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**Centar za promociju civilnog društva/Civil Society Promotion Centre
Sarajevo, Bosnia and Herzegovina**

ANNUAL REPORT 2011

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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 (730 hours of education in total for the year 2011, what presents approximately 37 hours of education per each staff member). This program included subjects such as NGO quality standards, ISO 9001:2008; Training of Trainers (ToT) writing projects proposals for EU, logical framework, assessment of application, advocacy, etc. These measures have provided successful accomplishment of our plan for 2011, and qualitative planning of activities for the year 2012.

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 (Global Compact Network, Agreement Plus Network, Association for Quality in BiH, Network of Justice, and NGO Council).

During the past year, we made a big success in performing a task related to Quality Assurance System establishment, which will be ongoing activity during this year. Also, we have started with payroll giving program “XXL Heart” where CSPC employees have opportunity to designate one portion of their salaries to humanitarian support directed at help of sick people, through Open Network NGO. This initiative is promoted among business, and become part of work plan of UN Global Compact network in BiH. Several other businesses follow this practice.

CSPC will continue with implementation of its mission and main goals, mapped out and based on achievements and lessons learned from the last year period. For that purpose, we have developed a series of projects and other activities aiming at respond to the most important contemporary challenges in building of democracy and civil society in our country in an appropriate way and with creative and fresh approach. Particularly important part of the Plan for 2012 is advancement of knowledge and skills of CSPC employees, as well as Resource Center’s activities strengthening.

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 2011. 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 continous and broadened cooperation in the future.

Aida Daguda, CSPC Director

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 Register Number R-I-128/96. In accordance with Law on Citizens Associations of FBiH, re-registration has been undertaken by the reason of Statute changes referred to address change on December 1st 2011, under the registration number 04-05-2-3813/2000.

By the end of 2011, CSPC had 19 employees with full-time contracts (including six employees within GAP 2 Project), and one volunteer, all based in Main Office in Sarajevo and four GAP 2 Offices in Mostar, Banja Luka, Sarajevo and Tuzla.

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 good and unavoidable actor in the socio-economic development of country.

Vision:

Promotion and development of civil society, intersectoral cooperation and good governance in BiH. . CSPC’s actions are based on following basic values: devotedness, team work, professionalism, partnership, transparency and openness, innovativeness, originality and involvement.

Main programs and activities:

Its program goals in 2011 CSPC realized through the following main programs:

1. Public policy
2. Civil society
3. Resource Center

Within the frame of above listed programmes 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
- Promotion and advocacy of Agreement on Cooperation between Government and Civil Society as new democratic practice in relationships of these two significant society sectors at all levels of BiH governance, from state, entity, cantonal and local level.

- 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
- Strengthening of BiH non-governmental sector through the work of Resource Center

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PUBLIC POLICY PROGRAM

GOVERNANCE ACCOUNTABILITY PROGRAM, PHASE II (GAP2)

Donator: 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.

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

Donor: SIDA (Swedish Development Agency)
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Many of us didn't know were the villages like Mali Sitneši, Zaruđe, Gornja Jurkovic, Strica, or which way to choose to reach Ustiprača or Srebrenik. What connect these places are people. People, who look around, act and change. People who decided to make effort and express their innovativeness, creativeness and devotedness to problems resolving in local communities they originate from. Thanks to the Small Grants Programs of Civil Society Promotion Centre, 61 projects were realized initiated by citizens - for citizens.

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.

The fact of receiving more than 650 concept papers during the year 2011 proves that we helped in civic activism arousing in BiH. We believe we recognized the best of projects submitted either those dealing with advocacy or those which were bringing the concrete changes.

As a reply to an Open Call for 'Advocacy in Local Community', we received 240 concept papers out of which 40 organizations were selected for a second selection round. After the training was provided and after the organizations wrote and submitted their final Project Proposals 16 organizations were elected which worked on improving life circumstances in their local communities during the period of eight months. Those advocacy projects in amount of 73.000 KM were realized in 16 municipalities. In these places the shifts and changes were made which were of importance for the citizens.

Another reply to an Open Call for 'Initiatives for Community Development' submitted more than 440 concept papers from all over BiH. 40 initiatives were selected and realized in amount of more than 120.000 KM. What present special characteristic of these initiatives is the fact that their real value greatly exceeds amount awarded, by the reason of their realization mostly done by the assistance of huge number of volunteers (more than 1500), citizens and local business people who recognized their significance and decided to give their contribution. Initiatives were realized in 40 local communities.

Elected projects aimed at active inclusion of wide population of users in its activities and promotion of self-help approach, mobilization of social potential within local communities, promotion and encouraging volunteering work in communities, promotion of local partnership and inter-sectoral cooperation, promotion and encouragement of local philanthropy and social responsibility.

The special component of SGP is so called *Ad hoc* component whose basic aim is to enable the flexibility to this program in sense of providing financial support to these initiatives/projects which demand instantaneous reaction and response to the need expressed. In 2011 five initiatives were supported within *Ad hoc* fund in amount of more than 20.000 KM.

