

ANNUAL REPORT
of
CIVIL SOCIETY PROMOTION
CENTER
for 2012

CSPC –Organization’s summary

Civil Society Promotion Center has been founded on June 10, 1996. It is registered with relevant court in Sarajevo on July 15, 1996, under the Registration Number R-I-128/96. In accordance with the Law on Citizens Associations of FBiH, re-registration has been undertaken as well as harmonization with this very Law, under the registration number 04-05-2-3813/2000.

By the end of 2011, CSPC had 20 employees with full-time contracts, placed in Main Office in Sarajevo.

Mission:

Contribution to the strengthening of civil society in BiH through providing support to the development of civil society organizations and their mutual cooperation and networking; establishing a framework for effective relationships with government and for-profit sector and the development of civic activism, as well as promotion of non-profit sector as a qualitative and unavoidable actor in the socio-economic development of country.

Vision:

Internal vision: CSPC is independent, stable and highly professional organization that provides qualitative programs and services aiming at civil society support. We cooperate with numerous partners in BiH and region, what presents important factor in struggle for better life of BiH citizens. SCPC’s activities are based on motivation, knowledge and ideas of its employees and volunteers who are completely devoted to the mission realization.

External vision: The society of informed, educated and responsible citizens, actively included in confrontation with the challenges that BiH society is facing with, as well as efficient, accountable and capable authority at all social levels.

CSPC is conducting the following activities:

- designing, governance and implementation of spectrum of operational projects that are dealing with key issues of democracy and building of civil society in BiH
- provision of an adequate training and service of consultations, same as program for civil servants, elected officials, leaders and activists of organizations of civil society, and overall social community, with aim to strenghten capacity for better governance in accordance with priorities of BiH authorities
- realization of campaigns for public advocacy directed to change of policies, position and program of institutions of authority in segment of public and private sector
- networking and cooperation with institutions of public administration, either in EU countries or countries of Central, Eastern and South-East Europe
- Planning and implementation of study visits for employees of public sector and elected officials at all levels of authority in BiH, same as for leaders and activists of civil society, aiming at exchange of experience, information and knowledge with their counterparts abroad
- Strenghtening of BiH non-governmental sector through the work of Resource Center

Introduction

It is my pleasure to present the Annual Report on activities and financial management of Civil Society Promotion Center (CSPC) for the year of 2011. I am glad to have a chance to offer to the public an overview of achievements of our Center during the last year, in wide range of activities under two main program fields: Civil Society and Public Policy.

This report is presented in relation with the most important challenges that civil society in BiH was faced with during the last year, and which were an impulse for some key initiatives launched by CSPC, including organization of citizens in solving problems at local level, public policies monitoring, introduction of quality insurance system for NGOs, establishment of institutional means for cooperation between government and non-governmental sector, cooperation between governmental and non-governmental sector, as well as business and non-profit sector, empowerment of local administration, development of Resource Center and regional cooperation with non-governmental organizations from neighboring countries and European Union countries.

Along with implementation of its basic activities, Civil Society Promotion Centre has invested a lot of efforts and assets in further development of its human resources. Most of our staff has been passed through comprehensive and intensive program of capacity building in internal and external educations.

During the last year CSPC continued with its membership in several international networks (ECAS, Balkan Network for development of corporate social responsibility, BCSDN), and local networks and associations: Global Compact Network, Agreement Plus Network, Association for Quality in BiH, Network of Justice, and NGO Council).

CSPC is one of the founders of BCSDN, and this year Milan Mrđa took the position of Network's Governing Board as a vice chairman. In addition, during the year 2012 CSPC has become an associate member (observer) within the European networks EUCLID and TRIALOG.

I want to thank to all our employees, volunteers and associates that contributed to results realization presented in this Report. During the last year we continued to work on humanitarian actions, primarily by allocations from salaries for the need of NGO "Open Network (Otvorena mreža)".

I would like to express my gratitude to all of our donors, foreign and international, government and private agencies and foundations, who have morally and financially supported activities of our Center in 2012. I also want to thank our numerous associates and partner organizations form all over BiH for their support, commitment and enthusiasm in initiatives that we undertake together, hoping for continuous and broadened cooperation in the future.

Aida Daguda, CSPC Director

PUBLIC POLICY PROGRAM

GOVERNANCE ACCOUNTABILITY PROGRAM, PHASE II (GAP2)

Donor: Chemonics, as a bearer of the Project GAP2

Governance Accountability Project, Phase II (GAP) is a project worth \$ 30 million, for a period of five years, co-financed by the US Agency for International Development (USAID), Swedish International Development Agency (Sida) and the Embassy of the Kingdom of the Netherlands (EKN).

CSPC is a local partner to Chemonics in the implementation of this project, and to Urban Institute, VNG International and SIPU International.

The project is jointly funded by the US Agency for International Development and Aid (USAID), Royal Netherlands Embassy and the Swedish International Development Agency (Sida). The program aims to provide a technical assistance in strengthening of democratic local governments in Bosnia and Herzegovina, significantly and visible improving the ability of municipalities in providing services to citizens, and develop strategic and fiscal framework that leads to responsible democratic governance.

