



NGO
“Democracy-Organizing-Progress”

ANNUAL REPORT

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Introduction

The Association “DON” implemented a series of activities over the past year aimed at strengthening civil society through humanitarian, volunteer, and educational work, as well as through projects focused on the economic empowerment of citizens, local community development, consumer protection, and election monitoring. A special segment of our work was the “home assistance” service, through which we provided support to elderly, ill, and vulnerable persons in their homes, contributing to their safety and quality of life.

Through this report, we aim to present the most important challenges we encountered, which also served as drivers of key initiatives we implemented. We extend our sincere gratitude to all those who recognized the value of our work and provided support – our donors, domestic and international governmental and non-governmental organizations, as well as private agencies and foundations that financially supported our activities.

In the upcoming period, we will continue working toward achieving our defined goals, building on the experience and lessons learned. We are developing new projects and activities with the aim of responding, through a creative and innovative approach, to contemporary challenges in building democracy and strengthening civil society in Bosnia and Herzegovina.

We believe that this report will contribute to a better understanding of our work and the efforts we invest in democratization of society, protection of human rights, and promotion of European integration processes. We remain open to cooperation with all social actors and are proud of our long-standing partnerships with numerous non-governmental organizations, public institutions, and the business sector.

Finally, I would like to express my sincere gratitude to our volunteers, associates, and partner organizations for their dedication, support, and enthusiasm. We look forward to continuing and further improving our cooperation in the future.

Please feel free to contact us if you wish to jointly build new partnerships and initiatives.

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

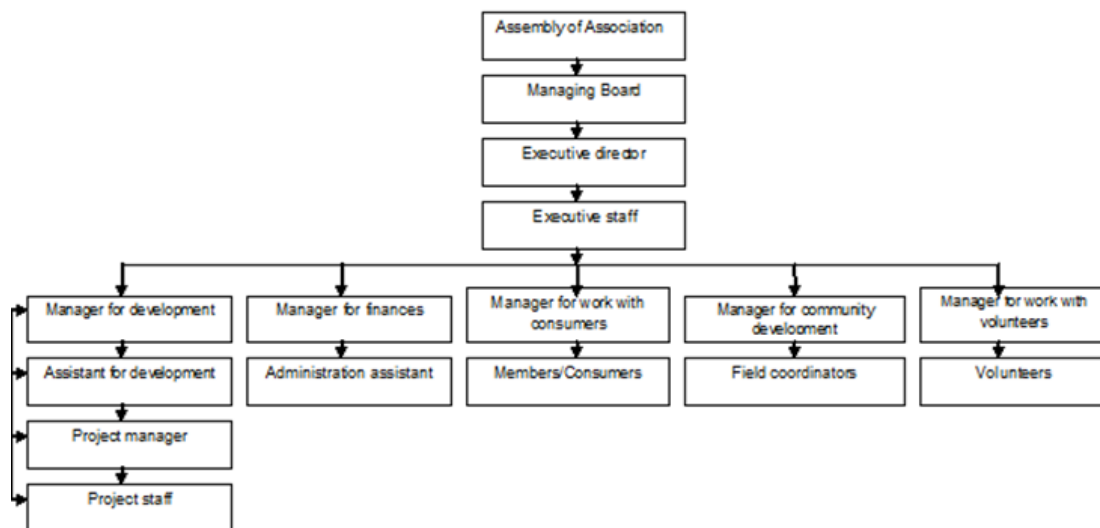


VALUES: DON in its work is guided by the basic principles: optimism, commitment and creativity. We are recognized as a stable, responsible and reliable partner aiming to effectively, persistently and influential work in the community.

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, VOLUNTEER, AND EDUCATIONAL ACTIVITIES

Within our strategic program, we implement activities aimed at individuals, groups of citizens, and institutions, and through cooperation with other organizations we contribute to the development of volunteerism and humanitarian work.

A special focus of our work is directed toward marginalized groups living in difficult material conditions. Through various projects, non-formal education, the promotion of volunteerism and activism, as well as activities that promote the rights of youth and women, the transfer of knowledge and experience, the development of creativity, the socialization of young people from different ethnic groups, and care for the elderly, we strive to provide support in strengthening their personal and social capacities.

In this way, we enable their more active participation in social processes and their contribution to the economic development of the community, in which their rights are recognized, respected, and fulfilled.

CONSUMER PROTECTION

The Citizens' Association "DON" Prijedor has been actively engaged in the field of consumer protection since 2008, which represents one of its strategic programs. The Association is registered as a consumer protection organization with the competent Ministry of Trade and Tourism of the Republika Srpska and continuously works on improving consumer rights, strengthening public awareness, and enhancing market practices.

In the period 2024–2025, activities were focused on providing legal assistance to citizens in cases of consumer rights violations, as well as on informing and educating citizens about ways to protect their rights in everyday practice.

The Association actively participates in the work of consumer complaint resolution commissions and advisory bodies in local communities of the Prijedor region, primarily in the City of Prijedor, through cooperation with public utility companies, local authorities, and competent institutions. In this way, it contributes to more efficient resolution of consumer complaints and the strengthening of institutional consumer protection.

In the previous period, DON was also involved in projects and public discussions aimed at improving the consumer protection system, including round tables, expert meetings, and consultative processes with institutions and civil society organizations. Additionally, in 2025 a digital tool was introduced – a mobile application for consumers, enabling easier access to information and faster communication between citizens and the Association.

The Association's activities are regularly covered by the media, where DON representatives participate as discussants in public debates on consumer rights, market trends, and service quality. The aim of all activities is to strengthen consumer protection, market transparency, and empower citizens in exercising their rights.