The special component of this Program is CSOs capacity lifting in order to successfully prepare, realize and monitor their projects and by doing this to be able to provide self-sustainability. In order to help CSOs in effective way we introduced innovative approach reflected in mentoring assistance whose basic idea was to help less developed organizations made by those organizations which are powerful and developed. The purpose of this mentorship is to give the assistance to CSOs in improving their work not only in single area, but to learn and develop cooperation with local authorities and institutions, to learn the steps within project cycle, to develop their skills for mentoring, evaluation, organization's management, etc. During the last year 200 mentoring meetings and more than 500 mentoring hours were realized done by 12 mentors from all over BiH.

All these results and achievements wouldn't be possible without openness, cooperation, dialogue and unreserved support provided by Sida to CSPC.

Small Grants Program achieved its purpose reflected in initiating the motivation of citizens and civil society organizations in taking a part in decision making and problem solving they are surrounded by. The total of 939 concept papers/project proposals for problem solving we received during the Project implementation presents the evidence that there is a potential power in BiH for making the changes and shows the readiness of this country citizens in 'being the changes one wants to see in the world'.

STRENGTHENING OF PARLIAMENT IN BIH

<i>Donor: USAID</i>

The project is implemented by the State University of New York, with financial support of USAID. CSPC is a partner in the project implementation, the implementation of activities in Central Bosnia Canton. The aim of the project is the inclusion of BH and FBiH Parliamentary Assembly officials and cantonal levels officials if needed, in order to support identified problem solving when it is beyond the competence of the local government.

The entire process is based on several elements, but the most important is participatory approach that involves engagement of adequate number of relevant actors, parliamentarians, citizens and representatives of NGOs, representatives of local government and self-government. Very important is for this process is a qualitative argumentation for implementation, ie, a realistic perspective of action plan aiming for finding solution for problem identified.

Selected topics for Bugojno Municipality were:

- Transmission of the rights referred to those dealing with state property administration. Instead of being supervised by the state, this property should be managed by the local municipalities,
- solid waste management, construction of incinerators and the location for central sanitary landfill and sanction of illegal dumps,
- housing problems in condominium
- floods problems and the role of Civil Protection Unit in the context of prevention and sanction of flood disasters.

In the municipality of Travnik these topics were discussed:

- solid waste management and its communal fees, construction of the reloading station that would satisfy the regional needs, inclusion of The City of Leipzig Office in these activities as being a blood brother of Travnik City;
- resolving issues and problems related to youth policy and youth center location,
- housing problems in condominium,
- floods problems and the role of Civil Protection Unit in the context of prevention and santaion of flood disasters.

Among the bigger events we organized the following events:

Two round tables were held in Bugojno, with more than 30 representatives of Civil Protection Unit officials and NGOs titled "The current situation in the field of protection of people and property rescue from natural and other disasters in Central Bosnia Canton with special point to the issue of floods ", which gave a good basis for further work on improvement of Civil Protection Unit in direction of the flood thematic issues.

The Counseling/ Workshop titled "Improving the capacities in protection of people and property rescue from flooding in river basin Vrbas" was held. Unlike the other activities, six municipalities were involved in this case because this type of problem can not be seen as an issue of only one territorial - administrative unit. Apart of Bugojno and Travnik, following local communities were e included: Vitez, Gornji Vakuf - Uskoplje, Donji Vakuf and Jajce, which creates a unique space in which the cases of floods can be coordinated in the moments of facing the problems.

Over 70 participants were present at the Workshop as the representatives of: all levels of Civil Protection Unit, BiH Ministry of Security, and Federal and Cantonal administration of Civil Protection Unit, municipal headquarters. The representatives of expert organizations took part in this event, like FBiH Hydro-Meteorological Institution, FBiH Fund for Environmental Protection, Center for Security Studies and elected members of the BiH House of Representatives and FBiH parliamentarians from constituencies that cover this region, the parliamentarians of the Central Bosnia Assembly, the representatives of the Municipal Councils of Gornji Vakuf, Vitez, Travnik, Donji Vakuf, Bugojno and Jajce, representatives of NGOs, the media.

As this event result, the material containing presentations, conclusions, law regulations and documents was created that should be treated by the parliaments in forthcoming period in order to improve the current situation in this area.

As a special acknowledgement for the efforts in organizing this, topic selected and further plans for monitoring the implementation of conclusions, CSPC was given a Letter of Thanks from Cantonal Administration of Central Bosnia Canton's Civil Protection Unit, on February 25, 2011.

As a final Project event referred to abovementioned issue, the media conference was organized in Sarajevo which gathered many media and sent a strong message and information to the public on the need for improving the legislation for pointing out the prevention, not just repairing the damages occurred when speaking about material damages, but jeopardizing the lives of population and livestock in rural households as well.