To achieve its objectives, the project is organized into two basic components: local interventions and legislative interventions. The component of local intervention provides direct technical and material assistance to **41** municipalities from the first phase and **31** new partner municipalities, in order to improve services delivery in municipalities, work of administration, budget and financial management, as well as the capacities of municipalities to implement capital investment projects. Component of interventions in legislation is primarily implemented through two associations of cities and municipalities, in order to provide technical assistance to parliamentary bodies and ministries at state, entity and cantonal levels of government in order to strengthen inter-administrative communication, promotion of responsible fiscal and functional decentralization and improving the process of joint action of municipalities towards higher levels.

The role of CSPC in the project is to provide technical assistance within component „Local Intervention“, which includes administration for certain number of municipal coordinators based in four GAP offices - in Mostar, Tuzla, Banja Luka and Sarajevo. CSPC also ensures expertise in realization of the programs within its scope of work.

CSPC also provides skilled support to the programs we implement, especially in are of creation and implementation of municipal action plans for youth and gender equality.

**BUILDING OF A GOOD GOVERNANCE IN COMMUNITY THROUGH CITIZENS
PARTICIPATION
SMALL GRANTS PROGRAM (SGP)**

Donor: SIDA (Swedish Development Agency)

This program is intended for strengthening the active civic participation and inclusion of individuals and groups in social changes within the community they live in, as well as enabling civil society organizations in representing in the best way their target groups and membership by their knowledge and skills.

During the year 2012, CSPC prepared the reports on Project (including program, financial, audit and evaluation reports), and the new project proposal for next two years as well (2013 and 2014).

ACCOUNTABLE GOVERNMENT BUDGETING PROCESS

Donor: British Embassy Sarajevo

Civil Society Promotion Center in cooperation with consultative company INNOVA, started with this Project realization on April 2011, which is a continuation of activities whose realization started with the project titled Strengthening of Public Finance Management (SPEM) in BiH, funded by the Department for international development of Great Britain.

This Project presents as well the continuation of six - year activities of Civil Society Promotion Center in preparation and development of Agreement on Cooperation between civil society organizations and authorities at all levels, and establishment of institutional framework for greater participation of citizens and civil society organization in decision-making process and policies preparation that are realized through series of projects financed by USAID, European Commission, The Netherland Embassy and Open Society Fund BiH.

Specific Project goals are:

- Capacity strengthening of BiH Parliamentary Assembly and Canton Sarajevo Assembly representatives to enable them to have better understanding in budget analysis and better cooperation with civil society organization;
- Capacity strengthening of civil society organizations in area of budget analysis in order to have them capable for submitting new proposals of budget spending to budget users;
- Increasing public awareness on the importance of program budgeting process.

Project activities are grouped in three interconnected components, based on main target groups:

- non-governmental organizations - members of the Network Agreement Plus
- representatives and delegates of BiH Parliamentary Assembly and Canton Sarajevo Assembly;
- Canton Sarajevo Ministries

Project's users are all BiH citizens, tax payers, who have the possibility of getting adequate value for the money invested, through introduction of program budgeting, dialogue and partner cooperation between the government and civil society in creation and realization of public policies.

Round table titled "Do the authorities spend taxpayers' money in a transparent, efficient and effective way?" was held in hotel Bosnia, on December 27, 2012. Participants were civil society organizations representatives and Mr. Salko Sokolović, the representative in the House of Representatives of BiH Parliamentary Assembly and the member of the Commission for Finance and Budget of the House of Representatives of BiH Parliamentary Assembly.

This round table aimed at putting into focus the issue of tax payers' money and its way of reasonable spending at state level. One of the conclusions aroused from this meeting is that it's not aloud to speak about tax payers' spending money in general way, but to point out concretely to those persons and institutions which violate these principles at the most and at all levels of authority, and the negative audit reports repeated through the years can't bee treated in unpunishable manner anymore.

Within such a context, the meeting participants initiated an initiative for joint addressing to BiH Prosecutor's Office done by BiH Parliament Assembly Commission for Finance and Budget and NGO sector in order to exert a pressure for punishment of those who had not operated in accordance with the Law. Round table participants concluded that wider education of citizens is necessary about the funds which are set aside in the budgets at certain authority levels through VAT, income tax, and various administrative taxes.

During November and December 2012, Project Team had the meetings with parliamentarians of Sarajevo Canton Assembly and BiH Parliamentary Assembly, including the members of Commission for Budget and Finance as well. We organized Round Table with representatives of NGO networks, Canton Sarajevo Assembly and BiH Parliamentary Assembly. Discussion was focused on key challenges in budget preparation process and constructive ways for their overcoming, with special accent on the role of parliamentarians. One of the key issues are political turbulences.

It is important to notice that during that year the Government of Canton Sarajevo had been changed few times, what implied the changes within the Ministry of Finance as well. It made more difficult to work with cantonal ministries, especially in case of budget agenda and its harmonization with budget calendar.

Concrete Project's success in this year was the budget initiative submitted by one of our seminar participating organizations (Hope and Homes for Children) to Federal Ministry of Work and Social Policy. The initiative is referred to Action Plan for the children without parental care, and adopted by FBiH Government in October, 2012.

LOCAL SERVICES MONITORING: CIVIL SOCIETY ORGANIZATIONS, CITIZENS AND LOCAL AUTHORITIES JOINTLY TO BETTER SERVICES

Donor: Open Society Fund BiH

Providing various services to the citizens is one of the key roles of local self-government units in our country what was regulated in numerous domestic and international legal instruments.

