

**Civil Society Promotion Centre  
Sarajevo, Bosna and Herzegovina**

# **ANNUAL REPORT 2008**

**March 2009**

## Foreword

I am pleased to introduce the Annual Report on the activities and financial operations of the Civil Society Promotion Center for the year 2008. As an CPCD Acting Director, I'm glad that I have the opportunity to offer the review of our past year achievements to the public, the vast extent of activities in two main areas: Civil Society and Public Policy.

Year 2008 was another active, exciting and successful year for our organization, with a lot of implemented projects and activities in several key issues for our country, in areas of democratization and civil society building in Bosnia and Herzegovina. During the past year CPCD experienced a personnel change in management team also- after 10 years of being at the position of director, Mr. Fadil Sero left CPCD and went to a new challenge in his career, while the Steering Committee appointed Mrs. Aida Daguda as an Acting Director and Mr. Milan Mrđa as an Executive Director of the Center.

This report is presented in relation to the most important challenges that BH civil society met in the past year, and which were impulse for some of the key initiatives initiated by CPCD, including citizens organizing in solving problems at the local level, monitoring of public policy, establishment of institutional forms of cooperation between government and NGO sector, strengthening of local administrative bodies, the development of Resource Center of civil society and regional cooperation with non-governmental sector in neighboring countries.

Parallel to the implementation of its basic activities, Civil Society Promotion Center has invested much effort and resources in further development of its human resources. Most of our staff passed through a comprehensive and intensive program of capacity building. This program encompassed topics such as strategic planning, monitoring and evaluation, advocacy and lobbying, community organizing, financial management, public participation, cooperation between authorities and NGO sector and so on. These measures have enabled successfully achieving its mission over the last year.

I would like to express my gratitude to all our donors, foreign and international governmental and private agencies and foundations which supported our Center's activities in 2008 in a way of finance and moralistic support. I also wish to thank sincerely to many associates of ours and partner organizations from all over Bosnia and Herzegovina for their support, commitment and enthusiasm, hoping the continuation and expansion of cooperation in the future.

During 2009 Civil Society Promotion Center will continue with the implementation of its mission and main objectives, which are defined on the basis of achievements and lessons learned from last year period. For this purpose we have developed a number of projects and other activities whose main goal is that in an appropriate way, with creative and fresh approach, to answer the most important contemporary challenges of building democracy and civil society in our country.

I hope you will read with interest in what we were all engaged in yaer 2008. If you want to find out more about the Center's work, or the way you can support our activities, please contact us.

Aida Daguda  
Acting Director



## **Civil Society Promotion Centre – Basic data**

Civil Society promotion Centre is a BiH non-governmental and non-profit organization, founded on July 15, 1996. Registration info: Legal registration reference number: Sarajevo Higher Court, Decision No. R - I -128/96 dated July 15, 1996

Renewed Registration: No: 04-05-2-3813/2000, Entry made under Registry NO. 380, Registry Book NO.1, on July 14, 2000, kept by Federal Ministry of Justice of the F B&H, Sarajevo.

CSPC currently has 18 full-time employees and one volunteer in its headquarters in Sarajevo. In frame of GAP2 project, CSPC has 12 additional employees who are working as regional and municipal coordinators in 4 GAP offices – Mostar, Tuzla, Banja Luka and Sarajevo

**Mission:** Promoting and strengthening citizens action, civil society and democracy building in B&H's.

**Vision:** Community of informed, knowledgeable, and responsive citizens actively engaged in confronting the challenges facing today's BiH society and an effective, responsive and accountable government at all level of authority.

Civil Society Promotion Centre through its programmatic work positioned itself as a leader to various partners: CSOs in B&H, governments at both local and state level, businesses and different international organizations, associations and institutions. CSPC serves as a think tank and problem analyzer in the field of democracy, good governance, and civil society building in Bosnia and Herzegovina.

### **Main activities:**

- Designing, managing and implementation of a variety of operational projects addressing the key issues of democracy and civil society building in Bosnia and Hezegovina
- Conducting scientific theoretical and applied researches in the areas of special interest in accordance with the Centre's mission and main goals, as these are established in its foundation documents;
- Providing tailored training and consultation services and programmes for civil service employees and other public employees, elected representatives, civil society organization leaders and activists, and general public designed to strengthen capacities for improving governance in the line with BiH governments' priorities;
- Conducting advocacy campaigns directed at changing the politics, positions or programs of governing institutions within the public and private sector.
- Networking and co-operation with public administration institutions both in EU-member states as well as in central, eastern and south-eastern European countries;
- Planning and implementation of study visits for public administration practitioners and elected representatives at all levels of government in BiH as well as for civil society leaders and activists, aimed at exchange of experience, information and know-how with their counterparts abroad.