It is worthwhile note that CSPC made a qualitative analysis of legislation issues in area of condominium buildings management, and the next steps will go towards newly established cantonal authorities and local administrations of Bugojno and Travnik, in order to make necessary corrections and additions to existing documents, and start to regulate the problems of implementation of management system, which generally does not work. In this regard we plan

wide advocacy campaign led by NGOs in order to raise public awareness about this very issue because it is evident that besides the government, bad regulations and implementing companies, the people with their attitude towards this issue are the part of the problem not the solution.

The Draft Law that regulates this area was made, so it's up to the cantonal bodies' representatives to initiate and implement the consultation and public hearings procedure, after which the harmonized document will be put on agenda and adopted at the later stage. All these can be expected to happen during 2012.

In future contacts between The City of Leipzig Office and local administration of Travnik Municipality further steps towards reloading station construction for the region will be designed, as well as meeting the needs of waste recycling for some municipalities, and reducing costs of solid waste transportation to sanitary landfill in Zenica.

The activities in Bugojno Municipality go toward joint efforts in construction of regional sanitary landfill Gračnica at Gornji Vakuf –Uskoplje, and one of the tasks resulted from actual Project as well is rebuilding of existing sanitary landfills.

Bugojno municipality has a good practice in the implementation of Agreement of Cooperation between the Mayor, Municipal Council and COSs in this very municipality, in which the non-governmental organizations have the big influence on the process of decision making and are involved in all processes of importance for community.

In Bugojno Municipality, after the meetings with the Mayor and his associates, and after the project was presented, a joint meeting with local civil society organizations and representatives of the Municipality was held. On that occasion, by mutual work the priority need of this Municipality was defined and a working group was elected, composed of representatives of the municipality and local civil society organizations. The Working Group has started developing an Action Plan in order to solve the identified problem, which includes creating a campaign, a joint action towards state parliament, and lobbying and advocacy activities with the full support of local authorities.

The same process and approach was planned to be implemented in Municipality Travnik in which the existing document requires certain finishing touches and improvements in order to have its implementation more useful in the future. This is also supported by the initiative and expressed desire by cantonal authority in defining and creating the document on cooperation that will mainly facilitate further efforts in previously defined problems realization.

Few visits to BiH and FBiH Parliamentary Assembly were organized as Project activities, what was the opportunity for the youth from Project's municipalities to inform themselves about the work and procedures of these legislative bodies.

ADVOCACY FOR YOURSELF

Donor: The Royal Netherlands Embassy in Bosnia and Herzegovina

Implementation period December 1st 2010 – November 30th 2011

The overall objective of the project is promotion and protection of basic human rights of marginalized groups and strengthening a social cohesion and trust in six rural remote municipalities in BiH: Doboju, Glamoč, Vitez, Bijeljina, Ključ and Gacko. Set of various strategies and activities had been established, including information, awareness raising, capacity building, media promotion, training etc. The main result of the Project reflected in better information level and awareness of marginalized groups' members, increased capacities for their

rights self-advocacy, and better public policy by local communities encompassed by the Project, related to marginalized groups human rights.

Main beneficiaries are chosen within most frequent marginalized groups in each of Project municipalities like: persons with any kind of disability, children and youth living in rural areas, elderly persons, ethnic minorities, displaced persons, refugees, returnees, women, poor people, unemployed persons etc., and 12 groups are formed in six municipalities.

The main Project goal:

Promotion and protection of basic human rights of marginalized groups and strengthening a social cohesion and trust in six municipalities in BiH.

Specific goals:

1. to inform and raise awareness of main target groups on their basic human rights;
2. to build capacity of twelve marginalized groups in six selected municipalities to advocate for their rights on their own by providing action oriented assistance such as: tailor made trainings, consultancy and mentorship;
3. to increase participation of project target groups in process of developing and implementation of municipal budget and other public policies affecting their day-to day lives through issue-based advocacy campaigns and
4. To empower the role and responsibilities of local authorities in 6 selected municipalities in the field of human rights through the advocacy campaign for the development and adoption of the Code of Good Practice for marginalized community groups as a new policy framework for the promotion and protection of human rights.

In most cases when it comes to marginalized groups whose human rights are threatened, and therefore are in inferior position, these groups are not even aware there are documents (declarations, charters, decisions, etc), regulations and instruments that promote and specifically protect their rights as special groups unlike the general provisions on human rights to which are also unfamiliar. Besides this obvious problem that addresses those who are most affected by it, there is a general lack of information to the public and government structures which are just supposed to ensure a favorable environment and measures to prevent this situation. In all Project municipalities the activity on informing wider local community on problems they are facing with was carried out in which marginalized groups' representatives participated. There was also a direct education for Project users on their rights guaranteed to them by the documents of international community that are adopted and ratified by national legislatures.

Marginalized groups obviously do not have the capacities; even when they are aware they are particularly jeopardized population because of their specificities in process of adequately fight for their rights, unlike all other citizens generally. In that sense it is necessary to raise their capacities and skills in self-advocacy and participation in decision making processes that could have positive reflection on their position. In that context, all Project groups have undergone the trainings of advocacy and budgeting and been mentored during the campaigns implementation jointly defined and developed.