Key problem, to which this Project is focused on, is the lack of practical methodology for permanent and systematic follow, evaluation, and advancement of public services, what would enable an efficient impact of citizens and civil society organizations to local authorities in BiH, having them more accountable. Key elements/aspects of this basic problem are the lack of appropriate tools and instruments for the regular quality assessment, accessibility and other relevant characteristics of public services, seen from the citizens' aspect as a major users and actors; the lack of qualitative, proactive, facts based communication between local authorities and civil society organizations; insufficient capacity of non-governmental organization for active participation in citizens' interests advocacy in providing public services at local level.

The basic purpose of this Project is to solve abovementioned problems by using PULS methodology developed by EDA Organization from Banja Luka. This Project had a purpose to contribute to the advancement of the services provided by local authority in elected units of local self-government through:

- (i) Capacity building of non-governmental organizations/ partner NGOs in PULS methodology application as a new approach in service improvement made by local self-government,
- (ii) Establishing of better, two-way communication between the citizens and their organizations and management of local-self governance units, and
- (iii) Increasing accountability of local administrations for advancement of life quality and corresponding local public policy.

PULS methodology understands the interrogation of citizens' satisfaction in 16 segments: water supply and sanitation, communal hygiene, collective heating (where applicable); maintenance of local streets and roads, horizontal and vertical signalization; public lighting, green areas and parks, cemeteries, public transport, pre-school education, primary education, secondary education, library, access to the Internet network, primary health care, social protection, and services provided by window halls. Activities were realized in 17 local self-government units.

Along with CSPP, the following organizations participated in the Project

:

1. Association for support and development SISTEM – Brčko
2. Association Medica – Zenica
3. Pulse of the Youth – Visoko
4. Citizens' Association Ekopot – Tuzla
5. CIPP-Zvornik

6. Center for Youth education – Travnik
7. Association DON – Prijedor
8. VESTA – Tuzla
9. Organization for education and political education - Teslić

CSPC printed out the final reports for the meeting participants in six municipalities (Centar, Stari grad, Novo Sarajevo, Novi Grad Sarajevo, Ilidža and Vogošća) in which we made direct research, and in other municipalities the reports were produced by municipalities themselves or by partner NGO. Research results for all municipalities are posted on web page www.civilnodrustvo.ba

During the Project's activities realization, the research results are presented to candidates in pre-election process. The representatives of CSPC, Development Agency EDA and Program Coordinator of local administration were present at four public debates organized by CSPC and LDA Mostar, as follows:

- Public Debate with candidates for municipal mayor of Jablanica Municipality held in September 18, 2012 in youth organization's premises;
- Public Debate with candidates for municipal mayor of Centar Sarajevo Municipality held in September 20, 2012 in hotel Bosnia;
- Public Debate with candidates for municipal mayor of Stari Grad Sarajevo Municipality held in October 4, 2012 in Municipal premises;
- Public Debate with the representatives of City Council Mostar held in November 22, 2012 in hotel Ero.

Besides abovementioned ones, four public debates with candidates for municipal mayors were held in municipalities of Sarajevo Canton organized by CSPC, and one in Zenica organized by partner organization MEDICA, as well as public debate in Srebrenik organized by NGO Eko-Pot, and another one in Konjic Municipality organized by LDA Mostar.

Web page www.ulica.ba is an additional tool in communication amongst the citizens and local authorities. In the first phase, the cooperation was offered to Sarajevo municipalities: Stari Grad, Centar, Novo Sarajevo, Novi Grad, Ilidža and Vogošća.

CIVIL SOCIETY

SUSTAINABLE DEVELOPMENT OF NON-PROFIT SECTOR IN BIH THROUGH PARTNERSHIP WITH GOVERNMENT AND BUSINESS SECTOR II

Donor: USAID

The year 2012 was the final year of implementation of four-year Project, and its realization was coming to the end. The Project components were:

- Improving legal and regulatory framework for non-governmental organizations,
- Increasing financial sustainability of non-governmental sector,
- Increasing public support to civil society in BiH
- Strengthening the capacity of CSPC as a service organization

Partner in the project was the European Centre for Non-Profit Law, Budapest (ECNL). Within the first project component the work on the Law on Volunteering at FBiH level was successfully completed by adoption of this Law within the FBiH Parliament. 11 public hearings were organized in 10 cantons in FBiH and Brčko District prior to Law's adoption.

CSPC is still very active when we speak about relationships institutionalization between government and non-government sector. In that sense, under the umbrella of the Network Agreement Plus, and by the Decision made by BiH Council of Ministers CSPC became a member of the Working Group for Making a Strategy for stimulating surrounding for civil society development in BiH. This Strategy creation was followed up by numerous difficulties which resulted in desertion of Republika Srpska Government representative from the Working Group, by which the work on this document is in stoppage and there are no indications that this process will move on, to the detriment of civil society in BiH.

In 2012 Ministry of Justice has launched the creation and adoption of two very important laws- the Law on Associations and the Law on Foundations. CSPC in cooperation with partner organizations submitted the letter to this Ministry aiming at application of the Rules for Consultations in creation legal, and provided comments to both laws. BiH Ministry of Justice accepted almost 90% of comments made by CSPC, but both laws were refuted in first reading before BiH Parliament, what is directly connected to not putting into effect the Rules on Consultations to which CSPC had warned repeatedly.