- Serving as a Civil Society Resource Centre in Bosnia and Herzegovina, with web page [www.civilnodrustvo.ba](http://www.civilnodrustvo.ba) and different activities aimed at development of NGO sector of BiH. CSPC is leader organisation of the national coalition of more than 300 NGOs.
- Regional cooperation in the Western Balkans, through cooperating with resource centres for NGO in Slovenia, Croatia, Serbia, Montenegro and Macedonia.

### **Memberships:**

ECAS European Citizen Action Service, CIVITAS International, CIVICUS–World Alliance for Citizen Participation, ENTO – European Network of Training Organizations for Local and Regional Authorities, ICMA – International City/County Management Association, NISPAcee – The Network of Institutes and Schools of Public Administration in Central and Eastern Europe

### **“Referees” familiarized with Organization’s Work:**

Friedrich Ebert Stiftung, OSCE Mission in BiH, Royal Netherlands Embassy to BiH, USAID Mission to BiH, European Commission Delegation to BiH, Open Society Fund BiH, Friedrich Naumann Stiftung, Olof Palme Centre, Westminster Foundation for Democracy, C.S. Mott Foundation, NED – National Endowment for Democracy, Chemonics Int, US Embassy to BiH, UK Embassy to BiH

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## **PUBLIC POLICY PROGRAM**

### **STRENGTHENING OF CIVIC ACTIVISM IN BIH IN ELECTORAL AND POST-ELECTORAL PROCESSES**

*Donor: Embassy of the Kingdom of the Netherlands in BiH*

Last year 2008 was a third and final year of a three-year project realization entitled "Strengthening of civic activism in BiH in the electoral and post-election processes." Activities implemented within the framework of this project were represented by an integral part of pre-election civic initiative GROZD - Citizens' Organizing for Democracy, which is shortly before General Elections in October 2006 was implemented by CSPC in cooperation with numerous other civil society organizations all over the country.

Specific part of activities in 2008 was October Local Elections approach to project municipalities which was similar to GROZD campaign from 2006, with the difference that the focus was on local problems and influence the creation of political programs at the level of local community interest.

**The basic goal** of this project is to build and promote an efficient, transparent and participative process of creating and implementing public policy in BiH through organized action and citizens' and CSOs advocacy, with the purpose of building a political responsible and consistent authority at all levels of BiH society.

During three-years period, planned project activities were implemented in a total of 36 local communities in both of BiH entities. In 2008, project activities were implemented in 15 municipalities in cooperation with local organizations: Velika Kladuša, Donji Vakuf, Trebinje, Rudo, Vlasenica, Modriča, Kalinovik, Bihać, Livno, Bugojno, Goražde, Tuzla, Sarajevo and Doboje.

#### **Total direct program results for 2008 could be reduced to the following:**

- *Budget and unemployment analyzes done in all project municipalities, cantons and at the level of both entities with recommendations for the creation of future programs in period after the Local Elections in year 2008*
- *The pools with citizens on four key problems in amount of 300 respondents in each of the project municipalities done*
- *Created and distributed "Local Agenda for Local Elections 2008" in amount of 600 copies for each of the municipalities*
- *Wider public informed about the findings of analysis and recommendations given in the "Local Agenda" through the media*
- *Created a document "Agreement on Cooperation between the Government and NGO sector" in five cantons and Implementation Strategy was made*
- *Hundreds of citizens were involved directly in all activities in 2008 and several tens of thousand individuals were included indirectly of which are expected very concrete engagement in future period*

Based on the experiences and results from the first two years and program implementation in third one which is the final year of the program, we must emphasize that in addition to above mentioned objectives achieved, much broader effects which couldn't have been anticipated at the very beginning were achieved also.