Based on the knowledge and skills acquired through trainings and consultations, marginalized groups focused on their problem as priority, developed a problem-oriented campaign and as a response to that there was increased representation of formulated requirements and documents in municipal budgets and public policies that can affect their daily lives. The protocols of cooperation between social partners at local level were signed in three municipalities Gacko, Bijeljina and Glamoč, what defined some further goals and tasks that will be developed upon the Project is completed.

Resolving the issues and problems related to marginalized groups are often initiated, addressed and solved in a way of single practice, mostly as a result of some excess situation or pressure by domestic or foreign factors that usually comes in the context of solving some other issues and policy and becomes a condition without which the process can't be rounded up. Therefore the program planned and implemented the creation and signing the Code of Good Practice which is a part of Agreement on Cooperation between authority and NGO within Project's municipalities and created one new network of policies for promotion and protection of human rights and reflected to institutional treatment of this very issue as regular practice in the work of those bodies and institutions which are assigned to scope with this segment within their powers and responsibilities.

ACCOUNTABLE GOVERNMENT BUDGETING PROCESS

Donor: British Embassy Sarajevo

The Project Accountable Government Budgeting Process has started in April 2011. CSPC realizes this Project in partnership with consultation company INNOVA, financially supported by British Embassy in Sarajevo.

This Project is the follow up of activities realized within the Project of Strengthening the Public Financing Management in BiH, financed by the Great Britain Government Office, and by which the support was given to the ministries of finances and budget users in BiH aiming at further institutionalization and strengthening the process of budget planning and creation through connection of this process with the process of policies creation at all levels of authority. It is also related to CSPC's six-year activities in creation and adoption of Agreement on Cooperation between CSOs and government at all levels, as an institutional framework for wider citizens and CSOs participation in decision making process, and creation of public policies realized through series of projects financed by USAID and Open Fund Society BiH.

The purpose of the Project is the application and further development of already acquired knowledge in introducing mid-term planning through creation of the Document of general budget and basic elements of program budgeting directed to results realization, strengthening the capacities of BiH Parliamentary Assembly and Canton Sarajevo Assembly in order to realize its representative and controlling role, as well as strengthening the capacities of CSOs for performing budget analysis and active participation in budget process through practical Agreement application, its further development and support to advocacy and other civil initiatives.

Basic Project goal: partner cooperation between government and CSOs in establishing and developing the system of mid-term budget planning at all authority levels in BiH, and advancement of the level of decisions connection on budget distribution with economic, social and other priorities in the country. For this goal realization the set of specific goals, activities and expected results was defined.

Project activities are classified in three interconnected components (groups of activities) which together present the combination of activities in capacity building of direct Project's users, and advocacy activities, direct initiatives and proposals of new budget consumption through practical Agreement application.

The Project is directed to three main groups of direct users: 1) non-governmental organizations - members of the Network Agreement Plus; 2) representatives and delegates of BiH Parliamentary Assembly and Canton Sarajevo Assembly; 3) Canton Sarajevo Ministries. Indirect Project users are all BiH citizens, taxpayers that will benefit from introduction of program budgeting, dialogue and partner cooperation between government and civil society in solving public policies key issues, by receiving an adequate value for money invested.

During the last year we organized six seminars on program budgeting with participation of 15 BiH NGOs. These seminars aimed at informing the participants on program budgeting basic principles, as well as the way of preparation of proposal for new budget consumption. This educational program resulted in preparation of eight new proposals of budget consumption submitted to appropriate budget consumer by non-governmental organizations representatives.

Two street actions were organized aimed at citizens' raising awareness on budget process. First one was aimed at giving information to citizens on the ways of inclusion in budget processes, whilst the second one provided the opportunity to citizens to sign the petition by which the authorities were asked for responsibility in spending of public funds. Two programs were broadcasted treating this topic; one in TV SA show titled REBUS, and the second one in talk show) 'Answer to the People' broadcasted on Federal TV. Mirjana Sirco participated in both programs. Signing the Petition had fully media coverage with almost daily information within informative programs on TV and radio. The action was followed by more than 15 media (TV stations, internet portals and radio).

The public hearing was organized as well regarding Draft Budget of Canton Sarajevo, as well as few consultative meetings with Canton Sarajevo budget users, and seminar for Canton Sarajevo representatives.

For state level representatives we organized seminar in September 2011 and one Round Table in March of the same year.

We can conclude that a lot of things have been done in direction of main goals realization:

- Built up CSO capacities for conducting budget analysis and active participation in budget process based on Agreement principles,
- Support given to the representatives and delegated of BiH Parliamentary Assembly and representatives of Canton Sarajevo Assembly for active inclusion in budget process and understanding the decisions which have been bringing out.

Introduction of program budgeting and creation of institutional mechanisms for partner dialogue development and cooperation between authorities and CSO as a new democratic practice is the process that requests plenty of time, material and human resources. By these reasons the Project duration is planned as 2+2 years in order to encompass the whole election process and period of mandates for newly elected officials after the General Election in October 2010.