Besides the state level, CSPC conducted its activities at local and cantonal level simultaneously. Central Bosnia Canton invited CSPC to offer technical assistance in creation and adoption of institutional mechanisms of cooperation by making the Agreement on Cooperation between the cantonal government and NGO sector.

Based on research titled Toward Participative Democracy - The Application of Local Agreement on Cooperation between local authorities and non-governmental organizations, which was the first one ever done in BiH, CSPC elected the best three municipalities in area of Agreement's application and outstanding individuals engaged in Agreement application in local community.

Treated areas for rewarding were: financing, citizens' participation at decision making places and innovative examples of good cooperation between the municipalities and NGO sector.

The Network Agreement Plus has become one of the main actors in segment of civil society in BiH from its establishing. The Network is composed of 480 civil society organizations; it organized many forums initiating many issues of importance for civil society in BiH, and participated in making many legal solutions. The main Network intension is sub-sectoral networking and partnership with other networks in BiH.

The Campaign Plan, Strategic Action Plan for three years and Annual Action Plan were adopted at Network's forum. In order to implement all these documents, Network's Coordination Committee brought a decision on activities' implementation stating that working groups are the bearers of activities for each area encompassed by the Strategic Plan.

Based on previously held Network's Forum treating legal and fiscal treatment of civil society organizations in BiH, and the brochure 'The Analysis of tax and legal regulations for associations and foundations in BiH- recommendations for changes', the Team for campaign is formed with its main task to work on legal changes foreseen in the Analysis. The Team made a campaign plan consisting all necessary steps and materials for such in-depth campaign realization. It is important to mention that Team members were chosen by the biggest networks of civil society organizations (NGO Council, I volunteer Network, Women's Network, etc) by which the synergy and collective action of many organizations in BiH is achieved.

Regardless nominal completion of project activities the Team will continue with its activities. The success of the Team is reflected in the fact that the FBiH Ministry of Finance adopted all Team's proposals, and legislative proposals were incorporated in the drafts of the Law on Income Taxation and the Law on Profit Taxation. But the turbulences regarding the formation, and unclear parliament's majority, i.e., FBiH Government inaction has caused the situation that the Ministry of Finance has not yet started for adoption procedure for both Draft Laws.

Quality Standard for non-governmental organizations

CSPC has the leading role when we speak about quality system introduction within civil society organizations in BiH and region. This system means the certain level of standard in working and service providing to users, what enables all civil society organizations to be competing ones in the market.

During 2005, CSPC participated in establishment of non-formal coalition Kvalitet.ba (Quality.ba), and in period of 2006-2008 researched various approaches to quality along with non-governmental organizations from Slovenia and Croatia. Quality System implementation in BiH has started in 2009 as a pilot project in cooperation with Slovenian Institute for Quality (SIQ), in which 15 NGOs all over BiH participated.

During the year 2012, 20 organizations successfully completed the training on quality system, and upon final exam the participants have got a Quality System Internal Auditor Certificate. The workshops were organized in cooperation with the BiH Institute for Quality. Leaning on initial state the workshops for all organizations were organized aimed at harmonization of their work with quality system standards. These workshops were implemented till the end of the Project. The result of this education is harmonization of work of these organizations with quality system standards. This activity was supported by the certificated managers for internal audit. During current year the manual for introducing quality system for CSOs will be created and distributed

all over BiH and region countries, what will tighten CSPC in the leading position within this area in region.

Corporate Social Responsibility – CSP

In the beginning of 2010. Civil Society Promotion Center took the role of Secretariat of the UN Global Compact Network in BiH in cooperation with CSR Plus. CSPC's director Aida Daguda has been authorized representative of the Global Compact Network in BiH since 2010. During 2012. CPCD continued to implement activities as they relate to the development of cooperation between business and non-governmental sector and maintained its position of Secretariat of the UN Global Compact Network in BiH.



**Global Compact Network
Bosnia and Herzegovina**

The Network is a voluntary initiative that gathers representatives of all sectors responsible for the development of the society whose joint engagement and support want to contribute to the promotion of CSR as one of the key strategies of sustainable development in the area of successful business activities, strengthening of competitiveness, sustainable community and society development and strengthening of civic initiatives and civil society in BiH.

During 2012. CSPC as Secretariat of the Network initiated the creation of Best Practices Directory. The Directory had been worked on for more than six months and all companies in BiH had the opportunity to present themselves regardless of membership in the Network. The main aim of creating the Directory is to identify and systemize socially responsible practices among companies in BiH so as to contribute to visibility of positive examples as well as to encourage business sector to larger engagement in this area. The concept of corporate social responsibility (CSR) refers to responsibility towards employees, suppliers, partners, customers, environment and communities in which they operate. Apart from BiH the Directory was presented at the meeting of European Networks of the Global Compact in Belgrade, on October 17 – 18, 2012. and selected BiH practices have been incorporated in European Best Practices Directory in EU.

