

Institucija ombudsmena/ombudsmana  
za ljudska prava Bosne i Hercegovine



Институција омбудсмeна/омбудсмана  
за људска права Босне и Херцеговине

# ***Special report on the status of Roma in Bosnia and Herzegovina***

Supported by:



Funded by the EU



BEST PRACTICES  
for  
ROMA INTEGRATION  
in the Western Balkans



Institucija ombudsmena/ombudsmana  
za ljudska prava Bosne i Hercegovine



Институција омбудсмена/омбудсмана  
за људска права Босне и Херцеговине

# ***Special report on the status of Roma in Bosnia and Herzegovina***

Supported by:



Funded by the EU



BEST PRACTICES  
for  
ROMA INTEGRATION  
in the Western Balkans

*This report is produced by the Institution of Human Rights Ombudsman of Bosnia and Herzegovina, with the assistance of the OSCE Office for Democratic Institutions and Human Rights (ODIHR) and the OSCE Mission to Bosnia and Herzegovina. This report has been produced with the financial assistance of the European Union, under the Best Practices for Roma Integration project, implemented by the ODIHR. The views expressed herein can in no way be taken to reflect the official opinion of the European Union, nor do they necessarily reflect the policy and position of the ODIHR or the OSCE Mission to Bosnia and Herzegovina.*

# TABLE OF CONTENTS

<b>FOREWORD .....</b>	<b>5</b>
<b>I. INTRODUCTION.....</b>	<b>6</b>
<b>II. LEGAL FRAMEWORK.....</b>	<b>7</b>
2.1. International Obligations of BiH.....	7
2.2. BiH Legislation .....	13
2.3. Institutions .....	17
<b>III. SITUATION ANALYSIS.....</b>	<b>19</b>
3.1. Population .....	22
3.2. Housing .....	26
3.2.2. Associations' Perspective .....	28
3.3. Employment .....	30
3.3.1. Government perspective .....	30
3.3.2. Roma associations' perspective .....	32
3.4. Education .....	34
3.4.1. Government perspective .....	34
3.4.2. Associations' perspective.....	35
3.5. Health care .....	36
3.5.1. Government perspective .....	36
3.5.2. Associations' perspective.....	41
<b>IV. CONCLUSIONS AND RECOMMENDATIONS .....</b>	<b>42</b>
<b>Annex I: Table of registered Roma associations in BiH .....</b>	<b>49</b>
<b>Annex II: Table of Meetings with Representatives of Roma Associations .....</b>	<b>61</b>
<b>Annex III. Analysis of the questionnaire .....</b>	<b>63</b>



# FOREWORD

Bearing in mind the fundamental principles that all human beings are free and equal in their dignity and human rights, and taking into account the unfavourable position of the Roma national minority in Bosnia and Herzegovina (BiH), the Institution of Human Rights Ombudsman in BiH deemed it necessary to assess the situation and living conditions of the Roma national minority in BiH.

In relation to that, the Institution of Human Rights Ombudsman in BiH conducted research on the real situation of the Roma national minority on the territory of BiH with the support of the OSCE Mission to BiH (the Mission)/Office for Democratic Institutions and Human Rights (ODIHR) and within the Best Practices for Roma Integration (BPRI) Project financed by the European Union and supported by the OSCE Participating States.

The research was based on direct, verbal and written correspondence with competent institutions of state, entity and local administration and the non-governmental institutions, primarily Roma associations in BiH. The visits to 20 Roma associations were organized throughout BiH and the information on the associations were obtained from the competent Ministries, non-governmental organizations, OSCE Office, citizens, as well as through the activities on the field and the cases received by the Institution of Human Rights Ombudsman in BiH.

The authenticity and the comprehensiveness of the data collected was ensured through specially designed questionnaire delivered to the addresses of all registered Roma associations in BiH, and it served as the basis for a certain number of visits on the field conducted by the Institution of Human Rights Ombudsman in BiH. The questionnaire was specifically focused on the questions related to the access of Roma to education, employment, housing and health protection.

The objective of this Report is, based on a direct analysis of needs, to underline the problems that Roma in BiH are currently facing and to make recommendations to contribute to better quality implementation of the adopted Action Plans and international obligations. It is expected that the recommendations will be used to adopt necessary and new measures by the relevant authorities, within their scope of competence, to ensure protection of the Roma population's human rights.

Committed to the protection of the rights of national minorities, especially at a time of increased international attention on integrating national minorities into all social spheres, the Ombudspersons in BiH would like to thank all of those who participated in any way in the preparation of this Special Report, especially the Mission, the Ministry of Human Rights and Refugees (MHHR) of BiH and all Roma associations that we have co-operated with.

*Human Rights Ombudspersons in BiH*

*Ljubomir Sandić*

*Jasminka Džumhur*

*Nives Jukić*

# I. INTRODUCTION

The Law on the Human Rights Ombudsman of BiH regulated the obligation for the establishment of the Department for the Protection of the Rights of Minorities within the Institution of Human Rights Ombudsman. This requirement was met in January 2009 when the Human Rights Ombudspersons (hereinafter: the Ombudspersons) adopted by-laws and hired the necessary staff. However, since its establishment, the Department has received annually only a small number of registered complaints, yet at the same time, other sources of information were indicating violations of the human rights of minorities, especially Roma. This demonstrated the need to conduct comprehensive research on the situation of Roma in BiH, and is the rationale behind the Institution of Human Rights Ombudsman, with the support of the Organization for Security and Co-operation (OSCE), drafting this Report.

In defining project terms of reference, the *analysis method* was used to assess legislation and institutional mechanisms, the *mapping method* was used to present international standards and UN Bodies' recommendations, and *consultations* with experts, primarily representatives of Roma associations, were conducted during meetings organized by the Institution of Human Rights Ombudsman from September – October. Consultations were also held during events organized by the OSCE where the issue of discrimination was discussed.<sup>1</sup> A limited number of *interviews* were also conducted with the responsible persons from the institutions and the Associations of Roma.

In analysing BiH legislation it is necessary to give a short explanation of constitutional arrangements and division of competencies, due to the organization, implementation and control over areas in which the majority of Roma rights violations occur, i.e. housing, employment, education and health protection. In terms of the national legislative framework, as well as an overview of the relevant laws, certain strategic documents and by-laws are presented, related to the improvement of the situation of Roma in BiH.

In the text of the Report the intention was to respect the use of the term "Roma" accepted by the European Union and the Council of Europe (CoE). That term is in line with recent official documents of the EU, the CoE and the OSCE.

---

1 Meeting with representatives of the "Euro Rom" Association from Tuzla on 16/09/2013; Workshop on the topic of the "Fight against discrimination" held in Vitez on 18/10/2013 comprising representatives of the following associations: "Romska Pravda" Donji Vakuf, Centar za majke "Narcis" Donji Vakuf, UG "Bahtale Roma" Travnik, UR "Srce istine" Zavidovići, Udruženje mladih Roma from Vitez and UR "Kuprešani-Skela" Jajce. Field visits on 22/10/2013 and 23/10/2013 to the following associations: UŽR "Bolja budućnost" Tuzla, UG "Sretni Romi", UG "Nova Romska nada" Lukavac, UG "Evropski put Roma" Kiseljak. A field visit to UR "Romski san" and "Romi na djelu" from Brčko District of BiH, Udruženje građana za promociju obrazovanja "Otaharin" and UŽ "Romkinja" from Bijeljina. Discussion with representatives of NGO "Sa E Roma" from Tuzla and "Kali Sara" from Sarajevo, held on 24/10/2013. A field visit to UR "Veseli brijeg" Banja Luka on 25/10/2013. A meeting with UR "Romi i prijatelji", Ilijaš and "Sarajevski Romi" from Sarajevo, held at the premises of the Institution of Human Rights Ombudsman on 28/10/2013.



## II. LEGAL FRAMEWORK

BiH, as a member State of the United Nations since May 1992, and member of the CoE since April 2002, had acceded to and/or ratified a number of international documents<sup>2</sup>, important to the legislative arrangement of the State. In the international arena this created the obligation for BiH, as a State, to harmonize its legislation with recognized international standards for the protection of human rights in all areas, including the obligation to ensure the exercising of national minorities' rights. In order to understand the dimension of the obligations of a State to apply international standards in its territory, it is necessary to explain the notion of human rights. Human rights are usually the relationship between an individual and the State, and are an instrument for organizing and controlling the exercise of State power over individuals. The greatest degree of understanding of human rights is possible through studying the rights granted by international agreements. Their power stems from the fact that such standards have been established by the agreement of a majority of States and consequently those agreements are considered as international standards of human rights.

### 2.1. INTERNATIONAL OBLIGATIONS OF BIH

By ratifying international standards of human rights, BiH undertook a number of obligations and in meeting those obligations, should ensure that all persons on the territory of BiH enjoy minimum human rights standards under equal conditions and without discrimination on any ground. BiH has an obligation to undertake additional measures in relation to certain categories of the population, recognized as particularly vulnerable categories, such as children, minorities and the elderly.

When we speak about the rights of Roma, international human rights standards require a State to ensure the equal enjoyment of human rights to Roma, as to all other persons on its territory, without discrimination. According to international standards everyone is *entitled to all the rights and freedoms, without distinction of any kind, such as race, color, sex, language, religion, political or other opinion, national or social origin, property, birth or other status*<sup>3</sup>, and States Parties undertake the obligation to *respect and to ensure to all individuals within its territory and subject to its jurisdiction the recognized rights, without distinction of any kind, such as race, color, sex, language, religion, political or other opinion, national or social origin, property, birth or other status*.<sup>4</sup>

The Convention on the Elimination of All Forms of Racial Discrimination in Article 5 creates an obligation for the States Parties to *prohibit and to eliminate racial discrimination in all its forms and to guarantee the right of everyone, without distinction as to race, color, or national or ethnic origin, to equality before the law*, and Protocol 12 to the European Convention on Human Rights (ECHR) regulates that a State Party has the obligation to ensure the enjoyment of any right set forth by law without discrimination on any ground such as sex, race, color, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status.