CONSUMER PROTECTION CASES

2025	2024	2023
2709 cases	2700 cases	2 535 cases

ELECTION PROCESS MONITORING

The Coalition for Free and Fair Elections “Pod lupom” was established in 2014 with the aim of citizen, non-partisan election observation in Bosnia and Herzegovina. From its establishment to the present day, it has monitored all election processes in the country, engaged more than 16,700 observers, and directly cooperated with over 170,000 citizens. Through its work, it has become one of the most recognizable actors in the field of electoral process improvement, and a significant number of its recommendations have been incorporated into election rules and procedures.

Among the founders of the Coalition is also the Citizens’ Association “Democracy–Organization–Progress” (DON) from Prijedor, which, together with other member organizations, actively contributes to the development of democratic processes and the strengthening of citizen oversight of elections. In addition to election monitoring, the Coalition works on advocating electoral reforms, voter education—especially among young people—and strengthening the capacities of civil society organizations across Bosnia and Herzegovina.

Since 2020, the Coalition has expanded its activities by involving a large number of civil society organizations in election observation and advocacy for electoral changes. Today, it brings together organizations and activists from all over Bosnia and Herzegovina who work jointly to improve transparency, integrity, and citizens’ trust in the electoral process.

In 2025, the Coalition “Pod lupom” expanded the number of its full members, while its focus remained on improving the electoral process, promoting democratic values, and actively involving citizens in social processes.

STRENGTHENING CIVIL SOCIETY

A large number of civil society organizations in Bosnia and Herzegovina operate at the local level and are mostly small, volunteer-based organizations with limited technical and organizational capacities. Although there is no single registry of organizations, it is estimated that there are around 12,000 in BiH, the majority of which are associations with a small number of employees, most often up to five.

Our association contributes to strengthening the capacities of civil society organizations in the field of human rights promotion and democratic reforms, with the aim of ensuring that CSOs are recognized as an important and indispensable factor in society. Through our activities, we enhance the knowledge and skills of organizational representatives for participation in public policy development, advocacy, and monitoring of public fund usage.

In the area of the City of Prijedor, we actively participate in strengthening civil society and are recognized as a significant partner in promoting the values of peace, non-violence, human rights, support for vulnerable groups, and the fight against corruption, as well as in establishing dialogue between institutions and the local community in addressing key issues affecting citizens.

COMMUNITY BUILDING

Through many years of work and the strategic program “Community Building,” we improve the quality of life in local communities by responding to citizens’ needs and developing local solutions to their problems.

Through the mobilization of local resources, strengthening citizens’ awareness, and cooperation among different stakeholders, we have contributed to establishing lasting partnerships between local communities, local authorities, and the business sector, thereby ensuring sustainable development and greater citizen participation in local processes.

The importance of this work is also confirmed by the fact that in December 2012 the National Assembly of the Republika Srpska adopted the Instruction on Elections in Local Communities, which improved the transparent election of council members. In this way, local communities have become an important mechanism for involving citizens in decision-making at the local level.

ECONOMIC EMPOWERMENT OF CITIZENS

Lifelong learning refers to the continuous acquisition of knowledge, skills, and competencies throughout life, through formal, non-formal, and informal forms of learning, with the aim of personal, professional, and social development of the individual.

In addition to improving employability and competitiveness in the labor market, this concept plays an equally important role in strengthening social inclusion, active citizenship, and the development of personal potential.

Our experience, including cooperation with partners from Italy, Hungary, Sweden, and other countries, demonstrates the importance of non-formal education and the acquisition of certificates that confirm the quality of acquired knowledge and facilitate employment, along with employers’ recognition of the quality of training.

HOME CARE AND ASSISTANCE

The DON Association Prijedor, in cooperation with the Prijedor Centre for Social Work, provides the “home care and assistance” service intended for elderly, ill, and vulnerable persons who are unable to take care of themselves independently. Within this service, practical support is provided in daily activities such as personal hygiene and household maintenance, meal preparation and assistance with meals, procurement of basic necessities, reminders about therapy, as well as social and psychological support through companionship and conversation.

The Centre for Social Work receives applications, assesses needs, and issues decisions on eligibility for the service, while DON directly implements the service in the field. Funding is not paid to beneficiaries in cash; instead, the service is organized and supported through the social protection system and local budget resources, ensuring that assistance is delivered directly to those who need it most.

AWARDS AND HONORS

05.12.2017. On the occasion of International Volunteer Day, a republic-level award was presented for the best volunteer organizer.

17.01.2017. Certificate of Excellence for contribution to the initiative “Challenge: Choose a Task, Be the Change” during 2016, as well as for promoting an inclusive, multicultural, and democratic society in Bosnia and Herzegovina.

12.06.2016. At the promotional fair of non-governmental organizations “Volunteer Too”, a Certificate of Excellence was awarded for contribution to volunteering within the “Challenge 387 Challenge 2016” initiative.

10.06.2016. Certificate of Appreciation for participation in and contribution to the project “First Botanical Garden in Prijedor”.

21.11.2015. Award from the U.S. Embassy in Bosnia and Herzegovina – “Volunteer Champion” for contribution to the initiative “Challenge: Choose a Task, Be the Change” and for promoting active youth participation in building an open and democratic society that respects diversity.

On the occasion of the first anniversary of the floods in Šamac, the Municipality of Šamac issued a certificate of appreciation for humanitarian assistance provided during the May 2014 floods.

05.12.2014. Diploma for special contribution to the development of volunteering, Ministry of Family, Youth and Sports of the Republic of Srpska. The First Republic Volunteer Award was also presented to volunteer Stefan Milojica from Prijedor.

31.10.2014. Certificate of Appreciation for individual philanthropy and contribution to the long-term development of communities in Bosnia and Herzegovina, within the EU project SIGN – “Good for Philanthropy” Awards.

16.05.2013. Award of the City of Prijedor for outstanding results in the field of civil society development and city promotion.