**"ELECTIONS BEFORE ELECTIONS – CITIZENS SUPPORT IN CONDUCTING AN IMPACT ON PUBLIC POLICY CREATION AT THE LOCAL LEVEL DURING AND BETWEEN ELECTIONS –THE HELP TO ZO MAKE THEIR CHOICE BEFORE THE ELECTIONS"**

*Donor: Olof Palme International Center*

**The aim of the project:** To train citizens and civil society organizations to carry out evaluation of the results of elected representatives work and currently ruling local authorities in selected municipalities, and based on that enable the citizens to make decisions at local elections which is scheduled in October 2008.

The primary purpose of the project is to deepen the positive influences that GROZD campaign made resulted in changing attitudes and behaviors of citizens and organizations of civil society in terms of need for their greater involvement in overall political and social processes in community and society in 2006 and 2007 and to make elected representatives most responsible for the problems citizens face with at the local level.

Direct project beneficiaries were the citizens gathered in local GROZD organizations in 30 selected local communities (Goražde, Rudo, Foca, Doboj, Livno, Tomislavgrad, G. Vakuf, Jablanica, B. Petrovac, B. Krupa, Prijedor, Jajce, Ključ, Velika Kladuša, Trebinje, Gacko, Kalesija, Travnik, Konjic, Visoko, Kakanj, N.Grad-Sarajevo, Bugojno, Sekovici, Zavidovici, Breza, Ilidza, Kalinovik, Modriča and D. Vakuf), as well as representatives of other NGOs, local formal and non-formal organizations and citizens groups which are interested in. During the year, 30 advocacy campaigns were organized, including informative and media campaign (project and goals were presented by 8 radio stations in Bosnia-Herzegovina) with aim to organize a pressure on candidates forcing them to include a way of solving key problems of citizens in their political program under local agenda.

**The most important results achieved during the project implementation:**

- *analysis of local authorities public policies in municipalities encompassed by the project was done and its results were published and widely distributed;*
- *30 local citizens' Agendas in encompassed municipalities were made, promoted and advocated widely;*
- *identified and analyzed the results of the satisfaction degree on the work of local authority, elected representatives in the municipalities of project and published in public;*
- *citizens informed on pre-election political programs of all candidates and political parties registered for local elections in 2008, with particular attention to those candidates and political programs that are most responsible and most consistent in advocating the interests of citizens;*
- *Increased citizens' participation level at local elections for 25% in given municipalities;*
- *project users additionally trained to work together and to advocate for their interests;*
- *analysis of election results in 30 project municipalities was made; it was found that in 29 of 30 municipalities occurred increased number of voters, the evident influence of civil society organizations on creation of local budgets and participation in the process of creating public policies at local level;*
- *The ultimate impact of project activities was reflected in increasing social capital in community that enabled citizens positive changes in local community in the selected communities and BH society as a whole.*

**LOCAL COMMUNITY STRENGTHENING IN MUNICIPALITY GORAŽDE  
THROUGH BUILDING OF PARTNER COOPERATION OF GOVERNMENT, NGO AND  
BUSINESS SECTOR**

Donor: UNDP

**The basic objective** of the project is to give support to direct and indirect beneficiaries in increasing their technical and institutional capacities for more effective inclusion in major decision-making processes at local level as well as for the establishment of inter-sectoral cooperation in areas of common interest and responsibility. The basic strategy of the project for achieving these goals was a program of education (training) and technical assistance that is designed based on previously established real needs for additional training of project beneficiaries in certain areas of their regular activities (competency, mission).

The project is designed so that its main (direct) beneficiaries have the chance not only to acquire new knowledge and skills on selected topics, but also to provide opportunity for new knowledge to be practically applied through participation in concrete actions and activities related to the establishment of inter-sectoral cooperation and participation of citizens in the budget process.

Thanks to CPCD project activities and constant encouragement of local communities, NGOs, business associations, municipal departments to gather themselves first and then work together, a new atmosphere was created in relations between these sectors. Cooperation has been accepted as the benefits that brings new challenges and successes to everyone, as a process in which all of them work together for the general welfare.

**The most important results achieved during the project implementation:**

- *Team formed to create a strategy for greater participation of women in public life*
- *Adopted a program of cooperation between organizations of civil society and local government in Gorazde municipality*
- *Implemented the campaign "Advocacy for solving the problems of youth in Gorazde municipality" "*
- *Held 12 workshops for representatives of local communities, NGOs and representatives of local authorities*
  
- *Increased participation of citizens in municipal budget creation for the year 2009*

## **GOVERNANCE ACCOUNTABILITY PROJECT, PHASE II (GAP2)**

*Donor: Chemonics, as a bearer of GAP2 Project*

CPCD is a local partner to Chemonics in the implementation of this project.