2 BiH had acceded to certain international standards immediately upon recognition of its independence, and some of those were signed and ratified subsequently.

3 Article 2, paragraph 1 of the Universal Declaration of Human Rights

4 Article 2, paragraph 1 of the International Covenant on Civil and Political Rights and Article 2, paragraph 2 of the International Covenant on Economic, Social and Cultural Rights

The Framework Convention for the Protection of National Minorities<sup>5</sup> regulates that the protection of national minorities and the rights and freedoms of persons belonging to those minorities forms an integral part of the international protection of human rights, and as such falls within the scope of international co-operation, and that the States Parties shall undertake the obligation *to guarantee to persons belonging to national minorities the right of equality before the law and of equal protection of the law*. In that regard, any kind of discrimination based on affiliation to a national minority is prohibited. Further, the Convention requires States Parties to adopt, if necessary, adequate measures in order to promote, in all areas of economic, social, political and cultural life, full and effective equality between persons belonging to a national minority and those that belong to the majority. In this respect, they will take due account of the specific conditions of the persons belonging to national minorities.

The monitoring of international obligation implementation is done periodically, usually every four years, through the State providing a report on the implementation of a specific standard to the competent body (Committee). Non-governmental organizations, institutions for the protection of human rights and individuals also submit their reports, ensuring that the body competent for the monitoring of an international standard has the opportunity to check to what extent the State's report presents the real situation in the field. Following deliberation on the reports, the Committees adopt concluding observations and recommendations requiring the State to undertake measures to improve those human rights guaranteed by a specific international tool. A certain number of recommendations are general in nature and are related to systemic issues, primarily to the principles in which the non-discrimination principle has an important role. Other recommendations focus on undertaking measures to ensure the protection of the rights of especially vulnerable categories. Consequently, in relation to BiH, following consideration of BiH's periodical reports, the Committees issued a set of general recommendations, but also a number of recommendations pertaining exclusively to Roma due to their vulnerability as a national minority. To assess the progress achieved in terms of recommendations made by UN Reporting Bodies to the BiH authorities, it is necessary to have an overview of the recommendations.

BiH submitted, to the competent UN bodies for human rights, initial and periodical reports considered by the Committees in 2005-2006<sup>6</sup>. The new cycle of deliberation on recent periodical reports submitted by BiH started in 2010.

UN bodies have adopted a set of recommendations relevant for the situation of Roma in BiH pertaining to the general situation and the elimination of all forms of discrimination, ensuring the rule of law. These recommendations principally require the implementation of those laws which ensure the right to personal identification documents, education, health, social protection and housing.

Therefore, in terms of general issues related to the situation of Roma, the Committee for the Elimination of all Forms of Racial Discrimination (CERD) expressed its concern about the fact that the catalogue of human rights and fundamental freedoms contained in Article II (3) of the Constitution of BiH, which are covered by the prohibition of discrimination set forth in Article II (4), does not include all civil, cultural, economic, political and social rights protected under the Article 5 of the Convention (Article 2(1) (c)), and recommended that the State Party *take the necessary legislative measures to ensure that the prohibition of ethnic discrimination contained in Article II (4) of the Constitution of Bosnia and Herzegovina applies with respect to the enjoyment of all of the rights and freedoms set forth in Article 5 of the Convention*.<sup>7</sup>

<sup>5</sup> The Convention was signed and ratified on 24 February 2000.

<sup>6</sup> The Committee on the Rights of the Child considered the Initial Report of BiH related to the Convention on the Rights of the Child in May 2005; the Committee on Economic, Social and Cultural Rights considered the Initial Report of BiH related to the implementation of the Covenant on the Economic, Social and Cultural Rights in November 2005, and at the same time the Committee Against Torture deliberated the BiH Report on the implementation of the Convention Against Torture; The BiH Report on the implementation of the Convention on Elimination of Racial Discrimination was on the agenda of the competent UN Committee in February 2006, and the Report on the implementation of the Convention on Elimination of All Forms of Discrimination Against Women was considered in May 2006. Finally, the Committee on Human Rights deliberated the Report on the implementation of the Covenant on Civil and Political Rights in November 2006.

<sup>7</sup> CERD/C/BIH/CO/6, Concluding Observations of the Committee on Elimination of Racial Discrimination, Item 10.

Furthermore, CERD expressed its deep concern about the persistence of ethnic divisions within the society of the State Party, which reinforce structural discrimination and institutionalized prejudice and intolerance. Because of this, the Committee encouraged the State Party *to actively support programs that foster inter-cultural dialogue, and emphasize tolerance and understanding with respect to the culture and history of different ethnic groups within Bosnia and Herzegovina*. Moreover, the Committee encouraged the State Party *to promote such programs in public education, and in political and media symposia, with a view towards fostering greater respect for, and appreciation of the role of diversity in forging a stronger sense of national unity in the context of a common, multi-ethnic concept of Bosnian citizenship*.<sup>8</sup>

CERD, in its concluding observations, expressed its concern about information that the Roma Council, established in 2002 and composed of non-governmental organizations representing the interests of the Roma population, does not have sufficient funding or resources to fulfil its mandate, and is rarely consulted by the Council of Ministers of BiH (Article 2(1)(e)). Therefore the Committee recommended *that the State Party strengthen the role of the Roma Council by providing sufficient funds for the Council to effectively carry out its mandate, and that the Council be consulted in connection with any decision-making processes that impact the rights and the interests of the Roma population, in accordance with the Committee's General Recommendation 27*.<sup>9</sup>

CERD noted with concern that the National Strategy for Roma reportedly failed to identify specific measures, allocate sufficient funds, or identify competent bodies to which responsibility for implementing the strategy is assigned (Article 2(2)), and recommended that *the State Party review the National Strategy for Roma to ensure that it identifies specific measures, establishes adequate budgetary allocations, and identifies the bodies responsible for its implementation*.<sup>10</sup>

Concerning the rights of Roma the Committee on Economic, Social and Cultural Rights (CESCR) urged the State Party *to ensure the right of Roma people to repossess their pre-armed-conflict property, to guarantee security of tenure to inhabitants of Roma settlements and to ensure that adequate alternative housing or compensation is provided to Roma people and to pre-armed-conflict tenants who have been evicted from their settlements and homes, in line with the Committee's general comment No. 7*.<sup>11</sup>

The Committee on Human Rights was concerned by reports of discrimination and violence perpetrated against Roma and noted the lack of information in the State Party's report on opportunities for Roma to receive instruction in their language and on their culture, and because of that the Committee believes *that the State Party should vigorously undertake programs of public information to combat anti-Roma prejudice in society*. Moreover, the State Party should include, in its next periodic report, detailed information on the measures implemented to give effect to the linguistic and educational rights of Roma protected under the Law on the Protection of Rights of Persons Belonging to National Minorities, including the effectiveness of these measures, the number of Roma children receiving instruction in their language and on their culture, data disaggregated by sex, age and place of residence, and information on the hours of instruction per week.<sup>12</sup>

Simultaneously, the UN bodies adopted a certain number of recommendations related to difficulty of access to basic human rights for Roma due to the lack of a rule of law, primarily manifested through *the lack of implementation of laws*.

8 CERD/C/BIH/CO/6, Concluding Observations of the CERD, Item 24.

9 CERD/C/BIH/CO/6, Concluding Observations of the CERD, Item 14.

10 CERD/C/BIH/CO/6, Concluding Observations of the CERD, Item 15.

11 E/C.12/BIH/CO/1, Concluding Observations of the Committee on Economic, Social and Cultural Rights, Item 47.

12 CCPR/C/BIH/CO/1, Concluding Observations of the Committee on Human Rights, Item 24

Therefore, CERD noted with concern the lack of effective implementation of criminal law provisions, such as Articles 145 and 146 of the Criminal Code of BiH, punishing acts of racial discrimination (Arts. 4 (a) and 6), and it urged the State Party *to ensure the effective implementation of all legal provisions aimed at eliminating racial discrimination*, and that it provide in its next report updated information on the application, by BiH courts, of criminal law provisions punishing acts of racial discrimination. Such information should include the number and nature of cases brought, convictions obtained and sentences imposed, and any restitution or other remedies provided to victims of such acts.<sup>13</sup>

CERD also expressed its deep concern about the difficulties that many Roma face in obtaining personal documents, including birth certificates, identification cards, passports and documents related to the provision of health insurance and social security benefits, and it urged the State Party *to take immediate steps, e.g. by removing administrative obstacles, to ensure that all Roma have access to personal documents that are necessary for them to enjoy, inter alia, their economic, social and cultural rights, such as employment, housing, health care, social security and education.*<sup>14</sup>

Regarding **the right of minorities to work**, CERD expressed its concern about the low representation of ethnic minorities, in particular Roma, in the labour market (Article 5(e)(i)), and recommended that the State Party *improve the employment of ethnic minorities, including in particular Roma, in the public and private labour sectors, by implementing strategies that include offering training to qualify such persons for jobs in the labour market, providing incentives to employers for hiring such persons, and establish an independent State-level mechanism to address discrimination in hiring and promotion practices in the public and private employment/labour sectors.*<sup>15</sup>