DIALOGUE AND COOPERATION BETWEEN THE GOVERNMENT AND NGOs IN SARAJEVO CANTON -STRATEGY FOR SUCCESS-

Donator: Open Society Fund BiH

This project is a continuation of activities which CSPC implemented within the project "Dialogue and Cooperation between Government and CSO in Sarajevo Canton – Strategy for Success" in period of March 2010 - March 2011.

The main purpose of the project was the implementation and further development of already adopted Agreement on Cooperation between the government of Sarajevo Canton and NGO sector in this Canton, through creation and adoption of Codex of Good Practice/ Rules for civic participation in decision making process, Codex of Positive Practice/Rules for financing initiatives, programs and projects of non-governmental organizations from cantonal budget, as well as support to advocacy and other civil initiatives aimed at practical application of basic values and principles of the Agreement in every day relationships between representatives of government and civil society in Sarajevo Canton.

The activities and results realized within this Project are bigger than they were planned in the Project itself, what was particularly important taking into consideration the fact of short realization period (10 months), which was in the same time a period of forming the new government in Sarajevo Canton after the General Elections took place. The process of building of inter-sectoral dialogue and partner cooperation thorough creation, adoption and application of Agreement on cooperation between the government and NGO sector representatives is always long-lasting process and it takes years even in countries with more developed democracy than it is the case in Bosnia and Herzegovina.

The biggest achievement in cooperation of these two sectors in Sarajevo Canton is the fact that the Rules on financing/co-financing of programs and projects submitted by NGOs for Canton Sarajevo funds, as well as remarks derived from public hearing are inserted in the fullest extend in Decree on financing/co-financing of programs and projects of non-governmental organizations from Canton Sarajevo budget. We consider this a special success because the document of Agreement Plus Network for Sarajevo Canton is partly transformed in legally binding form regardless its previous shape which was not accepted by the Government of Canton Sarajevo.

The second big success is the fact that the government Office for Legislation of Sarajevo Canton determined new revised text of Decree on procedure and the way of preparation, creation and delivering regulations (Sarajevo Canton Official Gazette 21/11) in which in its Article 3 says: 'The bearer of regulations creation is obliged during this creation process to observe Uniformed Rules for creation regulations in authority institutions in Bosnia and Herzegovina (BiH Official Gazette, 11/05) and Rules on Consultation in creation in creation regulations (BiH Official Gazette, 81/06)'. By this way the application of Rules on Consultations of BiH Council of Ministries have become legally binding in the process of passing the laws and other legal acts, i.e. consultation with citizens and CSOs in accordance with these legal acts classification.

We also continued with joint actions realization in order to practically present the benefits that citizens, NGOs and authorities might have from inter-sectoral cooperation. CSPC jointly with Agreement Plus Network initiated advocacy campaign in May 2011 for application of the Law on protection and welfare of the animals brought by BiH Parliamentary Assembly in February 2009.

The Proposal of measures for this Law execution was made in regard to solving the problems of abandoned animals in Sarajevo Canton for the years 2011 and 2012, and in form of civic initiative was submitted to Canton Sarajevo government. In lobbying and advocacy actions for this Law application as well as the application of determined Measures Proposal the representatives of Sarajevo Canton Assembly were actively included. One of the measures has been already realized in a way of opening asylum for abandoned dogs in Prača Municipality.

This joint commitment of authority representatives, non-governmental organizations and media on finding out the sustainable and effective solution for one of the citizens' key issues contributes the best way to the practical application of Agreement's principles and goals, primarily to those related to partnership building between authorities and civil society, as well as wider inclusion of citizens and CSOs in creation, monitoring, putting into effect and evaluation of public policies in Sarajevo Canton.

More details on this Project activities, results achieved and the whole process of building the institutional channels for development of dialogue and partner cooperation between the representatives of authority and civil society in Sarajevo Canton can be found in publication titled 'The Application of Agreement on Cooperation between Sarajevo Canton Government and NGO sector in Sarajevo Canton – Challenges and Achievements'.

This brochure that was printed out in 1000 copies and distributed to the representatives of authority from local to state level, and local and international non-governmental organizations induced a big interest.

Like the case of Sarajevo Canton, the government of Central Bosnia Canton after having the meeting with CSPC representatives brought the Conclusion on initiating the activities for creation and adoption of Agreement on inter-sectoral cooperation in a way it had been done in Sarajevo Canton. The brochure can be uploaded at www.cpcd.ba.

CIVIL SOCIETY

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

Donor: USAID

In 2011 CSPC continued with activities realization by following below mentioned component, and thanks to one year cost extension:

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

Partner in the project is the European Centre for Non-Profit Law, Budapest (ECNL)

Within the first project component few activities had been realized. CSPC and ECNL participated in the work of Working Group for creation the Law on Volunteering at FBiH level. After the Draft Law was made it was submitted to the Commission for Youth (Commission) which operates within the FBiH Parliament. The Commission began a legal procedure for Law adoption, after which the Law was adopted by Legislative Commission within FBiH Parliament. The first reading of this very document came after before the FBiH Parliament. As a current activity, 11 public hearings are going to be held in 10 cantons in FBiH and Brčko District.