Governance Accountability Project (GAP) for Bosnia and Herzegovina (BiH) is designed in a way that strengthens the capacity of a significant number of municipalities in BiH that would effectively serve to its citizens in the framework of policy and fiscal framework of successful management. A strong local government and policy are not sufficient by default, however, these two elements together create a strengthened foundation for a sustainable process of reform and progress in the process of providing services. Approach of implementation of GAP project is extremely direct: to have a strategy, be flexible and open; to ensure the provision of professional services; and focus on achieving objectives already commenced.

The project is jointly funded with the full support of the U.S. Agency for International Development and Aid (USAID), Embassy of the Kingdom of the Netherlands, and Swedish Agency for International Development (Sida), and will be included in 56 municipalities firstly, while in the year 2009 that number will be increased by additional 15 municipalities. GAP project is consisted of two components: local support which includes providing technical assistance and co-funding community development, and the component of Program interventions, with the aim of assisting all municipalities in BiH to achieve functional and fiscal decentralization, and creation of environment that contributes to democratic governance.

Currently, CAP provides assistance and support to 41 partner municipality: Banja Luka, Bihać, Bosansko Grahovo, Breza, Bugojno, Bužim, Čelić, Doboj Istok, Drvar, Goražde, Foča, Fojnica, Gradačac, Gradiška, Jablanica, Kakanj, Kalesija, Konjic, Lopare, Ljubuški, Mostar, Mrkonjić Grad, Nevesinje, Novo Sarajevo, Posušje, Prozor-Rama, Rogatica, Rudo, Sanski Most, Srebrenica, Srbac, Teslić, Tomislavgrad, Travnik, Trebinje, Tuzla, Velika Kladuša, Vlasenica, Vogošća, Vukosavlje and Živinice. By beginning this year, GAP has added another 15 partner-municipalities: Banovići, Bosanski Petrovac, Cazin, Čitluk, Gračanica, Ilidža, Ilijaš, Kladanj, Livno, Petrovo, Ribnik, Šipovo, Široki Brijeg, Trnovo i Visoko

CPCD role in the project is to provide technical assistance in the framework of local components of intervention, that includes the administration for 12 regional and municipal coordinators, located in 4 GAP offices: in Mostar, Tuzla and Banja Luka and Sarajevo. CPCD will also provide professional support to the program implementation within its area of work.

## MONITORING OF PUBLIC POLICIES IN SARAJEVO CANTON

*Donor: Open Society Fund BiH*

The basic objective of the project was to reach the positive changes in quality of life in Sarajevo Canton by increased involvement of citizens, and by organized and articulated action of the civil society organizations in process of authorities monitoring, analyzing their previous work as well as advocacy actions for alternative measures in seven areas of public policy. These areas are: transparent spending of budget funds, health care, education, employment and professional retraining, care for old and ill, management of contributions and restricted funds and information services at local level.

Particular importance of this project realization was the fact that not only monitoring and criticism of the authority were performed in Sarajevo Canton, but alternative measures for public policy have been offered and defined possible directions of future actions by governments that would lead to positive changes in quality of life in Sarajevo Canton. The project was realized in cooperation with the Center for Policy Research and Development.

### **Results achieved:**

- The document "Analysis of public policy in Sarajevo Canton" has been made. The document contains the assessment of the situation in 7 identified areas of public policy at all levels of government in Sarajevo Canton. By broad consultations method (focus groups, round tables) suggestions of public policy alternative measures are defined with participation of all stakeholders. Document, in the form of brochure, was distributed to government representatives, non-governmental organizations which within their statutory activities dealing with issues of public policy in these areas, participants of focus groups and round tables, and political parties participating in government in Sarajevo Canton.
- Seven press conferences were held where the results of the analysis were presented as well as suggestions of alternative measures of public policy. Project team members were the guests in more than 20 broadcast programs in various electronic media. Seven street actions of flyers distribution were organized by which the public was informed about the results of analysis.
- Actions have caused great interest of citizens. Citizens contacted us every day telling us their experiences by phone or used to come to the Center's premises.
- Actions carried out caused the reaction of Sarajevo Canton Government. After the first activity, a joint meeting of Canton Sarajevo Government and Communal Services Union was held discussing the action we initiated. The competent minister approved the request of citizens' representatives from local community Ali-Pašino polje for installation free water gauge, without limitation for reconciliation of residual debts.
- Realized a three-day action on research of citizens' satisfaction level by the authority performing results in Sarajevo Canton in seven areas of public policy;