In relation to **the right of minorities to housing**, CERD expressed its concern that many people of different ethnic origin, especially Roma, are unable to return to their pre-war homes because of the lack of legal title to their property or because of the authorities' failure to evict or punish temporary occupants who often vandalize or loot the homes before relinquishing possession of them. The Committee is also concerned about reports that many informal settlements, where Roma lived prior to the war, have been destroyed, and that Roma continue to be evicted from their informal settlements, without adequate alternative accommodation being provided and frequently unable to rent private accommodation because of racial discrimination and/or poverty (Art. 5 (e) (iii)). Referring to General Recommendation No. 27<sup>16</sup>, CERD urged the State Party *to facilitate the return of all people of different ethnic origin, especially Roma, to their pre-armed conflict homes, to ensure their ability to occupy and reside in informal Roma settlements legally and safely, and where necessary, to provide adequate alternative housing or compensation for displaced Roma, including to pre-armed conflict tenants who have been evicted from their settlements or whose homes have been destroyed.*<sup>17</sup>

13 CERD/C/BIH/CO/6, Concluding Observations of CERD, Item 16

14 CERD/C/BIH/CO/6, Concluding Observations of CERD, Item 17. The Committee on Human Rights had a similar stance, and according to it, the State Party *should remove administrative obstacles and fees in order to ensure that all Roma are provided with personal documents, including birth certificates, which are necessary for them to have access to health insurance, social security, education and other basic rights.* (CCPR/C/BIH/CO/1, Concluding Observations of the Committee on Human Rights, Item 22) and Committee on the Rights of the Child (CRC/C/15/Add.260, Concluding Observations of the Committee on the Rights of the Child, Item 22 and 33)

15 CERD/C/BIH/CO/6, Concluding Observations of CERD, Item 18 and 19

16 CERD, 57 session (2000), General Recommendations Number 27, Discrimination against Roma, paragraph 31.

17 CERD/C/BIH/CO/6, Concluding Observations of CERD, Item 20. The Committee for Human Rights expressed a similar opinion, and according to it the State Party should reconsider the relocation plan for the Roma settlement at Butmir, taking into account the residence entitlements of the inhabitants of the settlement which has existed for 40 years, as well as alternative solutions to prevent pollution of the water supply. The State Party was reminded that any relocation must be carried out in a non-discriminatory manner and must comply with international human rights standards, including the rights of individuals concerned to an effective remedy, compensation, and provision of adequate alternative housing (CCPR/C/BIH/CO/1, Concluding Observations of the Committee for Human Rights, Item 23.)

Regarding **the right of minorities to education**, the Committees underlined that only a small number of Roma children attend primary and secondary schools, the main reason being that Roma families do not have the means to finance clothing, transport to school and textbooks for their children. The State Party was urged to effectively implement the recommendations contained in the Action Plan on the Educational Needs of Roma and Other National Minorities (2004), and to combat discrimination against Roma children and children belonging to other ethnic minority groups by teachers, school authorities, classmates and their families.<sup>18</sup> It was also recommended that the State *promote equal access by Roma children to primary, secondary and tertiary education*, e.g. through the grant of scholarships and the reimbursement of schoolbook and travel expenses, and to closely monitor school attendance by Roma children.<sup>19</sup>

In the new cycle of BiH Reports' consideration that started in 2010, the Committees in their concluding observations and recommendations noted that ***the effective enjoyment of the rights was not ensured to the citizens of Roma minority in BiH and due to that many requests mentioned in the recommendations from 2005 and 2006 were repeated.***

Moreover, CERD welcomed the adoption of the Laws on the Protection of the Rights of the members of national minorities in the Republika Srpska (RS) and the Federation of BiH (FBiH) in the Concluding Observations of the combined 7th and 8th periodical report of BiH in 2010. While welcoming the steps taken to eliminate discrimination against Roma in the field of housing, employment, education and health care, the Committee expressed its *concern about the persistence of acts of discrimination targeting Roma*. The Committee noted, in particular, that the Roma children birth registration campaign that should have been concluded by 2008 has not yet achieved its objectives, with serious implications for their eligibility for health care insurance, social aid and school enrolment. In relation to these issues, the Committee reiterated its recommendations to the State Party *to continue to endeavour to combat prejudices against Roma, and to ensure that all Roma have access to personal documents* that are necessary for them to enjoy their civil and political rights, as well as their economic, social and cultural rights. The Committee recommended also that the State Party fully implements its various Roma strategies and action plans in line with the Declaration and Programme of work of the Decade of Roma Inclusion 2005-2015, with initiatives mainly devoted to ensure adequate housing, health care, employment, social security and education for Roma.<sup>20</sup>

**The Committee on the Rights of the Child (CRC)** in their concluding observations for the second, third and fourth periodical report from 2012 welcomed the adoption of the FBiH Law on Health Protection in 2010, which also regulates the health protection of national minorities, as well as the adoption of the Revised Action Plan on the Educational Needs of Roma in 2010. The Committee expressed its concern that the State Party's Action Plan on the Educational Needs of Roma and Other National Minorities was not effectively implemented as a consequence of budget limitations and inadequate clarity on the division of responsibilities among stakeholders; and that Roma children continue to be frequently subjected to widespread and grave discrimination resulting in, *inter alia*, serious violations of their rights to education and health care. The CRC also underlined that the State Party failed to respond to the previous recommendations of the Committee (2005) on introducing a discrimination code of conduct to prohibit stereotyped and stigmatizing portrayals of minority and ethnic groups in the media and BiH was urged *to undertake active measures in order to ensure the implementation of its own Action Plan on the Educational Needs of Roma and Other National Minorities.*<sup>21</sup>

18 CERD/C/BIH/CO/6, Concluding Observations of CERD, Item 22

19 CESCR : E/C.12/BIH/CO/1, Concluding Observations of the CESCR, Item 51

20 CERD/C/BIH/CO/7-8 (2010), Concluding Observations of the CERD, Item 3, paragraph c) and Item 12.

21 CRC/C/OPAC/BIHCO 2-41 (2012), Concluding Observations on the Reports submitted by States Parties under Article 4 of the Convention, Item 4, paragraph c), Item 6, paragraph f) and Item 29, paragraph c) and d)

The CRC also noted the need of the State to undertake measures *in the field of education* due to the inadequacy of language lessons and support, school readiness programmes and support programmes addressing the educational needs of Roma children and other children of ethnic minorities. It recommended that BiH *adopt specific measures to combat discrimination against Roma children in access to education*, including through the provision of additional language lessons and support, school readiness programmes and support programmes to address the educational needs of Roma children and other minority children, and in doing so to ensure that such additional measures are not provided in a manner that exacerbates stigmatization or segregation.<sup>22</sup>

In terms of the right of Roma to housing, the CRC recommended that the State *fully implement the measures set out in the Roma Action Plan on Housing* so that they can enjoy an adequate standard of living, and provide financial support to facilitate access to education for Roma, including taking measures to ensure that all children have unimpeded access to education without fear of discrimination.<sup>23</sup>

**The Committee on Human Rights** (the Committee) when deliberating the new BiH periodical report on the implementation of the Covenant on Civil and Political Rights in 2012, reiterated the recommendation from 2006 for the State Party to ensure an electoral system that guarantees equal enjoyment of rights under article 25 of the Covenant to all citizens, irrespective of ethnicity. In relation to this, the Committee recommended that the State urgently amend the Constitution and Election Law in order to eliminate all discriminatory provisions.<sup>24</sup> The Committee also reminded the State of the obligation related to the **registration of children into birth registers and issuance of birth certificates**<sup>25</sup> as, without such registration, children are not able to enjoy their basic human rights such as right to health and social insurance, the right to education and other rights. In the view of that, the State should make efforts to ensure registration into birth registers of all children, particularly Roma children, through specific interventions such as raising awareness of the need for birth registration and issuing birth certificates.

The Committee recommended that BiH strengthen **its efforts to combat hate speech and racist attacks, particularly against Roma**, by, inter alia, instituting awareness-raising campaigns aimed at promoting respect for human rights and tolerance for diversity. Furthermore, the State Party should also ensure that **perpetrators of racist attacks are thoroughly investigated and prosecuted, and if convicted, punished with appropriate sanctions, and that the victims are adequately compensated**. Moreover, the State Party should enact a law prohibiting the formation of associations that are founded for the promotion and dissemination of hate speech and racist propaganda.<sup>26</sup>

Additionally, the Committee reiterated its previous Concluding Observation from 2006 (paragraph 24) that the State Party should ensure the linguistic and educational rights of Roma as protected under the Law on the Protection of Rights of Persons Belonging to National Minorities. The State Party should make efforts to ensure that Roma children can receive education instruction in their mother tongue. Likewise, the State Party should also **take concrete measures to ensure the rights of Roma with regard to access to housing, health care, employment and their participation in the conduct of public affairs**.<sup>27</sup>

22 CRC/C/OPAC/BiHCO 2-41 (2012), Concluding Observations on the Reports submitted by States Parties under Article 4 of the Convention, Item 62, paragraph d) and Item 63, paragraph d)

23 CRC/C/OPAC/BiHCO 2-41 (2012), Concluding Observations on the Reports submitted by States Parties under Article 4 of the Convention, Item 67, paragraph a) and c)

24 CCPR/C/BiH/CO/2 (2012), Concluding observations on the second periodic report of BiH, adopted by the Committee at its 106<sup>th</sup> session, 15 October to 2 November 2012, Item 6

25 CCPR/C/BiH/CO/2 (2012), Concluding observations on the second periodic report of BiH, adopted by the Committee at its 106<sup>th</sup> session, 15 October to 2 November 2012, Item 17

26 CCPR/C/BiH/CO/2 (2012), Concluding observations on the second periodic report of BiH, adopted by the Committee at its 106<sup>th</sup> session, 15 October to 2 November 2012, Item 20

27 CCPR/C/BiH/CO/2 (2012), Concluding observations on the second periodic report of BiH, adopted by the Committee at its 106<sup>th</sup> session, 15 October to 2 November 2012, Item 21

## 2.2. BIH LEGISLATION

BiH has a complex State arrangement defined by its Constitution, which creates a precedent for the theory and practice of constitutional law.<sup>28</sup> According to legal theory, a Constitution is an exclusively internal legal document in substantial, formal and procedural terms. The Constitution is a general legal document and its subject matter is the regulation of the organization of public authorities and guarantees individual and collective rights and freedoms. However, the BiH Constitution is an integral part of the General Agreement for Peace in BiH<sup>29</sup> and is Annex IV of the Agreement. From that perspective the BiH Constitution is international legal document, as it is part of an international agreement. Apart from the BiH Constitution, both entities have their own Constitutions (FBiH and RS), as well as 10 Cantons in the FBiH; in Brčko District (BD) the highest-level document is the Statute<sup>30</sup>.