05.12.2013. Special award from the Ministry of Family, Youth and Sports for outstanding contribution to organizing volunteering, as well as recognition as one of the most successful volunteers in the Republic of Srpska.

VISIBILITY

Media	Statistics
www.donprijedor.org ; vijesti views	61 18136
Facebook page Udruženje građana DON Fans Posts views	2,664 111 351096
Facebook page Udruženje za zaštitu potrošača Fanova Posts views	5,002 72 239891

MOST IMPORTANT PROJECTS AND FUNDING SOURCES IN 2025

PROJECT	DONOR	AMOUNT IN KM
The Role of Civil Society in Electoral Integrity, Component I	European Union	18424.34
Election Integrity Project in Bosnia and Herzegovina"	DRL/CCI/EU	6528.48
erpetuum Mobile and the City of Prijedor – "Strengthening the Capacities of Civil Society Organizations in Prijedor"	LG Prijedor	4738.00
PRAGG/CSS/DSG11/25	PRAGG/Embassy of Switzerland	1515.00
Kilometers of Friendship"	LG Prijedor	5000.00
"Home Assistance, Not Just on Paper"	PRAGG/Embassy of Switzerland	4995.00
"Consumer Protection Counseling Center"	LG Prijedor	5000.00
"Monitoring Mechanism for Tracking the Budget and Allocations for the NGO Sector in the City of Prijedor"	Center for Investigative Reporting (CIN) / European Union (EU)	11953.00
"Legal Assistance for Consumers of the City of Prijedor"	LG Prijedor	10000.00
Grant for Assistance to Civil Society Organizations (CSOs)	EUROPEAN ENDOWMENT FOR DEMOCRACY	37651.00
UKUPNO		105.804,82

MOST IMPORTANT PROJECTS AND FUNDING SOURCES IN 2024.

PROJECT	DONOR	AMOUNT IN KM
The Role of Civil Society in Electoral Integrity, Component I	European Union	105770.00
The Role of Civil Society in Electoral Integrity, Component II	USAID	28283.79
Election Integrity Project in Bosnia and Herzegovina"	DRL/CCI	40763.08
"My Accessible Parking Space"	PRAGG/CSS 14/24	9920.00
"Civic Engagement and Support to Civil Society Organizations in Target Municipalities"	PRAGG projekta	750.00
"Strengthening the Capacities of Civil Society Organizations in Prijedor"	USAID-Perpetuun-mobile 2024/2025	4544.26
"Strengthening the Capacities of Civil Society Organizations in the City of Prijedor"	LG Prijedor	6600.00
Ministry of Trade and Tourism of the Republic of Srpska (MTTRS) Annual Payment 2024	MTTRS	2500.00
Consumer protection	LG Prijedor	7000.00
"Kilometers of Friendship"	LG Prijedor	5000.00
UKUPNO		211.131,13

MOST IMPORTANT PROJECTS AND FUNDING SOURCES IN 2023

PROJECT	DONOR	AMOUNT IN KM
"Observation of Early Elections for Mayors 2023"	National Democratic Institute (NDI)	2810,00
"Contribution of the NGO Network to the Enhancement of Cultural Heritage in BiH"	EU	35000,00
"Citizens in the Fight Against the Abuse of Public Functions"	USAID/ACFC	91500,00
"Project on Electoral Integrity in BiH"	DRL/CCI	20900,00
"Educated Merchant - Protected Consumer"	MTTRS	3268,00
"Contribution of Consumer Associations to Consumer Rights Protection in BiH in accordance with EU e-commerce rules"	EIDHR	15900,00
Regular activities aimed at consumer protection/Consumer Protection Counseling Center	MTTRS	4800,00
Funding of program-project activities	Local government of Prijedor	5000,00
We Are All Consumers	UNDP RELOAD PRIJEDOR	20477,24
"Combatting Disinformation in the Western Balkans"	European Partnership for Democracy	17445,46
"Together for Health: Prevention and Protection from Cancer in Women"	LG Prijedor	3400.00
TOTAL		220.500,70

OVERVIEW OF ACTIVITIES IN THE PREVIOUS YEAR

In 2025, 2,709 citizens sought assistance, which is a clear indicator of rising prices (electricity, fuel, food) and an increasing number of disputes with traders.

Market and price control: monitoring prices in stores, checking (fiscal receipts, discounts, and sales), and protecting citizens from misleading promotions and irregularities in sales.

Warnings about fraud (especially online): sale of “miracle” products on the internet, alerts about fake medical preparations, and manipulative advertising.

We organized an information booth in Prijedor on March 15, World Consumer Rights Day. Globally, consumers are in a difficult position due to ongoing inflation and rising utility costs. Through direct conversations with consumers, we explained their rights and encouraged them not to give up on exercising them.



Campaign “Home Care and Assistance”

- An initiative was launched toward 38 local communities to secure funding for this service. Goal: accessible assistance for elderly people, introduction of home care workers (geronto-home assistants), and removal of financial burden for users.
- DON, together with partners, organized information booths in Prijedor, Doboj, Nevesinje, Gacko, Kozarska Dubica, and Novi Grad as part of the campaign “Home Care – Not Just on Paper.”
- At the booths, activists distributed leaflets and informed citizens about the campaign, collected signatures, and explained proposals aimed at improving the rights of elderly and infirm persons in the Republic of Srpska.



On October 14, 2025, a round table was held in Banja Luka, organized by the Citizens' Association DON Prijedor, with the participation of representatives of local communities, social welfare centers, and civil society organizations. The aim of the meeting was to define key proposals for amendments to the Rulebook on exercising the right to the "Home Care and Assistance" service.