The round table on theme: "Agreement on cooperation between government and NGO sector in Sarajevo Canton" was held. By that occasion, the initiative for formation of informal NGO Network "Agreement Plus" - Sarajevo Canton was launched, which will take active participation in practical application of Agreement through the refinement and implementation of alternative measures in seven areas of public policy in Sarajevo Canton. At the round table discussion 65 representatives of NGOs and other CSOs in Sarajevo Canton participated.

## **CIVIL SOCIETY**

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

*Donor: USAID*

During 2008, a new three-year contract with the donor was signed, which is a sequel to previous activities regarding institutionalization of cooperation between governmental and NGO sector at all levels of government. The project has 4 components related to the implementation of the "Agreement between the Council of Ministers and NGO sector in BiH", increasing the financial sustainability of NGO sector, public support to civil society and Resource Center.

Some of the main accents are: legal framework for the volunteers in FBiH, corporate philanthropy, citizens' participation in public policy creation, transparent mechanisms for funding the NGO sector, the Code of Conduct and its promotion, establishment of BiH standards for NGOs quality work, formation of a NGO network at BiH level, participation in a regional network Balkan Forum, Resource Center.

#### **Implementation of the "Agreement between the Council of Ministers and NGO sector in BiH"**

As a first step of Agreement implementation at the state level was the establishment of Committee for Civil Society, as a consultative body of NGO sector, while the full implementation of this document is expected in the coming period, which implies the establishment of a body at the state level, Agency for Cooperation with NGO sector within BH Council of Ministers and Council for Civil Society, primarily.

Department for Civil Society at the Ministry of Justice was established also, whose role is to work on stimulus environment for civil society in BiH, and which is an interim solution until the Agency is established.

The first activities in this field have already been agreed with the Chairman of the Council of Ministers Mr. Nikola Špirić. In the manner of Agreement implementation and the necessary steps as well as the actual participants, numerous meetings were held with the ministries within the Council of Ministers, especially with sector of Civil Society within the Ministry of Justice and reached general agreement with a large number of NGOs in BiH.

#### **Agreement on cooperation between NGOs and governments at the local level**

The Agreement is a document that regulates the cooperation and partnership of local government with associations of citizens as well as transparent process of granting funds. In addition it was an imperative to work on this Agreement implementation and to raise the capacity of both sectors in order to have more complete and better application using domestic good practice having in mind that the situation within the municipalities themselves is rather diverse regarding this issue.

In order to get better insight of the situation, when this matter is talked about, CSPC held tens of meetings throughout the country and collected many facts, not only excellent practices and examples or failing procedures in the Agreement, but many important questions of which proper and real implementation of this document largely depends on.

In this regard, four Trainings for Trainers (ToT) were held during 2008 for representatives of NGO and government sectors for the purpose of Agreement implementation at the local level, "Agreement between the Mayor, Municipal Council and the NGO sector" held in Travnik, Tuzla, Livno and Bihac.

Using the practices of many municipalities in BH, CSPC made a "Manual for Agreement Application" and its presentation was held in Parliamentary Assembly of BiH with the presence of

over 150 organizations and municipality representatives all over BiH. This Manual printing in sufficient number of copies for each municipality in BiH and big part of NGO sector is expected during 2009, regarding the fact there is great interest of municipal structures for using this Manual as a tool in implementing local Agreement.

Also, work on exchanging good practices' experience in this regard, from one municipality to another, was one of important activities whose results we expect in the near future as well as NGO sector network that will provide support to the Agreement and its implementation.

By this, we emphasize CSPC approach in this process, because making an Agreement to be "owned" by the participants in the process and not imposed solution is the only guarantee of its implementation at later stage. The process is just as important as the result – is the lesson learned in many years of work on these issues.

### **Civil Society Resource Center**

Resource Center of Civil Society Promotion Centre from its very beginning was conceived not only as a source of information for representatives of NGOs, government and business sector in BiH, but also providing support to NGOs through commercial and non-commercial trainings, consulting services, publishing, networking.