The BiH Constitution is a comprehensive document which includes an obligation to “the highest level of internationally recognized human rights and fundamental freedoms”<sup>31</sup>. The Constitution requires that the European Convention on the Protection of Human Rights and Fundamental Freedoms (ECHR) and its Protocols “must be directly applied” and “must have the priority over all other laws”,<sup>32</sup> with basic human rights listed in a special paragraph.<sup>33</sup> Annex I includes other Additional Agreements on Human rights which are to be applied in BiH, and also all documents of United Nations.<sup>34</sup> Moreover, Article II of the Constitution regulates that the State has the obligation to ensure, to all persons, the enjoyment of rights and freedoms envisaged by the Constitution or international agreements listed in Annex I of the Constitution, without discrimination on any grounds.

The Constitution of the FBiH, similar to the BiH Constitution, ensures the application of international human rights standards, and in its Annex it incorporates 28 different international instruments for the protection of human rights and freedoms.<sup>35</sup> The Constitution of FBiH even gives priority to international human rights instruments over national ones thus: “in the event of a discrepancy between international contracts or agreements and Federation level legislation, the contract or agreement shall prevail”.<sup>36</sup>

28 Constitutional Law, PhD. Nurko Pobrić

29 Dayton Agreement, initialed on 25/11/1995 in Dayton and signed on 14/12/1995 in Paris

30 The Statute was adopted on the basis of the General Framework Agreement for Peace, Final Decision of the Arbitration Tribunal on the dispute related to inter-entity border in the area of Brcko and the BiH Constitution.

31 Constitution of BiH, Article II: Human Rights and Fundamental Freedoms (paragraph 1)

32 Ibid, Article II (2)

33 Ibid, Article II (3)

34 This includes, amongst others, the Universal Declaration on Human Rights and Fundamental Freedoms (UDHR); the Convention on the Elimination of All Forms of Racial Discrimination, the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), the Convention on the Rights of the Child (CRC), the Convention Against Torture (CAT), the International Covenant on Economic, Social and Cultural Rights (ICESCR), etc.

35 According to Article 2 (Part II: Human Rights and Fundamental Freedoms), the FBiH needs to ensure “the highest level of internationally recognized human rights and fundamental freedoms guaranteed by the documents included in the Annex”.

36 Constitution of the FBiH, Amendment XVIII.

The Constitution of the RS kept the form of the Constitution of SFRY therefore, instead of a reference to international human rights standards, the RS Constitution provides a catalogue of those rights protected by the Constitution. This form defines rights more clearly, with the result that they are recognizable and accessible to citizens.<sup>37</sup> The provision of Article 48 of the RS Constitution is important for ensuring the enjoyment and protection of rights, and it regulates that: *“The rights and freedoms guaranteed by this Constitution may not be denied or restricted”, “Judicial protection of the rights and freedoms guaranteed by this Constitution shall be ensured” and “Any one who violates any human right or fundamental freedom guaranteed by this Constitution shall be held personally responsible for the violation and may not be excused on the basis of having acted upon someone else’s order”*. This provision is important because in this way the RS Constitution removes the line between private and public action and creates the preconditions to ensure that an individual respects and does not interfere with the enjoyment of human rights of other person. Moreover, the RS Constitution ensures social justice, local self-administration, protection of the rights of ethnic groups and other minorities.<sup>38</sup>

According to the provisions of the Statute of BD BiH<sup>39</sup> everyone has the right to enjoy all rights and freedoms guaranteed by the Constitution and laws of BiH, and especially by the ECHR, without discrimination on any grounds. The BD Statute regulates the obligation of all government institutions to respond to citizens’ requests in a timely manner.<sup>40</sup>

In line with the above-mentioned, there is a broad constitutional basis to require that the State and the entities act in accordance with international human rights standards and the obligations undertaken by ratification or incorporation of relevant international documents, to safeguard rights and provide protection to all persons in their jurisdiction. Additionally, there is no doubt that the constitutional provisions imply that there is a constitutional and legal obligation placed upon the legislator to adopt laws which are in line with incorporated and ratified international documents, and the general rules of international law.

The fact that the BiH Constitution, in its preamble, guarantees rights principally to the constituent peoples has raised the issue of the position of “Others,” which includes national minorities. Articles IV and V of the BiH Constitution have created a scenario whereby in electing representatives to the House of Peoples of the BiH Parliamentary Assembly and the three-member BiH Presidency, only representatives from three constituent peoples - Bosniacs, Serbs and Croats - can be elected. The members of constitutional category “Others” which, according to the BiH Constitution, includes 17 national minorities and all others who do not identify themselves as constituent peoples, cannot be candidates for the highest political positions. It is clear that this is unequal and discriminatory against a section of the BiH populace, who cannot be elected to the most responsible State-level positions. Due to the violation of the right to freedom of choice and discrimination against “Others” who do not belong to one of the BiH constituent peoples, as regulated by the BiH Constitution, applications were submitted to the European Court of Human Rights in Strasbourg by representatives of Roma and Jewish origin, in the Dervo Sejdić and Jakob Finci against BiH case. The Grand Chamber of the European Court of Human Rights in Strasbourg in the Sejdić-Finci case rendered judgment number 27996/06 on 22 December 2009 in favour of the plaintiffs and imposed an obligation on BiH to initiate constitutional amendments in line with the ECHR. Unfortunately, this judgment has not been implemented yet.

---

37 The catalogue of rights includes: right to life, right to freedom and security of a person, right to human dignity, physical and moral integrity, privacy, private and family life, freedom from torture, inhumane and degrading treatment or punishment; equal protection of rights; right to fair trial in criminal proceedings; right to secrecy of personal data; health protection, prohibition of discrimination; prohibition of forced labour and right to freedom of movement.

38 Article 5 of the RS Constitution

39 Statute of Brčko District (revised text “Official Gazette of BD BiH”, number: 17/08)

40 Ibid Article 18



The laws creating the preconditions for improving the position of Roma were adopted at all levels of BiH in the period following accession to the Roma Decade. The Law on the Prohibition of Discrimination<sup>41</sup> was adopted in 2009, regulating areas of discrimination, including protection mechanisms and sanctions.<sup>42</sup>

In the course of the implementation of obligations undertaken by ratification of the International Convention on the Elimination of All Forms of Racial Discrimination, BiH adopted the Law on the Protection of the Rights of National Minorities in BiH (the Law on Minorities), and laws on the protection of the Rights of Minorities were also adopted in the entities.<sup>43</sup> The Law on Minorities regulates the rights and obligations of national minorities in BiH, as well as the obligations of the BiH authorities to respect and protect, safeguard and develop the ethnic, cultural, linguistic and religious identity of national minority citizen of BiH.<sup>44</sup> The Law also regulates the obligations of lower level authorities (entities, cantons, towns and municipalities) who, in line with their competencies, laws and other regulations, have the duty to regulate in more detail obligations stemming from the Law on Minorities and International Conventions regulating national minority. They are also obliged to allocate funds within their budgets for exercising the rights of national minorities.<sup>45</sup>

The Law on Minorities regulates a set of rights that the BiH authorities must guarantee to minorities, including the right to language<sup>46</sup>, information, enjoyment of economic and social rights<sup>47</sup>, and participation in the work of government bodies.<sup>48</sup>

Following the principles regulated by the BiH Law on Minorities, the entities also adopted laws on minorities, their provisions mostly regulating the rights of the minorities in the same manner. In the RS, the RS National Assembly adopted the Law on the Protection of the Rights of National Minorities in December 2004<sup>49</sup>, and the FBiH Law on the Protection of the Rights of National Minorities was adopted in July 2008.<sup>50</sup>

It is important to underline the provisions of Article 6 of the FBiH Law on Minorities and Article 5 of the RS Law on Minorities which state that the FBiH and the RS shall facilitate and financially assist the upholding and development of relations between the Associations of members of national minorities in one entity and members of national minorities in the other entity, BD BiH, other countries and the countries of their descent.

---

41 "Official Gazette of BiH" number: 59/09

42 Article 2: "Discrimination, in terms of this Law, shall be every different treatment including every exclusion, limitation or preference based on real or assumed features towards any person or group of persons on grounds of their race, skin color, language, religion, ethnic affiliation, national or social origin, connection to a national minority, political or any other persuasion, property, membership in trade union or any other association, education, social status and sex, sexual expression or sexual orientation, and every other circumstance with a purpose or a consequence to disable or endanger recognition, enjoyment or realization, of rights and freedoms in all areas of public life."