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 is in progress. The Strategy in accordance with signed Agreement on Cooperation between the BiH Council of Ministers and NGO sector, establishes once more the obligation of forming the Offices for Cooperation between the Council of Ministers and NGO sector as well as the Council for Civil Society Development. This document will include the part referred to obligatory rules for consultation while making legal regulations (Regulations) adopted by BiH Council of Ministers. The fully implementation of these regulations was requested, what was not the case up to now, nor these regulations became a part of the practice. These issues advocated by CSPC in previous period, has been becoming the part of State Strategy for whose implementation the BiH Council of Ministers will be in charge of.

Through the Network Agreement Plus, CSPC initiated the initiative of creation and adoption the Protocol on Cooperation between BiH Parliamentary Assembly and NGO sector. Essential Protocol text was determined, and preliminary talks were made with BiH Parliamentary Assembly Secretariat and Constitutional – Legal Commission.

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.

CSPC published the 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. 65 municipalities were encompassed by this research, as well as the organizations operate in these local communities. This research will be the base for activities planned for May 2012 and are related to election rewarding the three best municipalities' practices in Agreement on Cooperation application. There will be rewarded outstanding individuals from NGO sector as well, who made a lot for general interest regarding the Agreement application as a cooperation mechanism. The rewards will be widely promoted, and by that the importance will be given to the Agreement and pointed out benefits of use for both sectors in frame of mutual cooperation.

The Network Agreement Plus (Network) became one of the main actors in segment of civil society in BiH from its establishing. The Network is composed of 471 civil society organizations, 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.

At 6th Network Forum we discussed about funds awarded by authority institutions to NGO sector. In 2011 this amount was almost 120 000 KM (60 000 €). As a preceding activity to this Forum, CSPC and Foundation for Social Inclusion in BiH made a research 'Halfway there' on structure of donating funds for NGO sector and authorities duty on reporting on the funds distributed. It's important to say that the response to research was almost 100%. According to this research the Forum was devoted to following issues: (I) government institutions procedures at various levels of authority related to funds distribution generated from public sources are unequal; (II) the process of making decision on grantees awarded is insufficient open for participation of public interested in, subject to volunteerism of individuals and influence of political interests of elites in power; (III) monitoring, evaluation and assessment of these funds consumption either doesn't exist or doesn't meet basic quality standards, rationalization and appropriateness; (IV) CSOs do not have developed structures and procedures for monitoring and reporting on the way the rewarded funds were consumed.

Main topics of the 7th Forum were tax and legal regulations for NGOs in BiH. Before the Forum started a questionnaire was distributed to Network members and as a result we got the list of legal solutions which are inadequate nowadays. Based on this questionnaire and 7th Forum conclusions, the 8th Network Forum was held where the document titled 'Review of tax and legal regulations along with proposal for changes of debatable legal solutions' was presented. Before this document was finalized and taking into account it is dealing with issues of interest for NGO sector in BiH, it was distributed to five addresses of partner networks in order to have their members' suggestions to it. The 8th Forum conclusion is the initiation of advocacy campaign aiming at changes of identified legal solutions. Campaign will be supported by partner networks and will be given written statement as well, as an act of giving the legitimacy.

At 9th Network Forum the Campaign Plan, Strategic Action Plan for three years, and Annual Action Plan were adopted. In order to have these documents implemented Network's Coordinating Committee brought the decision on activities implementation through working groups for each area encompassed by Strategic Plan.

In accordance with this few working groups were formed. As the Network's Code of Conduct was already adopted in 2010 at its Annual Assembly event, by which it became obligatory for all members, Working Group for Codex started to prepare the model for monitoring the implementation of Codex by members, as well as to define the deadlines for signing this document. Working Group for Agreement prepares the activities related to best practice awards for Agreement application as cooperation mechanisms between government and non-government sector.

In 2012 Ministry of Justice has launched the creation of the Law on Associations and Foundations appraising them less interesting for the public. CSPC and ECNL submitted the amendments to these laws in accordance to Network's conclusion on submitting suggestions to the laws. This conclusion is referred to unsystematic way of submitting the suggestions to the Ministry by the reason of this body decision on not having public hearings, but leaving the space for each member to submit their amendments in their own name. After the suggestions were submitted, CSPC held a series of meetings with the Ministry aiming at initiation of public hearings related to these two Laws. We also expressed desire for fully respect not only these two Laws, but the other ones which are of interest for public, as well as the Rules for Consultations in creation legal rules that are obligatory for all Ministries within the BiH Council of Ministers.

For the first time in BiH, CSPC has promoted quality standards for NGOs in order to increase the capacity and credibility of civil society organizations (CSOs).