It was concluded that it is necessary to:

- amend and supplement the existing Rulebook
- systematically introduce geronto-home care workers
- ensure funding by local authorities
- adopt local rulebooks
- abolish co-financing for users with income up to 50% of the average salary in the Republic of Srpska



The meeting represents an important step toward improving the social protection system and the availability of home care and assistance services for elderly persons.

May 22, 2025 – Training for Civil Society Organizations

The Citizens' Association "DON" Prijedor, in cooperation with the City Administration of Prijedor, organized a training session for civil society organizations from the city area, with the aim of strengthening their capacities and improving their effectiveness in the community.

Topic: media promotion and public speaking.

Work on improving regulations for NGOs: participation in meetings with the City Administration, work on rules for funding associations, and more transparent allocation of funds..

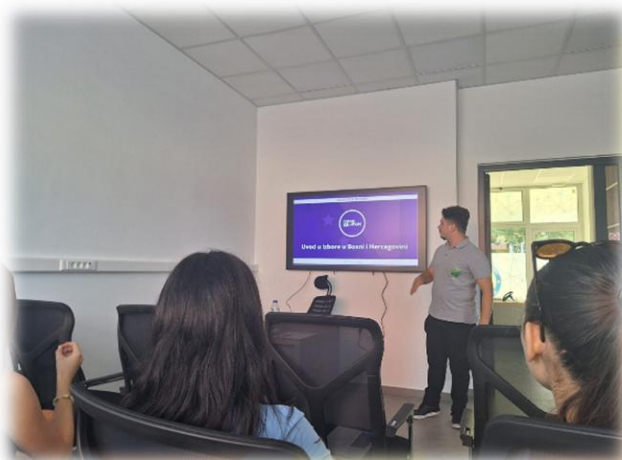
Participation in the development of youth projects: funding youth initiatives, supporting civil society with a focus on youth inclusion, and improving cooperation between the city and associations.

Ongoing cooperation with institutions: ministries and local authorities through advocacy for social rights and improved public services.

„ Kilometers of Friendship “ – 30.07.2025. For the tenth anniversary, we hosted our friends from the cycling club “Bam.Bi” from Slovenia as part of the “Kilometers of Friendship” event. This year, the event was expanded to include our youngest fellow citizens by organizing a program called “Bambini – Kilometers of Friendship.”



Children aged 6 to 9 presented their works on the theme “Cyclists Touring Prijedor” and participated in a prize game for winning a new bicycle in each age category. A fun obstacle course was also prepared for the children, which they completed on their bicycles, and they were rewarded with symbolic prizes.



As a member of the Coalition for Free and Fair Elections “Pod Lupom”, we organized four Academy sessions for fair elections in Prijedor. Participants had the opportunity to learn about the electoral process, irregularities, and ways of reporting them.

The Citizens’ Association “DON”, as a member of the Coalition for Free and Fair Elections “Pod Lupom”, also organized a street action in Prijedor aimed at informing citizens about key recommendations for improving the electoral process in Bosnia and Herzegovina.

Promotion of the first domestic consumer application “Consumer Protector” – a digital step forward in protecting citizens. The application was designed to enable every citizen easier access to information, protection of rights, and improved communication in cases of consumer-related issues.

The Consumer Protection Association “DON”, in cooperation with students and teachers of the Electrical Engineering School, developed the first domestic mobile application for consumers, representing a significant step toward a more transparent and safer market.



OVERVIEW OF ACTIVITIES IN 2025

PROJECT	LOCATION	DONOR	BENEFICIARIES		GOALS/RESULTS
			DIRECT	INDIRECT	
The Role of Civil Society in Electoral Integrity, Component I	BiH	EU	26,000 citizens involved through CSOs in activities related to electoral integrity.	All citizens of Bosnia and Herzegovina through the improvement of the electoral process.	General Objective: Citizens actively contribute to the integrity of elections in Bosnia and Herzegovina through significant engagement in civil society organizations. Specific Objective: Civil society organizations actively involve citizens in democratic processes and decision-making with the aim of improving the electoral process in Bosnia and Herzegovina. The “Pod Lupom” Coalition, a network of civil society organizations in elections, continues to develop its capacities for election observation and enjoys public trust in Bosnia and Herzegovina. Results: 1,100 citizens/activists involved, Promotional campaign, 300 meetings, 50 CSO coordinators, 150 trainings, Database of election observers/activists, 50 advocacy campaigns, 350 meetings with decision-makers 50 street actions, Database of all recommendations, 5 video spots, 5,000 letters and submissions, 5,000 young people offline and 20,000 online, Online election quiz, Promotion of the role and importance of network member organizations, 4 regional debates with media editors, 2 central election conferences, 2 public opinion surveys Knowledge library/hub, 20 press conferences/media events, Social media and website activities, 4 needs-based trainings, Visits to 3 regional election observation organizations in Bosnia and Herzegovina, Improved technical conditions (laptops, printers), Functional Assembly, Expanded composition of the Strategic Board
Strengthening the capacities of civil society organizations in the City of Prijedor.	Prijedor	LG Prijedor	39 representatives of CSOs: activists, volunteers, and members of civil society organizations who improved their	Members of civil society organizations represented by the training participants. Citizens of the City of Prijedor who will benefit from higher-	General Objective: Contribute to strengthening the capacities of civil society organizations in the City of Prijedor in order to improve their effectiveness, visibility, and active contribution to local community development. Specific Objective: Improve the knowledge and skills of representatives of civil society organizations in the areas of media promotion and public speaking, civic activism, volunteering, and teamwork through the organization of professional training sessions. Results: Two training sessions for representatives of civil