43 "Official Gazette of BiH", number: 12/03

44 Article 5 regulates that "Members of national minorities shall have right to organize and gather in order to express and protect their cultural, religious, educational, social, economic and political freedoms, rights, interests, needs and identities", and Article 6 regulates that "BiH shall facilitate and financially assist the upholding and development of relations between the members of national minorities in BiH and members of the same national minorities in other countries and with the peoples in their countries of descent".

45 Articles 7 and 8

46 Article 12: "The authorities in the cities, municipalities, and local communities (or inhabited places) in which the members of national minority represent an absolute or relative majority of population shall ensure that the minority language is used between such members and the authorities; that the inscriptions on institutions shall be also displayed in a minority language, and that the local names, street names, and other topographic signs intended for the public be also written and displayed in the language of the minority requesting that".

47 Article 18

48 Article 19 and 20

49 "Official Gazette of RS", number: 2/04

50 "Official Gazette of the FBiH", number 56/08

In the FBiH, cantons also have an obligation to adopt legislation on national minorities. The monitoring of the implementation of this obligation was conducted through communication with line ministries in the cantons.<sup>51</sup> According to the information collected, the Assembly of Tuzla Canton, at a session held on 30 November 2009, adopted the Law on the Protection of National Minorities in Tuzla Canton<sup>52</sup> and, in line with the provisions of the adopted Law, the inaugural session of the Council of National Minorities for this canton was held on 20 May 2010.

The Assembly of Una-Sana Canton adopted its cantonal Law on the Protection of National Minorities<sup>53</sup>, and the Council of National Minorities for this canton was established by the Assembly's decision of 30 July 2012 - the Council consisting of one member from each national minority.<sup>54</sup>

The Ministry of Justice of Herzegovina-Neretva Canton stated that they had submitted the Draft Law on the Protection of National Minorities in Herzegovina-Neretva Canton on 20 December 2012 and that it is currently in Assembly procedure.

According to the information collected, the Assembly of Bosnia-Podrinje Canton adopted the Law on the Protection of National Minorities<sup>55</sup> on 21 May 2012, but the Council of National Minorities has not been established yet due to the low number of national minority members. The Assembly of Sarajevo Canton adopted the Law on the Protection of National Minorities<sup>56</sup> on 24 October 2011, and the Council of National Minorities was established by a Decision of the Assembly on 28 March 2012.

Other cantons did not adopt the laws on national minorities and, according to responses, the protection of the Roma national minority is ensured, among other things, by: the Framework Convention for the Protection of Minorities, the Law on the Prohibition of Discrimination, the Constitution of the FBiH BiH, the Constitution of the Cantons, primary and secondary education legislation and by-laws.<sup>57</sup> Responses were not received from Posavina and Central Bosnia Canton by the date of the preparation of this report.

Apart from legislation that directly regulates the rights of the minorities, there are other laws in BiH regulating the right to education, employment, access to health and social protection, which need to be applied to members of national minorities without discrimination. Certain provisions of these laws explicitly regulate the obligation to protect the rights of minorities. Hence, the Framework Law on Primary and Secondary Education in BiH<sup>58</sup> regulates that *the language and culture of any significant minority in BiH shall be respected and accommodated within the school to the greatest extent feasible, in accordance with the Framework Convention for Protection of National Minorities, and all laws in the Entities, Cantons and Brčko District of BiH, as well as other relevant regulations in the field of education, shall be harmonized with the provisions of this Law at latest within six months as of the date of entering of this Law into force.*<sup>59</sup>

BiH Election Law regulates an obligation to members of national minorities during municipal-level elections which ensures their *representation in the Municipal Council or Municipal Assembly and the City Council or City Assembly in proportion to the percentage of their share in the total population according to the last census in BiH, and that the number of the members of national minorities who are elected directly to the Municipal Council or Municipal Assembly and the City Council or City Assembly shall be defined by the Statute of the particular Municipality or City as appropriate, and in that connection the members of all national minorities which make up more than 3% in the total number of population of the particular constituency according to the last census, shall be guaranteed the minimum of one seat.*<sup>60</sup>

51 Article 23 of the FBiH Law on Minorities: "Cantons, Towns and Municipalities shall with their regulations define in more details the rights of the members of national minorities in line with the provisions of this Law within the deadline of six months from the date of the entering into force of this Law".

52 "Official Gazette of Tuzla Canton", number:14/09

53 "Official Gazette of Una-Sana Canton", number: 4/12 as of 10/02/2012

54 Published in "Official Gazette of Una-Sana Canton", number: 20/12

55 "Official Gazette of Bosnia-Podrinje Canton, Goražde" number: 8/12

56 "Official Gazette of Sarajevo Canton" number 28/11

57 Zenica-Doboj Canton and West-Herzegovina Canton

58 "Official Gazette of BiH", number: 18/03, 01/07/2003, and it entered into force on the date of its publication

59 Article 8 and 59

60 Article 13.14

Apart from the above-mentioned laws, which have a central role in ensuring the enjoyment of rights to Roma, the Criminal Code of BiH<sup>61</sup> in Article 145 ensures that whoever endangers the right of a citizen to equality will be criminally processed. This also applies in cases where *a group or collectivity is subjected to persecution on political, racial, national, ethnic, cultural, religious or sexual gender or other grounds that are universally recognized as impermissible under international law.*<sup>62</sup>

### 2.3. INSTITUTIONS

The constitutional structure of BiH defines that: “*Bosnia and Herzegovina and all courts, agencies, governmental organs, and instrumentalities operated by or within the Entities, shall apply and conform to the human rights and fundamental freedoms*”<sup>63</sup>. This constitutional obligation sets broad competences for institutions to ensure Roma rights, however, given the duties defined by the Decade of Roma Inclusion, the following institutions have key roles: the Council of Ministers, the Ministry of Human Rights and Refugees (MHRR), the Ministry of Security, the Ministry of Justice, the Directorate for European Integration, the Gender Equality Agency, the Government of the FBiH, the Government of the RS and the Government of Brčko District of BiH. The Sector for the Protection of Human Rights was established within the MHRR and, with funds allocated from the BiH Budget and appropriate donors, it initiated the activities defined in the Action Plans for addressing the needs of Roma as the most vulnerable national minority, and for resolving their housing issues. Activities are on-going and it is expected that the housing issues of a large number of Roma will be resolved by 2015.

The Ministry of Civil Affairs has an important role at the State level since it co-ordinates many areas directly linked to Roma rights, such as identification documents, health, education and social protection. Also, advisory bodies were established at BiH and entity levels to give opinion, advice and proposals to the Parliaments.<sup>64</sup>

A more active policy for improving the situation of the most vulnerable Roma was initiated in 2002 with the appointment of the **Roma Board** within the BiH Council of Ministers as an advisory and co-ordinating body, and in 2012 the Board was appointed to its third mandate which will expire in June 2016.<sup>65</sup> The Roma Board is competent to consider all significant matters contained in the BiH Strategy for resolving Roma issues, and has the authority to monitor, initiate and propose activities aimed at more effective implementation of the Decade of Roma Inclusion 2005-2015.<sup>66</sup>

In the area of employment, the institutions responsible for articulating and addressing the employment problems of Roma are: the BiH Labour and Employment Agency; entity and cantonal employment institutes and employment services; the Employment Institute of BD BiH; entity and cantonal ministries; administrations for economy, labour, social policy and protection; directorates and services for privatization; social welfare centres; municipal administrations; and services and departments for communal affairs.

For exercising Roma rights to health protection, the competent institutions are: the FBiH Institute for Public Health; the RS Institute for Public Health; and the Department for Health and Other Services of the Government of Brčko District.

61 “Official Gazette of BiH” number: 3/03, 32/03, 37/03, 54/04, 61/04, 30/05, 53/06, 55/06, 32/07, 8/10

62 Article 172 of the Criminal Code of BiH

63 Article II 6 of the Constitution of BiH

64 The Council of National Minorities of the BiH Parliamentary Assembly as the advisory body which provides opinion, advice and proposals to the Parliamentary Assembly on all issues related to national minorities in BiH; the RS Council of National Minorities, as a special advisory body to the RS National Assembly, provides opinion and proposals on all issues related to national minorities; the Council of National Minorities of the FBiH is the advisory body of the FBiH Parliament.

65 Decision on the establishment of the Roma Board within the BiH Council of Ministers and the Decision on the appointment of members to the Board (“Official Gazette of BiH”, number: 85/12)

66 Document of the BiH MHRR, number: 07-39-3509/13 as of 19/09/2013.

In the area of Roma housing, the competent institutions are: the municipalities and the social welfare centres. In terms of co-ordination and/or implementation, the competent institutions are: the FBiH Ministry of Spatial Planning; the RS Ministry of Spatial Planning, Civil Engineering and Ecology; and the Department for refugees and displaced Persons of Brčko District Government.<sup>67</sup>

Of course the MHRR has the most crucial role as it not only co-ordinates activities, but also prepares the necessary operational documents and creates the prerequisites for adoption of those documents by the Council of Ministers (primarily financial prerequisites for implementation of obligations stemming from the Decade of Roma Inclusion).

The MHRR signed an *Agreement on Co-operation with the 57 social welfare centres where Roma are registered in the largest numbers*. Based on the information collected, the Ministry of Civil Affairs created a database to record the needs of Roma – ERP, transferring this data to social welfare centres' databases, with the main users having received their access user names and passwords.