After the first phase in 2010 and after the expressed interest, CSPC in cooperation with the Institute for Quality and Q Agency made an assessment on harmonization with quality systems standards within 30 NGOs. Based on this, workshops for these organizations were held with aim of harmonization their work with quality systems standards. This was organized in period of last 12 months. As a result each organization has been harmonized with standards and has got a certified manager for internal audit and got harmonized

A creation of appropriate brochure on Quality System for NGO is in progress which will be distributed in BiH and countries within the region. In cooperation with the Institute for Quality, CSPC will continue with activities trying to transmit this practice out of BiH borders. CSPC has its own capacities in form of certified Quality System Managers for internal and external audit.

CSPC preserved its role as a Secretariat of BiH Network of UN Global Compact together with CSR Plus organization during the year 2011. This Network gathers leading companies and non-profit organizations which build their advantage on the market not only by the quantity of profit but by being socially responsible companies. The Network's Annual Assembly was held, founding documents are adopted and Working Groups for following areas are established: a) State Strategy Creation, b) Ecology, c) Philanthropy, and d) Children Rights Concern. Each Working Group mad an Annual Working Plan. Issuing of directory of good practices in area of socially responsible dealing in BiH is planned to be done.

RESOURCE CENTER

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

Resource Center Mission is:

To maintain constant flow of information between civil society stakeholders in BiH

To offer educative 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 advance professional work of local NGOs

To induce regional cooperation in area of Western Balkan

Based on previous experience and knowledge of market needs, Resource Center has defined the services of its activities through several segments.

- web site www.civilnodrustvo.ba
- training, mentorship, and consultation
- services
- networking

Web: www.civilnodrustvo.ba :

From its very beginning this segment of work has shown as needed and useful. In year 2011, this web site has counted more than **47 130** single visits, and **112 952** total visits what makes it one of the most visited web sites which provide information on civil society.

During the year 2011, more than **1 000** different **news** had been published, together with more than **13000** information on different bids, business opportunities, advertisements and scholarships. **17** new 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 who use the content of our web site while doing their research. This site had been visited by representatives of public institutions and state authorities as well.

Trainings, Mentorship and Consultations:

During 2011, Resource Center organized a series of commercial, non-commercial and internal trainings for its employees. RC realized 14 non-commercial trainings in various areas, like writing and creation of project proposals, training on public relations, facing with past, Balkan as a part of European family, advocacy, mentorship. These trainings attendees were exempted from participation fee, but they were supposed to manage the costs of travel and accommodation by themselves. There were over 300 participants, and for each training session many applications had been received, which shows the need for this kind of support to NGOs in BiH, particularly for the organizations originated from less populated towns.

Besides the trainings of non-commercial character, RC organized three trainings of commercial type in area of project proposal writing, special events organizing, advocacy and lobbying. More than 30 participants took part in these trainings with minimum participation fee paid.

For CSPC employees 5 internal workshops from various areas were held, aiming at rising capacities. The areas encompassed by this educative program were: logical framework matrix, skills for facing the stress and burn out syndrome, ISO standards, Microsoft Excel Program.

By the end of 2011, certified trainers in area of Quality System for NGOs began with introduction of Quality System for the NGOs and its relevance to the work of the organization. During the year, seven introductory workshops were held all over BiH, where the concept of Quality System was presented. Those cities were: Tuzla, Mostar, Travnik, Bihać, Banja Luka. At those introductory workshops, more than 160 participants took part, by which CSOs expressed big interest for this thematic issue and importance of this system implementation in quality of CSOs work. After those workshops a series of other five workshops titled 'Introduction of Quality Management System according to international standard ISO 9001:2008' followed, in which continuously participated the representatives of 33 organizations, with which the MoU was

signed in the same time. This created the obligation for them in for of realizing the process of establishing quality system till its final stage. Workshops' lecturers were Mr. Goran Tešanović (BiH Institute for Standardization), and Mr. Nijaz Alispahić (QS Agency).

During 2011, Resource Centre provided 51 mentorship services to civil society organizations in process of writing projects proposal and project implementation. Within consultative services during 2011, Resource Centre responded to more than 30 legal queries to civil society organizations.

Services:

RC has developed offer of services used by more than 40 organizations during the year 2011. As a part of this offer, Resource Center has developed solicitous services for its members. Among the other things, users are first to receive the most important and most actual information about current ongoings in non-governmental, governmental and business sector, information on projects, bids, job vacancies, possibilities on networking with organizations in country and in region, but also the discounts on commercial trainings organized each year in form of specialized modules by RC. During this year 1109 information was directly delivered to RC members.

Resource Centre provides a service of books renting from its library, which has 1051 books until now. The most frequent users of rent literature are students and individuals who are engaged in research work.

Resource Centre provides to its members and all interested individuals and organizations, the service of renting rooms and full range of technical equipment, organization services for trainings, seminars, press conferences, and hall renting.