PROJECT	LOCATION	DONOR	BENEFICIARIES		GOALS/RESULTS
			DIRECT	INDIRECT	
			knowledge and skills in the areas of media promotion, public speaking, civic activism, volunteering, and teamwork.	quality work and better communication of civil society organizations. The local community and institutions that cooperate with civil society organizations.	society organizations from the City of Prijedor were successfully organized and implemented. At least 39 representatives of civil society organizations improved their knowledge and skills in the areas of media promotion, public speaking, civic activism, volunteering, and teamwork. The capacities of civil society organizations were strengthened for more effective communication with the public and media. Awareness of the importance of civic activism, volunteering, and teamwork for local community development was increased. Civil society organizations were empowered to better plan and implement community activities and initiatives.
"Consumer Protection Counseling Center"	Prijedor	LG Prijedor	400 citizens who contact the Counseling Center due to problems in exercising their consumer rights, especially in the public utility sector (electricity, water, heating, communal services, etc.). This also includes vulnerable groups: pensioners, people with low incomes, unemployed persons, and elderly citizens who often face difficulties in understanding their rights and	4000 citizens consisting of: Public enterprises and their staff who will be involved in complaint procedures and commissions. Local institutions (municipalities, city administration, inspectorates, social welfare centers) which will indirectly benefit from better-informed citizens and fewer complaints related to unresolved issues. The general public through campaigns and	General Objective: Improve the protection of consumer rights through the functioning of a counseling center that will provide citizens with free legal assistance, advice, and institutional support in the realization and protection of their consumer rights. Specific Objectives: Ensure the functioning of the Consumer Protection Counseling Center within the DON association as a focal point for informing, advising, and providing legal assistance to citizens. Increase citizens' awareness of their rights as consumers, especially in the public utility sector, through educational and promotional campaigns on social media. Enable effective consumer representation in complaint procedures in public enterprises through active participation of association members in Consumer Complaint Commissions. Results: Citizens have access to daily legal and advisory support. A minimum of 400 citizens received individual assistance during the project period. Citizens have access to daily legal and advisory support. A minimum of 400 citizens received individual assistance during the project period. At least 12 educational and promotional social media posts were published. Campaign reach on social media: at least 4,000 users. Increased number of citizens contacting the Counseling Center via online channels. Active participation of DON representatives in at least 3 public enterprises through Consumer Complaint Commissions. A minimum of 200 complaint cases processed with the support of the association. Direct representation of consumer interests

PROJECT	LOCATION	DONOR	BENEFICIARIES		GOALS/RESULTS
			DIRECT	INDIRECT	
			procedures.	promotional activities on social media.	before public service providers achieved. Minutes from at least 12 commission meetings on handling consumer complaints were prepared. Case records entered into the Association's database with documented procedures. Increased transparency and accountability of public enterprises toward service users.
"Home Assistance, Not Just on Paper"	Republic of Srpska	PRAGG/Embassy of Switzerland	Elderly persons, seriously ill persons, or other individuals who, due to temporary or permanent changes in their health condition, are unable to take care of themselves, as well as women who have been registered with the Employment Service for many years.	Pensioners' associations and organizations of persons with disabilities, families of elderly and infirm persons, social welfare centers, local authorities, etc.	General Objective: Consistent implementation of the Law on Social Protection in the Republic of Srpska regarding social rights in the area of "Home Care and Assistance," and improvement of the Rulebook on exercising the right to home care and assistance. Specific Objectives: Amend the Rulebook on exercising the right to home care and assistance at the entity level by adding provisions obliging local authorities to adopt their own rulebooks and introducing the obligation of training and engagement of geronto-home care workers for the implementation of home care and assistance services. Initiate an effort to secure funding in the budgets of cities/municipalities for organizing home care and assistance services. Inform the public about the situation of elderly and infirm persons without close relatives, seriously ill persons, and other individuals who are unable to care for themselves. Results: The Rulebook on exercising the right to home care and assistance has been amended. Organizational capacities have been strengthened.
PRAGG/CSS/DSG11/25 Analysis of the Rulebook on Criteria, Method, and Procedure for the Allocation of Funds to Associations, Foundations, and the Allocation of Funds for Youth Projects	Prijedor	PRAGG/Embassy of Switzerland	Civil society organizations and youth organizations in Prijedor, as well as representatives of the City Administration and grant allocation commissions.	Citizens of Prijedor and the wider local community through more transparent use of public funds and higher-quality CSO projects.	General Objective: Increase transparency, accountability, and efficiency in the allocation of public funds to civil society organizations and youth organizations in the City of Prijedor. Specific Objective: Analyze the transparency and efficiency of the allocation of funds to civil society organizations and youth organizations in the City of Prijedor. Results: An analysis of the transparency and efficiency of the allocation of funds to civil society organizations and youth organizations in the City of Prijedor was prepared.

PROJECT	LOCATION	DONOR	BENEFICIARIES		GOALS/RESULTS
			DIRECT	INDIRECT	
"Legal Assistance for Consumers of the City of Prijedor"	Prijedor	LG Prijedor	180 people participated in the trainings.	21,000 residents of the local communities where the trainings were held.	General objective: To contribute to improving the economic situation and increasing awareness of consumer rights among citizens/consumers in the City of Prijedor. Specific objectives: Empowering socially vulnerable groups of citizens. Increasing the level of information and awareness on consumer protection. Reducing the number of abuses and frauds. Supporting social inclusion. Results: Increased level of awareness among socially vulnerable groups of citizens about consumer rights. Improved understanding of legal regulations in the field of consumer protection. Strengthened citizens' capacities to recognize and report unfair business practices. Reduced risk of consumer fraud among socially vulnerable population groups. Improved access to information and advisory support in the field of consumer protection. Contribution to the social inclusion of vulnerable groups. Raised awareness of the importance of consumer rights protection in the local community. Improved cooperation between citizens, consumer protection organizations, and relevant institutions.
Election Integrity Project in Bosnia and Herzegovina"	BiH	DRL	80 OCDs	Police, prosecutors' offices, and the Central Election Commission.	General objective: To increase the role and capacity of the judiciary (prosecutors' offices) and law enforcement agencies in protecting voters' will, and to strengthen the role of civil society organizations (CSOs) and citizens in safeguarding electoral integrity within the electoral reform process. Specific objectives: Improving the response of the judiciary and law enforcement agencies to evidence-based reported electoral violations. Civil society organizations and citizens actively countering voter pressure caused by electoral corruption. Results: Civil society advocates for consistent and effective implementation of election laws. Data on electoral irregularities is collected and submitted to the competent authorities. Citizens are more resilient to pressure and intimidation. The CSO monitoring network „Pod lupom“ is strengthened for the protection of electoral integrity.