Apart from institutional mechanisms, a vital role in improving the Roma situation rests with Roma co-ordinators, who must ensure appropriate communication between Roma representatives and the authorities. During a project implemented in co-operation with Care International, with the support of the European Union, one Roma person was hired as co-ordinator in the MHRR, and four as regional co-ordinators at the regional offices of the Ministry. Currently, the Mission is providing support for this activity and the regional operational teams that were also established co-ordinate activities with the Roma associations. In addition, at least twice a year, or more frequently if there is a need, they gather the representatives of the municipalities, social welfare centres and competent entity-level, and in the Federation BiH cantonal ministries with the aim to strengthen local co-ordination focused on the insurance of the implementation of the Action Plan for Roma.<sup>68</sup>

Communication with the MHRR implies that the Institution of the Ombudsman was not involved in the activities related to the rights of Roma, and especially not in the process of the implementation of the Roma Decade or during the preparation of the Action Plan for Roma, even though it is the national mechanism for the protection of human rights and it has established the Department for the Rights of Minorities and is in line with the provisions of the Law on Prohibition of Discrimination it is the central institution for the elimination of discrimination.

---

67 Idem

68 Ibid.

### III. SITUATION ANALYSIS

By accepting the international human rights standards determine the obligation of the state to provide protection to the rights of Roma with maximum respect of the non-discrimination principle and harmonization of the national legislation, BiH had set to a significant degree the framework for the development of the institutional mechanisms and procedures which will ensure the actual access to recognize rights. An important step for improving the position of Roma in BiH was made by joining the international project “Decade of Roma Inclusion 2005-2015”.<sup>69</sup> Decade of Roma Inclusion represents the political commitment of the government of member countries aimed at combating poverty, exclusion and discrimination of Roma in Europe.<sup>70</sup> With the signing of the declaration, the Decade became an international initiative and its objective was to gather governments, governmental and non-governmental organizations, as well as Roma communities to accelerate their activities in the course of the process aimed at improving the life of Roma, and to make progress in a transparent and good quality manner, with a special focus on four priority areas: employment, housing, education and health protection of Roma. Active participation of Roma is one of the main principles of the Decade, as well as strengthening of the role of Roma NGOs.<sup>71</sup>

By signing the acceding Declaration, BiH has illustrated political willingness to utilize the “Roma Decade” in order to find institutional solutions for the problems of Roma, to reduce discrimination and influence the improvement of the social and economic status of this population. The Council of Ministers, at its 11<sup>th</sup> session held on 20 June 2012 adopted the proposal of the MHRR for BiH to take over the chairing of the Decade of Roma Inclusion 2005-2015 from the Republic of Montenegro on 1 July 2014, for the term of one year. All member countries of the Decade have reached a consensus to accept the proposal of BiH. The Action Plan for resolving the problems of the Roma population in the areas of education, housing, and health protection<sup>72</sup> was drafted during 2008. The revision of the Action Plan was initiated in 2012 in line with the recommendations of the Decade and European Commission, and it was finalized in May 2013. A significant number of Roma were involved in the revision of the Action Plan for all areas.

Significant efforts were made by BiH authorities in implementing the obligations defined by the Decade of Roma Inclusion and this directed the course of the situation analysis on the field. Apart from the Roma Decade, the BiH Strategy for resolving the issues of Roma was adopted in 2005, and on 3 July 2008 the Council of Ministers adopted the Action Plan for resolving the issues of the Roma population in the areas of education, housing, and health protection. The Law on the Protection of the Rights of National Minorities was adopted in BiH in 2003.

69 The Declaration on the acceding of BiH to the Decade of Roma Inclusion Project 2005-2015 was signed on 4 September 2008

70 The initiative for the Decade was launched in 2003 by governmental and non-governmental officials at the regional high-level conference “Roma in Enlarged Europe: Challenges for the Future” held in Budapest, and following that the Prime Ministers of the countries signed the Declaration on the Decade of Roma Inclusion 2005-2015.

71 The Decade was supported by the international organizations and institutions and they were active partners in the efforts to improve the life of Roma. Those are: the World Bank, Open Society Fund, UNDP, UNHCR, UNICEF, World Health Organization, European Commission, Council of Europe, OSCE, European Roma and Travellers Forum, European Centre for Roma Rights, Education Fund, etc.

72 Public Institution RS Employment Institute: Information on the implementation of the Project for support to employment of Roma in RS in 2009, 2010, 2011, 2012, 2013 in accordance with the Action Plan for resolving the problems of Roma in the area of employment, housing and health protection, Pale, September 2013

With the adoption of the Action Plan and acceding to the Decade of Roma Inclusion 2005-2015, BiH undertook an obligation to allocate the budget funds and to resolve the problems of Roma contained in the Action Plan in a systematic and planned manner. The amount of 3.000.000.00 BAM was allocated in the 2009 Budget of BiH institutions, and within the budget of the Federation BiH Ministry of Spatial Planning the amount of 320.000.00 BAM was allocated for the implementation of the Action Plan for resolving the problems of the Roma population in the areas of education, housing, and health protection. The Council of Ministers adopted the Decision setting the criteria for the distribution of funds, and the MHRR determined the methodology for the use of funds, which were channelled for the construction of houses for Roma, improvement of housing conditions, self-employment and stimulation of employers to employ Roma, as well as implementation of preventive measures for the improvement of their health protection, particularly through the immunization of Roma children.<sup>73</sup>

Moreover, with the aim to meet the undertaken obligations, the MHRR and the BiH Council of Ministers are planning to allocate funds each year at state level in the amount of EUR 1.5 million to finance the activities for implementing the Action Plan, to resolve the issues of the Roma population. These funds were increased through the system of co-financing by other ministries and implementing partners, especially in the domain of Roma housing, as well as through donations from international organizations. The majority of municipalities at the local level are allocating funds for the improvement of Roma living conditions or are investing the funds into infrastructure projects.

The funds for 2012 were reduced due to the late adoption of the budget at state level, but the activities in all areas were continued in accordance with the adopted plans. BiH MHRR is regularly applying for the IPA funds of the European Commission. The IPA 2008 Project in the amount of EUE 500.000.00 was realized in co-operation with the organization CARE International. Five regional Roma co-ordinators and one at BiH level were hired within this project.

In the course of 2012 a number of referral meetings were held between Roma representatives and local authorities with the aim of conducting training on the guidelines for the establishment of an independent monitoring system. All Roma NGOs and the representatives of relevant institutions attended the trainings. Also, the IPA Project 2011-2013 was approved in the amount of EUR five million. The first phase of the implementation is in the amount of EUR 2.5 million, which will be implemented by ASB and Hilfswerk Austria was due to start in September 2013. The planning of the funds will be continued regularly on an annual basis. All funds will be used only for the improvement of the inclusion of Roma into society through provision of better living conditions, approval of small grants for employment, improvement of health protection and education.<sup>74</sup>

The Institution of the Ombudsman decided to conduct direct meetings and to have communication with institutions in the area of employment, housing, health protection and education, as well as with Roma associations in order to determine the level of implementation of the undertaken obligations and the obligations stemming from the mentioned documents. The letter was sent to all institutions, a number of consultative meetings with the Associations were held, and the questionnaire was prepared and delivered to the addresses of 84 registered Romani associations in the period 11-16 October 2013. The objective of the survey through the questionnaire was to determine the degree of the implementation of the measures of the Action Plan for resolving the problems of Roma population in BiH and to get an overview for the real needs of this population.

---

<sup>73</sup> BiH Report, BiH Universal Periodic Report, 2009

<sup>74</sup> BiH MHRR, Report on the Implementation of the Decade of Roma Inclusion in BiH, updated on 20/08/2013

During the survey it was determined that the final *number of registered Roma associations in BiH in October 2013 was 84*, compared to the list of the registered Roma associations prepared by the MHRR the number is higher by 5 Associations, as follows: “Romano Ilo-Romsko srce” Banja Luka, “Kuprešani-Skela” Jajce, “Đurđevdan” Kiseljak, “Ilo Bugojno” Bugojno and UŽ “Romkinja” Bijeljina. Unfortunately, there is no registration of minorities’ associations in the registers of the associations, which is different in the entities. The BiH Ministry of Justice and the FBiH Ministry of Justice are competent in the registration of associations at the state and FBiH level respectively, while the courts in the RS are competent in their registration of associations. The Institution of the Ombudsman received from the FBiH Ministry a list of seven registered Roma associations with all relevant information.<sup>75</sup> The Institution of the Ombudsman conducted the survey in the field in order to determine the number of active Roma associations.

Apart from the survey related to the issue of self-organization of Roma in BiH, the Institution of the Ombudsman also used the questionnaire to get Roma associations’ perspective on the issue of the protection of the rights of this category. **47 completed questionnaires**<sup>76</sup> were received and this illustrates that the Roma associations approached the completion of the questionnaires in a very responsible manner<sup>77</sup>, hence this report is presenting a very objective and evidence-based snapshot of the situation of Roma in BiH with a particular focus on the results achieved through the implementation of the set of measures that BiH authorities have implemented in recent years. At the same time, responses to the questionnaires underline the obstacles, which to a great extent are reducing the effectiveness of the undertaken measures and are still impeding Roma from enjoying the rights that the state has an obligation to ensure. The focus of the activities of the authorities on the elimination of these obstacles should in future contribute to further improving the position of the Roma population in BiH.

The Institution of the Ombudsman had 20 meetings in the field during the period of September-October 2013.<sup>78</sup> The field visits to the associations “Savez Roma RS”, UR “Gradiška”, UŽ “Romkinja”, “Romano Ternipe” Gradiška, “Udruženje Roma opštine Prnjavor”, UR “Romano Ilo” Banja Luka were canceled due to their inability to meet. The list with more detailed information on the visits is presented in Annex I of this Report.

75 The check of the registered associations on the field showed that the criteria which the Federation BiH Ministry of Justice used when it listed the associations was unclear, since the mentioned list did not include the biggest Roma associations.