Broadening the scope of work of Resource Center:

The initiative of networking and broadening of RC's work in 2011 resulted in creation of network of Regional Resource Centers (RRCs) in BiH. By this way many organizations in BiH will have easier access to Resource Centre support. Regional Resource Centers are organizations that already operate in their respective regions as resource centers, providing assistance to other organizations of civil society - CGS Livno, DON Prijedor, CEM Travnik, and ToPeeR Doboje. RRCs organized 17 various trainings in 2011 like Project Proposal Writing, Trategic Planning, Facilitation Skills, Business Communications, Fundraising, etc. More than 300 participants all over BiH took part in these trainings.

TACSO Project

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

<i>Donor: European Commission</i>

This two-year regional project is realized 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.

Main goal of the project is to increase the capacity of civil society organizations (CSOs) and to strenghten their role within participative democracy. Project activities are primarily based on the

needs of CSOs and their priorities identified in needs assessments prepared by each country included in the project.

This project is assisting to 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 is seated in CSPC's premise and has three employees.

PUBLIC RELATIONS

The particularity of CSPC actions were street campaigns and initiatives:

- Advocacy Campaign on the Law on Animal Welfare - Sarajevo
- 'Find out the Public Secrets of Budget' – Sarajevo
- 'Stop Non-transparent Budget spending', by signing the Petition - Sarajevo
- USAID Street Day – Sarajevo
- Recommendations for Dialogue between Government and Civil Society by distributing mini EU passports containing the recommendations – Sarajevo
- Promotion of CSPC Resource Center and Regional Resource Centers – Sarajevo
- Promotion of UN Day of Elderly People – Sarajevo, Gacko, Bijeljina, Glamoč
- Promotion of Rights and Responsibilities in area of condominium buildings management- Bugojno

The media, as an important partner for CSPC communication followed our activities in accurate and timely manner. CSPC has always been available for various comments, views and opinions on various current issues.

By this approach CSPC provided an adequate and desirable position as a source of information, and relevant interlocutor for numerous issues that media in BiH media covered in 2011.

It is important to note that the information on the activities of the Center were broadcasted not only by the most popular and most visited web portals in BiH and the region, but also the most important NGO sites and portals.

CSPC has made collaboration with the most influential media at state, entity and local level.

We organized humanitarian aid action in which we collected basic foodstuffs for the people affected by snowfall which were distributed to the most critical areas.

In the future, CSPC will continue to develop good relations with the media. Through planning campaigns within the projects, CSPC will influence on improving the image of non-governmental sector.

Financial sources in 2011

#	Donor	Amount (KM)	Percentage
1	USAID	468,826	24.30%
2	SIDA	384,790	19.95%
3	Otvoreno društvo BiH	130,088	6.74%
4	Royal Netherlands Embassy in BiH	107,560	5.58%
5	Chemonics	612,747	31.76%
6	Mott Foundation	41,172	2.13%
7	SIPU	49,929	2.59%
8	SUNY	32,819	1.70%
9	UK Embassy in BiH	57,966	3.00%
10	Income from services and membership fees	43,249	2.24%
Total:		1,929,147	100.00%

FINANCIAL DATA

INCOME STATEMENT		
	Previous FY (2010)	FY 2011
A. INCOME		
Membership fees	1,560	2,900
State budget incomes	0	11,470
Humanitarian income	808,462	27,039
Income from org. Own activities	1,148,393	1,864,503
<i>Other incomes</i>		23,235
TOTAL INCOME (1)	1,958,415	1,929,147
B. EXPENDITURE		
Material and energy	43,142	54,483
Services	306,440	321,466
Salaries of employees	1,078,789	1,101,516
Depreciation	23,456	25,682
Financial Expenditure	2,261	5,549
Travel expenditure	32,249	40,251
Humanitarian expenditure	75,130	526,447
Taxes and contributions not depending on the results	14,232	19,866
Other expenditure	86,043	150,866
TOTAL EXPENDITURE (2)	1,661,742	2,246,126
C. RESULT		
Excess revenue (1-2)	296,673	
Excess expenditure (2-1)		316,979

BALANCE SHEET		
	Previous FY (2010)	FY 2011
ASSETS		
A. FIXED ASSETS	55,979	54,719
Long-term assets (equipment, property)	55,979	50,064
Non-material assets		4,655
B. CURRENT ASSETS	585,290	323,948
Cash	352,142	283,061
Short-term receivables	232,188	39,818
Stock (store)	960	1,069
VAT		
Short-term other		
TOTAL ASSETS (A+B)	641,269	378,667
LIABILITIES & OWNER'S EQUITY		
A. LONG-TERM SOURCES	430,614	113,634
Owner's equity	300	300
Unallocated surplus of income	430,314	430,313
Unallocated surplus of expenditure		-316,979
B. LONG-TERM LIABILITIES		
C. SHORT-TERM LIABILITIES	210,655	265,033
Current payables	32,310	20,301
Short-term Liabilities and Provisions	178,345	244,713
VAT liabilities		19
Other		
TOTAL LIABILITIES AND EQUITY (A+B+C)	641,269	378,667