PROJECT	LOCATION	DONOR	BENEFICIARIES		GOALS/RESULTS
			DIRECT	INDIRECT	
"Monitoring Mechanism for Tracking the Budget and Allocations for the NGO Sector in the City of Prijedor"	Prijedor	CIN/Futura/Gea/EU	170 civil society organizations from the City of Prijedor, representatives of the City Administration, councillors of the City Assembly, and local media representatives.	All citizens of Prijedor (approximately 80,000 inhabitants), users of civil society organization programs, and the broader local community that will benefit from more transparent and accountable management of public funds.	General objective: To increase transparency and accountability of the City Administration of Prijedor in the process of financing the civil society sector. Specific objectives: To ensure publicly and easily accessible data on budget allocations for civil society organizations. To improve local procedures and policies for allocating funds to civil society organizations. To encourage dialogue between authorities, the civil society sector, and citizens on budget transparency. Results: An analysis of budget allocations for the civil society sector in Prijedor has been prepared, with recommendations for improving transparency and the efficiency of the financing system. A publicly accessible database on funds allocated to civil society organizations has been established. Three quarterly monitoring reports on budget allocations have been published. A roundtable discussion has been held with representatives of authorities, civil society organizations, and media on improving budget procedures. An awareness-raising campaign has been implemented through infographics and video materials, reaching more than 8,000 citizens. A final report with recommendations has been prepared, submitted to the relevant institutions, and presented to the public.

OVERVIEW OF ACTIVITIES IN 2024

NAZIV PROJEKTA	LOKACIJA	DONATOR	KORISNICI		CILJ/REZULTATI
			Direktni	Indirektni	
The Role of Civil Society in Electoral Integrity, Component I	BiH	EU	26,000 citizens engaged through civil society organizations in activities related to electoral integrity.	All citizens of Bosnia and Herzegovina through the improvement of the electoral process.	General objective: Citizens actively contribute to the integrity of elections in Bosnia and Herzegovina through greater engagement in civil society organizations. Specific objective: Civil society organizations actively involve citizens in democratic processes and decision-making to improve the electoral process in Bosnia and Herzegovina. The "Pod lupom"

NAZIV PROJEKTA	LOKACIJA	DONATOR	KORISNICI		CILJ/REZULTATI
			Direktni	Indirektni	
					coalition and the CSO network further strengthen their capacities for election observation and public trust. Results: 1,100 citizens and activists engaged, with implemented promotional campaigns, 150 trainings, and 300 meetings, as well as established databases of observers and activists. 50 advocacy campaigns implemented, 350 meetings with decision-makers, and 50 street actions conducted, along with a recommendation database and 5 video spots. 5,000 young people reached through offline and 20,000 through online activities, including an election quiz. 4 regional debates, 2 central conferences, and 2 public opinion surveys held, with strengthened media cooperation and network visibility. 20 press conferences organized and digital and information infrastructure developed (website, social media, knowledge hub). 4 targeted trainings conducted, study visits to regional organizations implemented, and technical and organizational capacities of the network improved, including functional management and an expanded strategic board.
The Role of Civil Society in Electoral Integrity, Component II	BiH	USAID	Civil society organizations (CSOs), informal groups of citizens and activists, election management bodies, the judiciary, decision-makers at the state level, political parties, and the media.	Citizens of Bosnia and Herzegovina.	General objective: Enhanced citizen oversight of the electoral process actively contributes to the integrity of elections in Bosnia and Herzegovina. Specific objectives: Strengthened citizen oversight of elections in Bosnia and Herzegovina through significant engagement of citizens in election monitoring processes. Electoral integrity in Bosnia and Herzegovina improved through better rules and procedures applied in practice and proper evidence-based handling of cases of electoral rule violations. Results: 1,800 election day observers (STO), 100 long-term observers (LTO), LTO trainings, reporting databases for observers, SBO/PVT sampling of polling stations, STO trainings, 2,400 STO kits, election day call center, legal team, final reports with recommendations, 20 press conferences, social media, website, strategic board.