Bosnia and Herzegovina presented its CSR practices for the first time at the „Rio+20“ Conference held on June 20 - 22, 2012. in Rio de Janeiro, Brazil and attended by more than 130 heads of states and delegations, over thousand parliamentarians, mayors, representatives of local self-governments, UN representatives and civil society representatives from all over the world. This trip meant a lot to CSPC's reputation among companies/Network members, government representatives and public in general as well as to the reputation of still young and undeveloped Global Compact Network in BiH in world's movement of Corporate Social Responsibility, which is new and important segment of CSPC's operation.

By the of 2012. the Global Compact Network had 84 members.

Resource Center (RC)

In 2006 Civil Society Promotion Centre has opened Resource Center of Civil Society, as a response to the need for such intermediary structure that would provide different types of services such as trainings, educations, different types of advisory services and consultations, opportunities for networking and broader distribution and exchange of information.

The Resource Center mission is:

To maintain constant information flow between civil society stakeholders in BiH

To offer education program and long-term consultant services regarding civil society development

To profile and to strengthen third sector status in BiH

To contribute to the establishment of cooperation amongst all society sectors

To support the process of self-regulation of third sector in BiH

To upgrade professional work of local NGOs

To induce regional cooperation in area of Western Balkans

Web: www.civilnodrustvo.ba

From the very beginning this segment of work has proved necessary and useful. In 2012. the web site counted more than **135.353** single visits and **402.451** total visits which makes it one of the most visited web sites providing information on civil society.

More than **15.000** different news on various tenders, business opportunities, advertisements and scholarships was posted in 2012. Over **200** publications were uploaded on the web site.

Due to its actuality this web site has become a source of information not only for majority of non-governmental organizations but also for numerous students that use the content of our web site for their researches.

The RC has developed range of services and opportunity to become the RC member utilized by more than 525 organizations during 2012. As a part of this offer, Resource Center has developed solicitous services for its members. Among the other things, the RC clients are first to receive the most important and most current information on developments in non-governmental, governmental and business sector, information on projects, tenders, job vacancies, opportunities on networking with organizations in the country and region, but also the discounts on commercial trainings organized each year in form of specialized modules by RC. During 2012. more than 1.600 pieces of information was directly delivered to RC members' e-mail addresses.

The Resource Centre provides a service of books renting from its library which counts 1.070 books so far. The most frequent users of rent literature are students and individuals engaged in research work.

For its members the RC provides conference room and equipment renting services as well as organization of trainings, seminars and press-conferences.

Training Offer of the Resource Center:

- Quality System
- Finances
- Corporate Social Responsibility
- Business skills enhancement
- Project proposal writing
- Logical Framework Approach writing
- Project monitoring and evaluation
- Preparation and writing project proposals for EU funds
- NGO management
- Fundraising
- Strategic planning for NGO
- Legislation and procedures on establishing of NGO
- Public relations
- Competences of councilors
- Relations between NGOs and media
- Citizen participation in creating public policies
- Planning and implementation of special events
- Media relations and media appearances
- Crisis communication
- Advocacy
- Mentorship
- Training for trainers
- Agreement on Cooperation
- Program budgeting
- Definitions, importance and role of NGO
- Strategy for maintaining sustainability of NGO
- Public policy cycle
- Networking and building of coalition

Trainings:

During 2012 Resource Center organized series of commercial, free-of-charge and in-service trainings from different areas attended by the RC clients but also CSPC employees. The RC implemented trainings from different areas: writing project proposals, strategic planning, dealing with the past, monitoring and evaluation, logical framework matrix, advocacy and mentorship. Participation was free of charge but participants paid for their travel and accommodation costs. There were over 600 participants and for each training we had been receiving more applications than we had room available. It indicates the need for this type of support to NGOs in BiH, especially to organizations in smaller communities.

The RC organized commercial trainings on project proposal writing, organization of special events and advocacy.

As a part of consultancy services during 2012. the RC has replied to more than 50 legal inquiries of civil society organizations.

During 2012. Memorandum of Cooperation was signed with Civil Service Agency of BiH.

Improving the quality of cooperation between authorities and NGOs in the Canton of Sarajevo

Donor: Open Society Fund

Civil Society Promotion Center together with other non-governmental organizations has been working for years on creation and passing of the Agreement on Cooperation between non-governmental organizations and authorities at all levels. The Agreements represent institutional framework for larger involvement of citizens and civil society organizations in decision and policy making with a view to creating efficient mechanisms and standards that shall improve relations between citizens and CSOs on the basis of fundamental values and principles of modern democracy. As a result of these activities in last six years Agreement on Cooperation between Council of Ministers of BiH and NGO sector in BiH has been signed, Agreement on Intersectoral Cooperation in Canton of Bosansko-podrinjski and more than 70 Agreements at local level in both of the BiH entities.

Booklet „ Unified Register of Non-governmental organizations situated in Canton of Sarajevo” has been produced with the assistance of ICVA organization from Sarajevo and it provides:

- Better overview of the NGO sector in the Canton of Sarajevo - number of active non-governmental organizations, activities, capacities and shortages as well as assisting local authorities in identification of priorities and strategies;

- Enhanced coordination and cooperation of the non-governmental organizations in developing joint views as well as advocacy for these to other participants in the development;
- Created communication basis and cooperation between non-governmental and governmental sector, better knowledge of one another and cooperation on specific issues so as to better protect vulnerable groups in the society and citizens.

