 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>
Regular consumer protection activities	BiH	City Prijedor, Ministry of Trade and Tourism, Government of Republic of Srpska (MTT RS)	1710 consumers	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>



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.