NAZIV PROJEKTA	LOKACIJA	DONATOR	KORISNICI		CILJ/REZULTATI
			Direktni	Indirektni	
"Strengthening the Capacities of Civil Society Organizations in Prijedor"	Prijedor	LG Prijedor/Perpetuum mobile/USAID	39 representatives of civil society organizations, activists, volunteers, and members of citizens' associations who improved their knowledge and skills in media promotion, public speaking, civic activism, volunteering, and teamwork.	Members of civil society organizations represented by the training participants. Citizens of the City of Prijedor who will benefit from improved work quality and better communication of OCDs. The local community and institutions that cooperate with OCDs.	General objective: To contribute to strengthening the capacities of civil society organizations in Prijedor in order to enable more effective action, greater visibility, and a more active contribution to the development of the local community. Specific objective: To improve the knowledge and skills of CSO representatives in the fields of media promotion, public speaking, civic activism, volunteering, and teamwork through expert training sessions. Results: Two training sessions for representatives of civil society organizations from Prijedor were implemented. At least 39 participants improved their knowledge and skills in the mentioned areas. The capacities of CSOs for communication with the public and the media were strengthened. Understanding of the importance of activism, volunteering, and teamwork was increased. The ability of organizations to plan and implement activities in the community was improved.
"My Accessible Parking Space"	Prijedor	PRAGG / Swiss Embassy	Persons with disabilities who live or reside in the territory of the City of Prijedor, as well as their family members.	All citizens of Prijedor who advocate justice, equality, and legality.	General objective: To improve the legal and institutional framework for traffic regulation, issuance of internationally recognized cards, and provision of parking spaces for persons with disabilities in Prijedor, through harmonization of local regulations. Specific objectives: To align the decision and rulebook with the Road Traffic Safety Law. To ensure transparency and public participation, as well as involvement of relevant stakeholders in the decision-making process. To develop proposals for amendments and additions to local acts in line with the law and good practices. Results: The decision and rulebook are aligned with the Road Traffic Safety Law and adopted by the competent authorities. An increased number of clearly marked parking spaces for persons with disabilities. The issuance of internationally recognized parking cards for vehicles of persons with disabilities has been introduced in accordance with regulations. Strengthened implementation of legal provisions in the field of traffic regulation and parking.

NAZIV PROJEKTA	LOKACIJA	DONATOR	KORISNICI		CILJ/REZULTATI
			Direktni	Indirektni	
"Legal Assistance for Consumers of the City of Prijedor"	Prijedor	LG Prijedor	180 people participating in the trainings.	1,000 residents of the local communities where the trainings were held.	General objective: To contribute to improving the economic situation of citizens of Prijedor and strengthening awareness of consumer rights. Specific objectives: Empowering socially vulnerable groups of citizens. Increasing awareness of consumer protection. Reducing abuses and consumer fraud. Strengthening the social inclusion of vulnerable groups. Results: Increased level of awareness among socially vulnerable citizens about consumer rights. Improved understanding of legal regulations in the field of consumer protection. Strengthened citizens' capacities to recognize and report unfair practices. Reduced risk of consumer fraud among vulnerable population groups. Improved access to information and advisory support. Raised awareness of the importance of consumer rights protection in the local community. Improved cooperation between citizens, organizations, and competent institutions. Increased level of awareness among socially vulnerable citizens about consumer rights. Improved understanding of legal regulations in the field of consumer protection. Strengthened citizens' capacities to recognize and report unfair practices. Reduced risk of consumer fraud among vulnerable population groups. Improved access to information and advisory support. Raised awareness of the importance of consumer rights protection in the local community. Improved cooperation between citizens, organizations, and competent institutions.
Election Integrity Project in Bosnia and Herzegovina"	BiH	DRL	80 civil society organizations.	Police, prosecutors' offices, and the Central Election Commission.	General objective: To increase the role and capacity of the judiciary (prosecutors) and enforcement agencies (police) in protecting voters' will, and to engage civil society organizations and citizens in supporting and safeguarding electoral integrity in the electoral reform process. Specific objectives: Improving the response of the judiciary and enforcement agencies to evidence-based reported electoral violations. Civil society organizations and citizens actively addressing voter pressure caused by electoral corruption.

NAZIV PROJEKTA	LOKACIJA	DONATOR	KORISNICI		CILJ/REZULTATI
			Direktni	Indirektni	
					Results: Civil society advocates for strong, consistent, and timely enforcement of election-related laws. Data on monitoring electoral irregularities and violations of the law are collected and submitted to investigative and judicial authorities. Citizens are more resilient to all forms of pressure and intimidation. The strength and sustainability of the civil society monitoring network ("Pod Lupom") is increased in order to support and protect electoral integrity.
Consumer protection	BiH	Ministarstvo trgovine i turizma RS	2709 consumers	Citizens of BiH	General objective: To contribute to improving the economic situation and increasing awareness of consumer rights among citizens/consumers of the City of Prijedor. Specific objectives: Empowering citizens to exercise their consumer rights. Increasing the level of awareness on consumer protection. Reducing the number of abuses and frauds. Results: Increased level of awareness among citizens about consumer rights. Improved understanding of legal regulations in the field of consumer protection. Strengthened citizens' capacities to recognize and report unfair business practices. Improved access to information and advisory support in the field of consumer protection. Raised awareness of the importance of consumer rights protection in the local community. Improved cooperation between citizens, consumer protection organizations, and relevant institutions.

OVERVIEW OF ACTIVITIES IN 2023

PROJECT	LOCATION	DONOR	BENEFICIARIES		OBJECTIVES/RESULTS
			DIRECT	INDIRECT	
"We Are All Consumers"	Prijedor	UNDP Reload	Total consumers: 900 Consumers from rural communities: 180 Participants in open days: 200 Total number of traders: 20 Number of representatives from inspection bodies: 10	8000 citizens	Overall goal: Improve the economic status and raise awareness of consumer rights among citizens of Prijedor. Specific objective: Ensure consumer protection and enhance citizen awareness in line with Consumer Protection Law. Results: Establishment of the first Consumer Counseling and Protection Center in BiH; Empowered citizens to seek assistance in exercising consumer rights; Increased complaints from informed citizens regarding consumer rights protection in Prijedor.
Regular Consumer Protection Activities/Counseling Center for Consumer Protection	BiH	Ministry of Trade and Tourism of Republika Srpska	2535 consumers	citizens of BiH	Goals: Protecting individual and collective consumer interests, providing counseling and assistance in exercising consumer rights, informing consumers about prices, quality, control, and safety of products and services. Representing consumers in advisory bodies of municipalities and cities as well as in consumer complaints resolution commissions. Results: Handling 2535 consumer cases.
"Educated Merchant - Protected Consumer"	Prijedor, Kozarska Dubica, Kostajnica, Novi Grad	Ministry of Trade and Tourism of Republika Srpska	5000 citizens of Prijedor region	citizens of Prijedor region	Goal: Educate citizens and traders in the Prijedor region about the Law on Consumer Protection of Republika Srpska, consumer rights, practical examples of consumer rights violations, and ways to exercise those rights, as well as informing them about associations they can turn to for protection of their rights. Results: Empowered citizens and traders in the Prijedor region to exercise their consumer rights in accordance with the Law on Consumer Protection.
"Contribution of Consumer Associations to Consumer Rights Protection in Bosnia and Herzegovina in accordance with EU rules on e-commerce"	BiH	EU	14 Consumer Associations; 15 Companies; Consumer Ombudsman; Ministry of Trade of the Federation of BiH; MTTRS;	citizens of Prijedor	Initiate improvements in the legal and institutional framework regarding e-commerce; Enhance policy dialogue (institutional dialogue) among relevant institutions, companies, consumer associations, and consumer representatives in the regulation of e-commerce; Establish mechanisms for monitoring the effects of combating violations of consumer rights in e-commerce; Increase awareness of the role and significance of consumer protection in Bosnia and Herzegovina's accession process to