During 2008, a complete redesign of the web site was made. At least 5 news is published a day on web site [www.civilnodrustvo.ba](http://www.civilnodrustvo.ba), and among other things there are more than 100 various publications and researches, more than 100 laws, , more than 200 ads for jobs and tenders, as well as various other facilities.

As part of its activities Resource Center started providing services on a commercial basis through the two options: basic and advanced membership. In the previous period this service is used by 12 NGOs.

Resource Center organized two series of commercial trainings in area of PR, a total of 10 modules with more than 120 participants, representatives of NGO and local authority. These trainings were a tool for interconnection of government and NGO representatives, who often continue their cooperation further on.

Services and operation of Resource Center were promoted by more than 1000 informative leaflets, and e-mail sent to over 800 e-mail address.

Resource Center is also working on expansion of regional cooperation and connectivity through participation at the Balkans Forum and through other forms of cooperation. One of the results of this cooperation will be a regional database of training programs and trainers .

## **PROMOTION OF THE AGREEMENT BETWEEN BH COUNCIL OF MINISTERS AND NGO SECTOR**

*Donor: The Balkan Trust for Democracy (BTD)*

In one-year project supported by the BTD excellent results in promoting the Agreement at state level and transfer of these practices at cantonal level were achieved.

In 5 cantons (Una-Sana, Livno, Central Bosnia, Bosnia-Podrinje and Tuzla Canton) the promotion of this document was made, and on the same grounds the initiative of lowering Agreement's procedures to the cantonal level was launched, having into consideration that State Agreement considers bringing down the same practices to lower levels of authorities respecting their competences.

For this purpose, and on the basis of last year's consultation with the NGO sector, in the same cantons were formed working groups composed of members of the NGO sector, meetings were held with prime ministers of all cantons mentioned and CPCD representatives as well as working groups leaders where the joint groups were formed which started to go into the process of making "Proposal of the Strategy for Cooperation between Cantonal Government and NGO sector."

CPCD made and offered a Draft Strategy to all cantons abovementioned, and cantonal working group task was holding public hearings in all the cantonal municipalities, and on the basis of proposals i.e. amendments obtained, to get down to work on a Strategy proposal.

In the form of a proposal, the document was sent to Cantonal prime ministers who proposed it to Assembly of Canton, as the proponents for final asserting and adoption.

Given that this strategy became a Government document, which contains clear and precise rights and obligations of both sectors, it is the government commits to work on establishing an enabling environment for the work of the NGO sector and further construction of institutional cooperation and partnerships.

Some governments (such as the Central Bosnia Canton) have already extracted funds for Strategy implementation that will work on with the help of the NGO sector and in the spirit of cooperation, or they insisted by themselves, such as government of Bosansko-podrinjski Canton, on faster adoption of this document, recognizing its importance.

## **BALKAN FORUM – PROJECT OF PROMOTION OF NON-FORMAL EDUCATION (Bosnia and Herzegovina, Croatia, Slovenia, Serbia and Montenegro)**

*Donor: OPA, U.S. Embassy in BiH*

This project is a part of Resource Center activities, which provides fast and efficient flow of information, as well as establishing a cooperation mechanism among 8 Resource Centers for NGOs in the region. Partners in this project are the two organizations from Bosnia and Herzegovina: Infohouse and Izbor Plus, as well.

The first concrete activity of Balkan Forum was the Regional Conference on informal education held in September 2007. This project is a continuation of previous activities in the area of non-formal education promotion in the region.

CPCD organized two-day meeting of Balkan Forum members in Belgrade, on 16 and 17 October 2008, and the main objectives were to define the mini-campaign and Plan of Action, as well as the creation of questionnaires for the regional trainers data base.

Balkan Forum will organize a joint program promoting non-formal education during a week in April 2009. All countries participating in this "promotional week," will develop their media plan.

In addition to this, a special web site of Balkan Forum will be created where database of trainers will be set up.

## **PUBLIC RELATIONS**

Public Relations policy is significantly changed after CSPC engagement in GROZD campaign. The first change meant that there was no program that united CSPC activities, but a series of separate programs. In line with this there was no uniform campaign, but campaigns and media support to individual programs of the Center.

At the level of the Center the Book of Regulations on PR procedures was created that defines the basics of creation a recognizable image in public and relationships with the media. The redesign of Center's promotional materials is in progress (CPCD - website, publications, promo goods), which will contribute to building a recognizable and professional image.