76 UG “Sretni Romi” Tuzla, UR “Romano drom” Živinice and Resursni centar Tuzla - Živinice, UR “Jagoda” Čelić, UR “Nova Romska nada” Lukavac, UR “Poljice” – Svatovac, UR “Romi za bolje sutra” Srebrenik, UG “Evropski put Roma” Kiseljak, UR “Zaboravljeni Romi” Đurđevik, Centar za majke „Nada” Kakanj, Udruženje Roma Kalesija, “Romano centro” Zenica, UR “Srce istine” Zavidovići, UŽ Romkinja Zavidovići, UG Omladinska romska inicijativa “Budi mi prijatelj” Visoko, UG “Eurorom Ze”, UR “Romsko srce” Breza, UR “Ilo Bugojno” Bugojno, UR “Đurđevdan” Kiseljak, UR “Sarajevski Romi”, UG Roma “Naša Budućnost” Sarajevo, “Romi i prijatelji” Ilijaš-Sarajevo, Udruženje Roma općine Kakanj, UR “Romska pravda” Donji Vakuf, UG “Bahtale Roma” Travnik, UG “Jačanje- Zuralipe” Vitez, Udruženje mladi Romi Vitez, UŽ- Centar za majke “Izvor života” and Centar za majke “Narcis” Donji Vakuf, UG Roma Konjic, UR “Neretva” Mostar, UR “Ada” Čapljina, UR “Imapct” Čapljina, URZ “Rom” Bihać, UR “Romski san” Brčko District BiH, UR “Romi na djelu” Brčko District BiH, UR “Veseli Brijeg” Banja Luka, UG za promociju obrazovanja “Otaharin” Bijeljina, UŽ “Romkinja” Bijeljina, UR općine Kozarska Dubica, UR “Romska suza” Srebrenica, UŽ Romkinja “Romano Ternipe” Gradiška, UR Prijedor, SAVEZ ROMA RS, UR “Romska djevojka” Prnjavor, UR općine Derventa and UR Novi grad.

The Associations which failed to submit the completed questionnaire are: UR “Đelem Đelem” Tuzla, UR “Povratnici” Tuzla, Udruženje “Bahtalo Ilo- Sretno srce” Banovići, Centar za obrazovanje, razvoj i zapošljavanje Roma- Tuzla, UGR TPK “Romski san” Tuzla, UR “Crni biseri” Gradačac, Udruženje “Romi bez granica” Zavidovići, Centar za majke “UTJEHA” Zenica, “Romano svijet – Kakanj”, Omladinska romska inicijativa Kakanj, UR “Dobro nam došli Romi” Kakanj, Omladinsko udruženje Roma “Jedinstvo-KA” Kakanj, Udruženje “Ternipe” Vitez, UG Centar za majke “Palma” Vitez, CARITAS Župe BUDŽAK –Savjetovalište za Rome Banja Luka, Udruženje “Složna braća” Bijeljina, Udruženje “Crni biseri” Modriča i Vukosavlje, Udruženje Roma Republike Srpske- Bijeljina i Udruženje “Život Roma” Sarajevo, UR “Euro Rom” Tuzla, “Kali Sara” Sarajevo, UR “Bolja Budućnost” Tuzla, NGO “Sa E Roma” Tuzla, “Naše sunce” Visoko, ROMAS Sarajevo, “Prosperitet Roma”.

77 It is necessary to emphasize the quality of the completed questionnaires by the following associations: UR “Veseli Brijeg” Banja Luka, UR “Prijedor” UR “Romano Centro” Zenica, UG “Otaharin” Bijeljina, Centar za majke “Nada” Kakanj, UR “ADA” Čapljina, UR “Romano Drom” Živinice, UR “Romska djevojka” Prnjavor.

78 The meetings were held with the following associations: “Euro Rom” Tuzla, UR “Romska Pravda” Donji Vakuf and Centar za majke “Narcis” Donji Vakuf, UG “Bahtale Roma” Travnik, UR “Srce istine” Zavidovići, Udruženje “Mladi Romi” Vitez, UR “Kuprešani- Skela Romi” Jajce, NVO “Sa E Roma” Tuzla and “Kali Sara” Sarajevo, UŽR “Bolja budućnost” Tuzla, UG “Sretni Romi”, UG “Nova Romska nada” Lukavac, UG “Evropski put Roma” Kiseljak, UG “Romski san”, UG “Romi na djelu” Brčko District BiH, Udruženje građana za promociju obrazovanja “Otaharin” Bijeljina and UŽ “Romkinja” Bijeljina, UR “Veseli brijeg” Banja Luka, UR “Neretva” Mostar, UR “Romi i prijatelji” Ilijaš, UR “Sarajevski Romi” Sarajevo

The information collected through the communication with government institutions illustrates that there was a significant improvement of the situation in the registration of information and data on Roma living in the territory of BiH. Following the existing methodology used by the institutions the data is mostly segregated by territory and gender. More difficult access to data was noted in the FBiH for areas where the competences are divided between the FBiH and the cantons, this is primarily related to education and health, while the data on employment of Roma in the FBiH is available in comprehensive form as the records for the data fall under the competence of the FBiH Employment Institute.

Additionally, the government bodies in BiH, i.e. the MHRR upon the initiative of the Roma Board within the BiH Council of Ministers supported by the Council of Roma in BiH, the Mission and certain municipalities in BiH where Roma live have undertaken specific activities during 2003-2004. The result of these activities is reflected in the fact that today the number of Roma in BiH that are not registered in either Birth or Death Registers or on other registers kept by state bodies and services is significantly lower. Moreover, following the implementation of the campaign a significant number of Roma managed to resolve the issue of possession of identification cards, driving licenses, and even health cards and passports, etc.<sup>79</sup>

In the RS the Roma population is mostly located in the bigger towns (Bijeljina, Banja Luka, Prijedor, Gradiška, Doboj, etc.) and many of their status and social issues remain unresolved, as is the case in other areas. From the perspective of police and security activities in general, it can be noted that this population is not faced with significant problems. On one hand, this population does not represent a risk group for the overall environment, and on the other hand it is not endangered in terms of the lack of security. Also, the number of criminal offences in Roma communities is not high. Mostly, there are criminal offences against property (theft, burglaries), fights and violent behaviour without serious consequences, committed to each other. Bearing in mind its obligations and responsibilities the RS Ministry of Interior restructured the police units in the whole territory of the RS based on the assessments of the current security situation. Hence, taking into account the security of returnees, it established police units in six settlements (Ljubija, Kozarac, Jezero, Janja, Osmaci, Kozluk). These are settlements with a large number of non-Serb citizens and returnees.<sup>80</sup>

It is important to emphasize the mechanism introduced for monitoring the implementation of obligations within the “Roma Decade” program, and the MHRR is preparing periodical reports. The most recent periodic report on the implementation of the Decade of Roma Inclusion in BiH, dated 20 August 2013, presented a comprehensive situation related to the position of Roma.

### 3.1. POPULATION

Roma is the largest of 17 national minorities in BiH. The last census of population was conducted in 1991 and only 8.000 identified themselves as Roma. All reports from the field implied that the number of Roma was higher, bearing in mind the fact that Roma are the most numerous national minority in the state,<sup>81</sup> due to this the BiH MHRR conducted a process of the registration of Roma and their needs in 2010 and the obtained data was entered into a single database. The registration process remained open for each Roma returnee family or Roma who may have missed a chance to register during the process. Social Welfare Centres at the local level performed the registration process together with Roma. Special attention was focused on the protection of personal data in line with the Law on Protection of Personal Data. A total number of 17.000 Roma registered and if we take into consideration the ones who did not register due to their absence, the estimate is that there are between 30.000 – 40.000 Roma in BiH.<sup>82</sup>

---

79 Idem

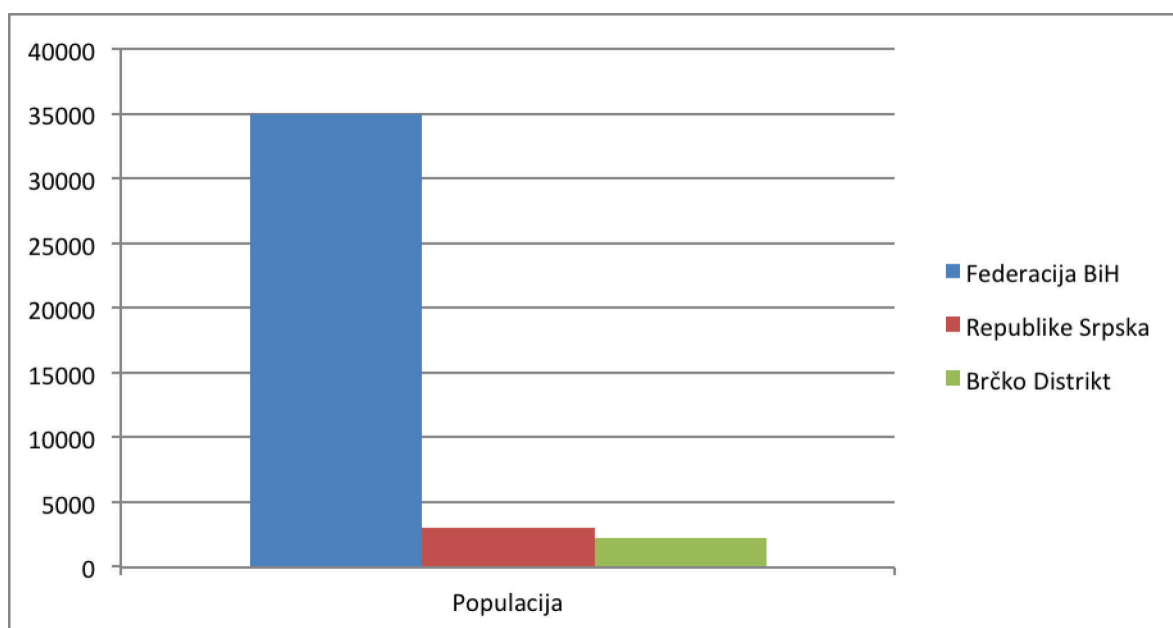
80 7<sup>th</sup> and 8<sup>th</sup> Periodical report of BiH on the implementation of Convention submitted to CERD, 2008

81 BiH MHRR, Report on the implementation of Decade of Roma Inclusion in BiH, updated on 20/08/2013

82 Idem



The information that the Institution of the Ombudsman received from the Roma associations, through the implemented survey, showed that there are approximately 50.000 Roma living in the territory of BiH and of that number around 35.000 Roma live in the FBiH<sup>83</sup>, over 3000 in the RS, and between 2.000-2.500 in the Brčko District of BiH. This information should be viewed integrally with other available data, as the data received by the Institution of the Ombudsman did not include information on all Roma living in the area of Sarajevo Canton, as the information was not received from all associations until the finalization of this report. According to other available information, the most frequently mentioned number of Roma in BiH is between 65.000 - 70.000; however, data obtained from the recently completed census of population will significantly contribute to more precise information related to the number of Roma living in the territory of BiH.