PROJECT	LOCATION	DONOR	BENEFICIARIES		OBJECTIVES/RESULTS
			DIRECT	INDIRECT	
			Inspectorate Administration of RS and the FBiH		the European Union.
"Contribution of the Civil Society Network to the Enhancement of Cultural Heritage in Bosnia and Herzegovina"	BiH	EU	15 Associations for the Protection of Cultural Heritage; Ministries of Culture of Republika Srpska and the Federation of Bosnia and Herzegovina	citizens of BiH	The main goal of the project is to ensure the protection and promotion of cultural heritage in BiH through partnership between civil society organizations (CSOs) and authorities. The project is inspired by the need to address issues related to cultural-historical heritage in BiH, which have been present for many years, including the deterioration of cultural-historical heritage due to neglect, lack of funding, and the absence of a clear heritage management strategy; outdated legal framework not aligned with UNESCO and European conventions signed and ratified by BiH; and insufficient collaboration between central cultural institutions and local cultural organizations, communities, and the civil sector.
Citizens Fighting Against Abuse of Public functions"	BiH	USAID/CCI	12 local communities; 12 public enterprises; 6 citizen advocacy groups; 100-150 citizen participants in public debates	citizens of BiH	Overall goal: Strengthening the role, significance, and participation of citizens in reducing abuse of public function in public enterprises of Republika Srpska. Specific objectives: Through at least 6 campaigns, influence the reduction of abuse of public function; Support the adoption and establishment of bodies and commissions for consumer complaint resolution in at least 12 local communities; Ensure monitoring of decisions related to abuse and monopolistic positions of enterprises concerning citizens/consumers. Results: Engaged and informed citizens about recognizing and reporting abuses of function and violations of laws by public utility companies; Contribution to creating a positive consumer environment; Contribution to reducing the possibilities of abuse through the work of commissions; Developed accompanying documents for recording consumer complaints; Analyzed and revised decisions in the domain of public utility companies' work.
"Observation of Early Elections for Mayors 2023"	BIH	NDI (National Democratic Institute)	4 local communities in BiH	Citizens/Voters of Local Communities	Goal: Improve electoral integrity during the conduct of early elections in BiH. Results: Implemented observation of early local elections in 4 local communities in BiH and conducted post-election analysis.

PROJECT	LOCATION	DONOR	BENEFICIARIES		OBJECTIVES/RESULTS
			DIRECT	INDIRECT	
"Electoral Integrity Project in BiH"	BiH	DRL	Prosecution Offices Police Agencies	Citizens/Voters	Goal: Increase the role and capacity of the judiciary (prosecutors) and enforcement agencies (police) in protecting voters' will and engage civil society organizations (CSOs) and citizens to support and protect electoral integrity in the electoral reform process. Results: Strengthened capacities of prosecution offices and police to respond to reported electoral violations based on evidence; Empowered CSOs to more effectively monitor and report electoral violations.
"Fight Against Disinformation in the Western Balkans"	BiH	European Partnership for Democracy	Media, Citizens, Civil Society Organizations (CSOs), Educational Institutions	Media, Citizens, Civil Society Organizations (CSOs), Educational Institutions	Goal: Identify key issues in the field of disinformation through media monitoring and case study development. Results: Reduced number of disinformation in the media sphere and improved accuracy and correctness of information available in the media in BiH and at the regional level; Enhanced citizens' skills in fact-checking and recognizing disinformation.
"Together for Health - Prevention and Protection against Cancer in Women"	Prijedor	City of Prijedor	56 citizens	Area of Prijedor	Goals: Contribute to improving the health status and increasing awareness of the importance of preventive screenings among women and girls in the city of Prijedor, increase awareness of the risks and risk factors for cancer in women, educate women on prevention measures and early detection of cancer. Results: Three educational sessions held for 56 citizens, awareness-raising campaign conducted on the importance of breast cancer prevention and protection in the area of Prijedor.



Planned Future Activities

- Re-registration of the association into a Center for Consumer Protection and Community Development in order to improve the institutional framework and scope of activities.
- Implementation and participation in election integrity projects in Bosnia and Herzegovina (DRL, EU programs).
- Strengthening the role of civil society in protecting and improving the electoral process through CSO networks.
- Providing continuous “home care and assistance” services for elderly and socially vulnerable citizens in cooperation with relevant institutions.
- Operation of the Consumer Protection Counseling Center through regular information and advisory activities.
- Development and implementation of projects focused on consumer protection, human rights, and strengthening local communities.
- Implementation of activities in line with the mission and strategic goals of the organization.
- Organizing regular annual assemblies and institutional strengthening of the organization.