CPCD enjoys very good reputation when it is at stake, especially with the media. Very often, at least 5 times a month, the media contact CPCD asking for official comments and attitudes on most social and political developments. During the 2008, held over 50 formal and informal meetings with representatives of leading media companies.

In the past year CPCD realized over 260 media appearance. Initiated 10 mini-series, of which 5 were radio broadcasted, and 5 in printed media which were the support to various Center's programs.

CPCD accomplished cooperation with BiH most influential media. One aspect of this cooperation is the TV broadcast "Hajd u park" in which CPCD, on a monthly basis, nominates 3 topics for news, and a thematic show with the guests. Most often are current topics that are important to citizens.

As a result of good relations with the media in only one program: "Monitoring and evaluation of government performance in Sarajevo Canton", 7 press conferences and 5 street actions organized, to which a minimum of 10 media companies were present, in most cases and up to 15 TV, radio and printed media. In the future, CPCD will continue to develop good relations with the media. Through the campaign planning in the framework of projects, CPCD will influence on improving the image of the NGO sector.

In the future, the main goal of PR activities will be strengthening the authority and image of CPCD along with retention of existing positive effects and capacity.

## FINANCIAL DATA

### Donors for the Civil Society Promotion Centre (CPCD) in 2008

	<i>Donor</i>	<i>Amount (KM)</i>	<i>Percentage</i>
1.	Royal Netherlands Embassy in Bosnia and Herzegovina	243.910	19.3
2.	Open Society Fund of BH (Soros)	87.116	6.9
3.	Olof Palme Center	82.638	6.5
4.	Chemonics	475.992	37.6
5.	American Embassy in Bosnia and Herzegovina	27.792	2.2
6.	Balkan Trust for Democracy	32.850	2.6
7.	European Commission	46.936	3.7
8.	C.S. Mott Foundation	36.780	2.9
9.	USAID	199.000	15.7
10.	UNDP	31.700	2.5

CSPC have had some additional funds earned from providing its own services and from membership fees, in total amount of 60.905 KM. (4,6 % out of total CSPC income in 2008).

### INCOME STATEMENT for FY 2008

<i>Code</i>	<i>Description</i>	<i>Previous FY (2007)</i>	<i>FY 2008</i>
	<b>A. INCOME</b>		
410	Membership fees	1800	4500
411	Income from the budget	0	0
412	Humanitarian income	1038380	1265507
417	Income from service provision	37897	31474
418	Other	15915	24931
	<b>TOTAL INCOME</b>	<b>1093992</b>	<b>1326412</b>
	<b>B. EXPENSES</b>		
400	Material and energy	49430	66469
401	Services	519057	443651
402	Wages	358449	655702
403	Depreciation	32158	21606
404	Financial costs	4081	3104
405	Travel	103370	65734
406	Humanitarian expenses	0	
407	Taxes	1123	27910
408	Other expenses	26267	27333
	<b>TOTAL EXPENSES</b>	<b>1093935</b>	<b>1311509</b>
	<b>C. RESULT</b>		
	Earnings	57	14903
	Loss		

### BALANCE SHEET for FY 2008

<i>Code</i>	<i>Description</i>	<i>Previous FY (2007)</i>	<i>FY 2008</i>
	<b>ASSETS</b>		
	<i>A. FIXED ASSETS</i>	<i>33978</i>	<i>76980</i>
	Long-term assets	33978	76980
	<i>B. CURRENT ASSETS</i>	<i>210720</i>	<i>153900</i>
	Cash	177678	17344
	Short-term receivables	6006	134396
	Stock (store)	25553	960
	VAT	1483	
	Short-term other		1200
	<b>TOTAL ASSETS (A+B)</b>	<b>244698</b>	<b>230880</b>
	<b>LIABILITIES &amp; OWNER'S EQUITY</b>		
	<i>A. LONG-TERM SOURCES</i>	<i>12591</i>	<i>27494</i>
	Owner's equity	300	300
	Retained earnings	12291	27194
	<i>B. LONG-TERM LIABILITIES</i>	<i>0</i>	
	<i>C. SHORT-TERM LIABILITIES</i>	<i>232107</i>	<i>203386</i>
	Current payables	75207	27751
	Short-term credit	50000	0
	VAT liabilities	0	228
	Other	106900	175407
	<b>TOTAL LIABILITIES AND EQUITY (A+B+C)</b>	<b>244698</b>	<b>230880</b>