There were 4 workshops held in total, covering the following themes:

- Application of the Agreement - citizens' participation in decision making
- Public policy cycle

All workshops were well attended and were a combination of attendees from both NGOs' and governmental representatives.

At the end of the project cycle the Conference „Institutional mechanisms of cooperation between Government and civil society - comparative experiences and recommendations” was held. Purpose of the Conference was to emphasize once again the importance of cooperation between government and citizens as well as mutual benefits for government and NGO sector by establishing partnership and strengthening of civil society. Aims of the conference were:

- Achieving better understanding of the role of the Office and Council for Cooperation with NGOs as a governmental body;
- Exchange of experience and good practices of governmental and non-governmental cooperation implemented in BiH and Republic of Croatia, especially in the context of increasing citizens' participation in decision making and role of civil society in European integration processes;
- Creating prerequisites for more adequate application of the Agreement between government and NGO sector in the Canton of Sarajevo.

NGO fair

<i>Donor: US Embassy</i>

NGO fair was an opportunity for current and new US Embassy grantees to present best practices in the area of: use of social media, problem solving and accounting issues during the two-day program.

During the first day (Sept. 14, 2012.) representatives of 43 grantees of empowering women and interethnic program represented their activities to the US Embassy staff. This was an opportunity for the US Embassy staff to get more acquainted with the work of individual sectors within the Embassy. After meeting the employees all participants were introduced to financial procedures with the aim of improving quality of projects implementation and quality of project reporting.

After the training in the Embassy 44 grantees presented their activities at the public fair held in front of the National Theatre in Sarajevo.

In the evening, dinner and cocktail party was held in hotel „Hollywood” for all participants – employees of the US Embassy, grantees and partners. It was a great opportunity to meet one another, network and exchange of ideas for prospective cooperation.

Training „Development of NGO capacities” was held on the second day of the fair – September 15, 2012. Participants were introduced to topics of great significance for capacity development such as: monitoring and evaluation, networking and best practices in usage of social media. After two-day activities and NGO fair all grantees received an updated contact list.

Overall results of the project were:

- Improved quality of project implementation of grantees,
- Improved quality of program and financial reporting by grantees,
- Enhanced internal capacities of grantees in the area of monitoring and evaluation,
- Enhanced usage of social media by grantees and
- Networking for establishing cooperation when working on the same or similar project aims.

TACSO project

Capacity building of civil society in Western Balkans and Turkey (Bosnia and Herzegovina, Croatia, Serbia, Kosovo, Albania, Macedonia, Montenegro and Turkey)

Donor: European Commission

This four-year regional project is implemented by consortium partners led by SIPU International from Sweden, in which CSPC participates together with HRDF from Turkey, FPLD from Romania and FRDL from Poland.

The main goal of the project is to increase the capacity of civil society organizations (CSOs) and to strengthen their role within participative democracy. Project activities are primarily based on needs of CSOs and their priorities identified in needs assessments prepared by each individual country included in the project.



This project assists civil society organizations in overcoming numerous challenges in their work, primarily through activities of capacity building such as trainings, distance learning, exchange of experiences, counseling, etc., but also through networking activities such as events which promote partnership and distribution of information at national and regional level.

TACSO BiH Office with its three employees is situated CSCP's premises.

During 2012 CSCP produced three reports for TACSO:

1. Report on assessment of networks/platforms/initiatives/coalitions in BiH
2. Report on capacity assessment of membership based organizations in the area advocacy
3. Report on assessment of social entrepreneurship in BiH (in cooperation with FSU in BiH)

By the end of the year two extensive researches have been initiated:

1. Research on financial support of Public Institutions to Non Governmental organizations in Bosnia and Herzegovina in 2011.
2. Research on financial operations of NGOs in 2011.

Non-project activities of CSCP

mentoRING

"mentoRING is a perfect way of investing in one another – our network gives power!"

Based on experience of CSCP's director Ms. Aida Daguda in FORTUNE mentorship program of Vital Voices organization in USA and in the spirit of the theme of International Women's Day 2012. - "Connecting Girls, Inspiring Futures", CSCP initiated voluntary action aiming at connecting young women that need support in career development with successful women, recognized by their contribution to the society.

The idea was met with a great response – in only 9 days using Facebook, mailing list and web portal www.civilnodrustvo.ba over 250 women applied. Facebook group „Najmoćnije žene BiH“ („*Most powerful women of BiH*“) currently counts more than 2200 women from all over BiH.

115 mentoring pairs took part in the program; mentors were successful women from business sector (40), civil society organizations (30), politics (23), media (9), education (4) and other sectors (freelance trainers and consultants, fashion, professional associations... 9 of them).

From March 15, 2012 until April 15, 2012 individual mentoring pairs had at least one meeting that was a combination of the following activities: conversation between mentor and mentee,

joint attendance at meetings or other commitments the mentor had, conversation with mentor's associates, field visits, non-formal conversations... i.e. everything that mentor believed young woman could benefit from in regard to her career and life in business environment.

Dinner party „mento**RING** 2012“, as a crown of the overall process, took place on April 24, 2012. in Conference Hall of the „Holiday Inn“ Hotel in Sarajevo. It was an opportunity for 150 women, participants of the program, to meet, exchange experience and celebrate their joint success. The aim of the event was to make successful women visible and to demonstrate strength of joint work and solidarity between women. Special guest was Ms. Stephenie Foster from USA, University in Washington, where she teaches courses on legislative and policy advocacy.

Dinner party was financially supported by Civil Society Promotion Center (CSPC), US Embassy in BiH, Coca-Cola, dm Drogerie Markt, Orbico d.o.o, Sarajevo Tobacco Factory (FDS) and Utility company “ Park”.

mento**RING** media partners were: RTVFBiH, TV1, TVSA, Face TV, OBN, BHRadio 1, Radio M, daily newspapers: Dnevni list and Oslobođenje and magazines Gracija and Start.

Additional value of the mento**RING** is its reliance on enthusiasm and willingness of all those involved. It showed that positive ideas (still) have strength and that it is possible in this way to contribute to changes for better in BiH.

mentoRING** in numbers:**

- 250 women applied in nine days;
- 115 mentoring pairs (230 direct beneficiaries). Mentors were successful women from business sector (40), civil society organizations (30), politics (23), media (9), education (4) and other sectors (freelance trainers and consultants, fashion, professional associations...9 of them);
- Mentorship and mutual support of women was promoted in BiH public. 11 media covered mento**RING**.
- 5 BiH companies financially supported the final event;
- Over 1500 hours of voluntary work devoted to learning and strengthening of women. Facebook group "Najmoćnije žene BiH" (*Most powerful women of BiH*) counts more than 2200 members and the number continues to rise.
- Increased knowledge and skills of more than 250 young women through mentoring days and 10 workshops covering different topics.

(CP)CD Arena

First public debate „Why is the NGO sector silent?”

The first public debate within (CP)CD arena named „Why is the NGO sector silent?” was held on July 10, 2012. in business center UNITIC. Specific aim of the debate was to identify some of the main reasons for silence in NGO sector while there is ongoing „contemporary drama” that BiH society goes through as well as to give appropriate recommendations how to engage this sector efficiently into achieving their declared mission and role in the society.

WHY THE (CP) CD ARENA?



Civil Society Promotion Center (CSPC) in cooperation with numerous individuals and civil society organizations in BiH in 2012. initiated series of public debates on current situation and perspectives of civil society development in Bosnia and Herzegovina. Public debates will be organized in Sarajevo but also in other towns in BiH, based on expressed interest of partner organizations.

The main purpose and aim of the initiative is raising awareness of all stakeholders of civil society on necessity of establishing critical thinking among themselves and awareness on necessity of being called to account by the public on their own activities and establishing of civil (civic) society in BiH.

The initiative opens space in which all key civil society stakeholders, NGO sector representatives, academia, politicians, journalists, religious institutions representatives, local and international organizations, intellectuals and others would run open and (self)critical dialogue on all key issues as they refer to the role and position of civil society in BiH.

Nonprofit radio „Otvorena mreža“

Radio „Otvorena mreža” (*Open Network*) is nonprofit radio station owned by „Otvorena mreža” organization that CSPC has been building partnership with for several year now. Radio covers most of the BiH territory, more than 9 transmitters (Mostar, Trebinje, Srebrenica, Tuzla, Bihać, Jajce, Banja Luka and Sarajevo).

Radio „Otvorena mreža” seeks to provide a channel so that the civil society voice can be heard. Radio closely monitors NGOs work and provides them with opportunity to raise citizens’ awareness and conduct various media campaigns aimed at fight against corruption, development of corporate social responsibility, EU convergence, increasing of transparency in public sector etc.

CSPC and Otvrena mreža signed Memorandum of Understanding that regulates our cooperation in launching of radio station, planning and implementation of programs and fundraising.

Research on financial support of Public Institutions to Non Governmental organizations in Bosnia and Herzegovina in 2011.

Following the success we had in cooperation with Social Inclusion Foundation in BiH (FSU) in research „**Halfway there** – Government Allocations for the Non-governmental Sector in Bosnia and Herzegovina in 2010.” CSPC together with FSU had decided to do the same research for 2012. The research was completed by the end of 2012 and publishing is expected in the first half of 2013.

CSPC attendance at various events

During 2012. CSPC representatives had attended many meetings and events organized by other institutions/organizations and these are some of the most important ones:

- Meeting with NGOs organized by the Swedish Government with the aim of creating regional strategy for developmental cooperation with Western Balkans for 2014 – 2020
- NGOs meeting organized by USAID with the aim of creating strategy for assistance to civil society in BiH for 2013-2018
- World Forum Rio+20 in Brazil
- European Resource Centers meeting in Brussels
- CONCORD Conference in Brussels
- Meeting with delegation of the Ministry of Foreign Affairs of Sweden in the Ambassador's Residence
- Meeting with Ms. Melanne Verveer, United States Ambassador-at-Large for Global Women's Issues
- Meeting with MPs of the UK
- Numerous receptions organized by ambassadors of the USA, the Netherlands and UK in BiH
- Conference in the UK on future of BiH in Europe and Euro-Atlantic integration
- Meetings with ambassadors of the USA, Sweden the Netherlands, Czech Republic and Italy
- Meeting of Board of Directors of the Balkan Civil Society Development Network

Public relations

Our public relations take place at several levels. We communicate with beneficiaries (civil society organizations), legislative and executive bodies at municipal, cantonal, entity and state level, donor community, media, internal and overall public.

In practice it means we analyze the present, follow trends and launch information in accordance with findings we get. Through open two-way channel of our organization and its public, we open a dialogue about the needs and intentions of the participants which results in mutual satisfaction of equal interlocutors.

We have been networked with civil society organizations from the whole country and exchange information with 471 organizations constituting Sporazum plus Network that we founded. The Network has already developed several sectoral sub-networks that operate in accordance with their mission.

We cooperate with governments at all levels. We run meetings, round tables and conferences attended by elected officials, build partner cooperation and the two-way communication with the aim of enhancing joint engagement in the development of democratic processes and quality of life in community.

We inform the donor community on regular basis on projects development, achievements and funds used. We distribute annual report as a public document that has been posted at our web site www.civilnodrustvo.ba

We pay significant attention to media relations and inform them regularly on our activities and achievements. We invite them to events and provide information of public importance. We respond to requests for comments in relation to ongoing issues. We had media appearances in central news and took part in several thematic TV shows on activities we carry out. We are credible and significant source of information in civil society segment.

Last year we had over 300 media appearances:

- Public Broadcasting Service (BHRT, RTVFBiH, RTRS);
- Cantonal and commercial TV stations;
- Radio stations all over BiH and radio Otvorena mreža;
- Print media (Dnevni avaz, Oslobođenje, Nezavisne novine, Jutarnji list, Dnevni list, Start, Gracija);
- News agencies (FENA, SENS, ONASA);
- Information web portals

We pay special attention to the most important segment in the organization – employees. We strive to meet the expectations, agree on proposed solutions and respect individual differences with special respect for ethical standards in relationships.

We have two-year experience of socially responsible organization. We are the Secretariat of the UN Global Compact Network in BiH whose members strive to improve the environment and the community in which they operate. From our salaries we allocate funds for ill members of the society.

All of the aforementioned elements represent a set of guidelines in our public relations with the aim of efficient and timely informing of the target or overall public.

You can follow us at:

www.cpcd.ba

www.civilnodrustvo.ba

www.sporazum.ba

<https://twitter.com/Resursnicentar>

<https://www.facebook.com/pages/Centar-za-promociju-civilnog-dru%C5%A1tva/130056987075620>

Special feature of CSPC are street actions and campaigns so in 2012. we organized 2 successful street actions. Special step forward in our media presentation is promotion of CSPC and our activities through Otvorena mreža radio station.

Researches and Publications

1. Conclusions and recommendations of the conference “Institutional mechanisms of cooperation between Government and civil society - comparative experiences and recommendations”
2. Directory of organizations/associations and international organizations situated in the Canton of Sarajevo
3. Best practices of Corporate Social Responsibility in BiH
4. Primer of Quality

FINANCIAL REPORT

#	Source of financing	Amount (BAM)	Percent
1	USAID	371.090	21,54%
2	Embassy of USA in BiH	24.910	1,45%
3	Open Society Fond BiH	310.392	18,01%
4	DON, Prijedor/CCI	13.029	0,76%
5	Chemonics	411.277	23,87%
6	Royal Netherlands Embassy	3.981	0,23%
7	C.S. Mott Foundation	52.248	3,03%
8	SIPU	349.839	20,30%
9	SIDA	8.081	0,47%
10	SUNY	2.436	0,14%
11	UK Embassy in BiH	54.424	3,16%
12	UNICEF	90.805	5,27%
13	Financing from own sources	30.626	1,78%
		1.723.138	100,00%

INCOME STATEMENT for FY 2012 in BAM

	2011	2012
A. INCOME		
Membership fees	2,900	3,110
State budget incomes	11,470	34,202
Humanitarian income	27,039	374,431
Income from org. Own activities	1,864,503	1,311,390
Other incomes	23,235	5
TOTAL INCOME	1,929,147	1,723,138
B. EXPENDITURE		
Material and energy	54,483	62,122
Services	321,466	294,469
Salaries of employees	1,101,516	915,741
Depreciation	25,682	24,278
Financial Expenditure	5,549	2,121
Travel expenditure	40,251	11,530
Humanitarian expenditure	526,447	162,201
Taxes and contributions not depending on results	19,866	17,305
Other expenditure	150,866	99,209
TOTAL EXPENDITURE	2,246,126	1,588,976
C. RESULT		
Excess revenue	-	134,162
Excess expenditure	316,979	-

BALANCE SHEET (KM)		
	2011.god	2012.god
ASSETS		
A. FIXED ASSETS	54,719	30,337
Long-term assets (equipment, property)	50,064	26,837
Non-material assets	4,655	3,500
B. CURRENT ASSETS	323,948	400,886
Cash and cash equivalent	283,061	327.856
Short-term receivables	39,818	73.030
Stock (store)	1,069	-
VAT	-	-
Short-term other	-	-
TOTAL ASSETS	378.667	431.223
LIABILITIES		
A. LONG TERM SOURCES	113.634	209.133
Owner's equity	300	300
Unallocated surplus of income	430,313	579.644
Unallocated surplus of expenditure	316.979	370.811
B. LONG TERM LIABILITIES	-	-
C. SHORT TERM LIABILITIES	265,033	222.090
Current payables	20.301	49.474
VAT liabilities	19	166
Short term liabilities and provisions	244.713	172.450
TOTAL LIABILITIES	378.667	431.223