**Diagram 1.** *Approximate data on the Roma population in the FBiH, RS and Brčko District according to the information submitted by the Roma associations in BiH.*

The information received from the Roma associations illustrate that the largest number of Roma in BiH live in the area of Tuzla Canton and that number is between 15.000 and 17.000 Roma, from that number between 6.000-6.500 live in Tuzla Municipality, 3.500 in Živinice Municipality, in Lukavac Municipality around 2.540, in Srebrenik Municipality 112, 110 in Čelić Municipality, and 15 families with approximately 60 Roma live in the Kalesija Municipality.

According to partial data received, approximately 7.000 Roma families live in the territory of Sarajevo Canton in the FBiH, and the largest number live in the Municipality Novi Grad Sarajevo i.e. between 1.200 to 1.500 Roma families. Around 80 families with around 300 members live in the Municipality Ilijaš and Vogošća.

In Zenica-Doboj Canton there are between 7.700 to 8.200 Roma and out of that number 2.000-2.500 Roma live in Zenica Municipality, around 700 in Zavidovići Municipality, in Kakanj Municipality there are 298 families with approximately 2.160 members, in Visoko Municipality around 2.800, and in Breza Municipality there are 32 families with around 110 members.

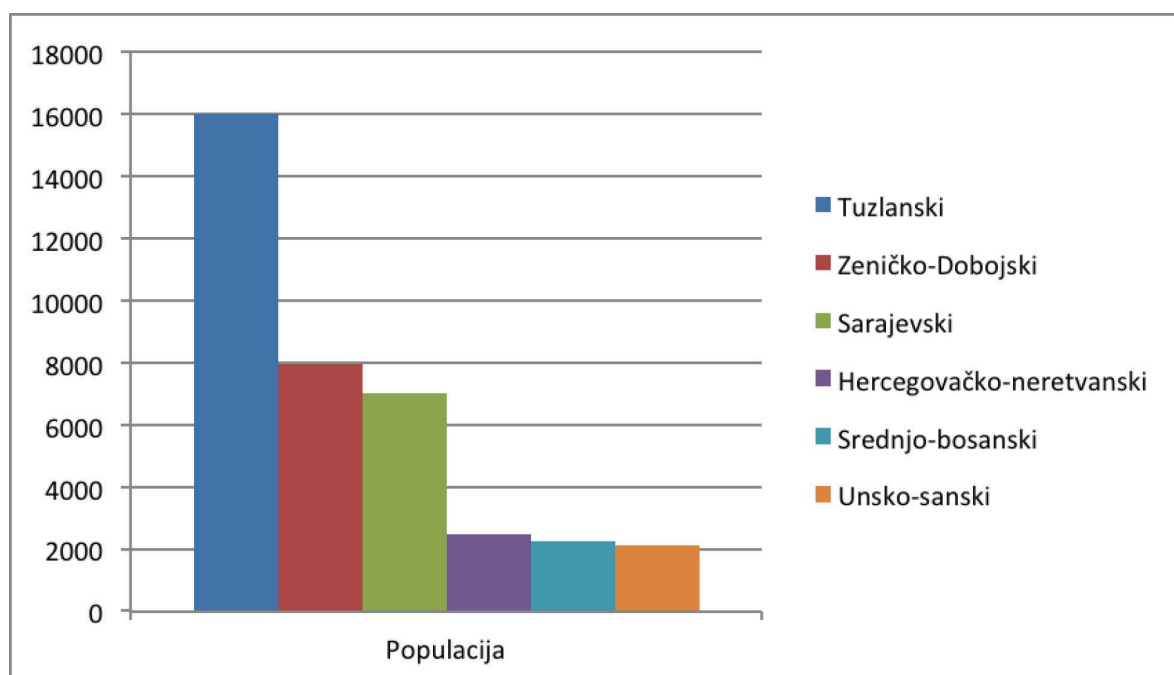
83 The number of Roma living on the territory of Sarajevo Canton needs to be added to this number.

According to data collected from the Roma associations of the territory of Central Bosnia Canton, there are between 2.000-2.500 Roma living in the territory of this Canton. The largest number of Roma live in the area of Donji Vakuf Municipality, i.e. 178 families with around 500-550 members. In Travnik Municipality there are 120 families with around 450 members, in Jajce Municipality there are 58 families with approximately 240 members, in Vitez Municipality there are 152 families with around 550 members, 400 Roma live in Kiseljak Municipality, and around 140 Roma live in Bugojno Municipality.

In Una-Sana Canton there are between 2.000-2.200 Roma, and out of that number around 700 live in Bihać Municipality.

In the territory of Herzegovina-Neretva Canton there are between 2.200-2.700 Roma, around 250 Roma live in Mostar Municipality, 143 families with approximately 450 members living in Konjic Municipality, and in Čapljina Municipality there are around 40 Roma.

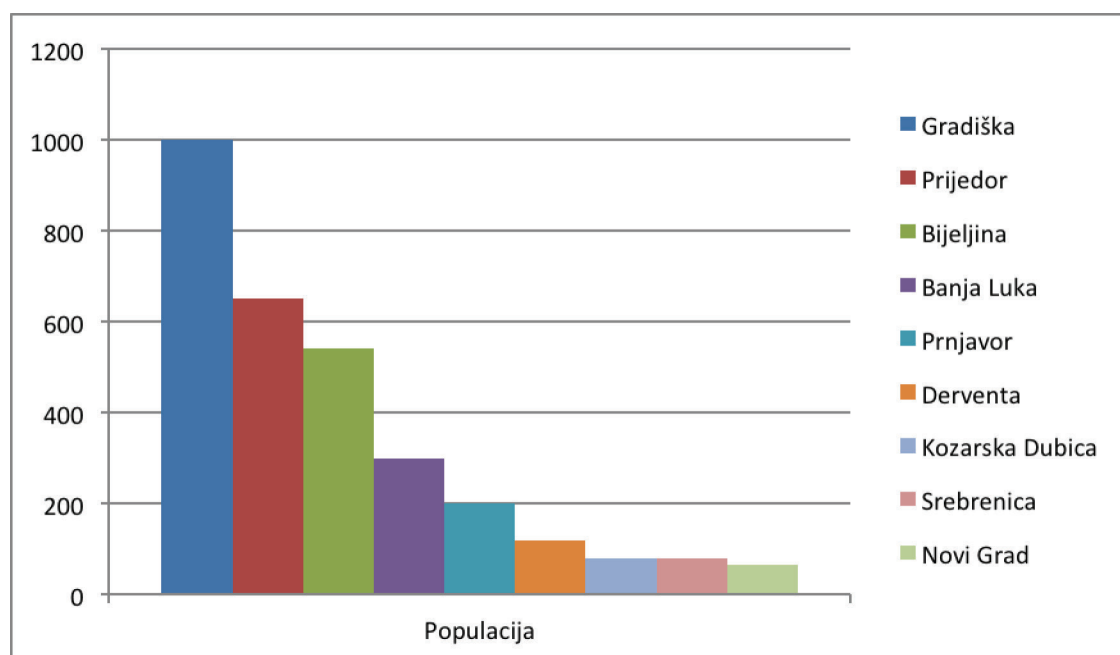
Data collected from the associations from Brčko District of BiH are showing that between 2.000-2.500 Roma live in this area.



**Diagram 2.** Approximate data on the Roma population in FBiH per Canton according to the information submitted by the Roma associations in the Federation BiH (data for Posavina, Bosnia-Podrinje, West Herzegovina and Canton 10 are missing)

According to the information received from the RS Roma associations, in the territory of this Entity there are between 3.000 and 11.000 Roma,<sup>84</sup> and from that number in Banja Luka Municipality there are 55 families with around 300 members, in Derventa Municipality around 120 Roma, 117 families with around 541 members in Bijeljina Municipality, in Kozarska Dubica Municipality around 80 Roma, in Prnjavor Municipality there are around 50 families with around 200 Roma, in Prijedor Municipality there are around 650 Roma, around 65 Roma in Municipality Novi Grad, 240 families with around 1.000 Roma live in Gradiška Municipality, and around 80 Roma live in Srebrenica Municipality.

<sup>84</sup> This information was received from UR "Veseli Brijeg" since many municipalities in RS do not have Roma associations which could have been consulted in the course of the survey. In line with the information collected by the Institution of Ombudsman in the area of Dobož Municipality there are around 400 Roma, but it was not possible to identify any Roma association to check the data.



**Diagram 3.** *Approximate data on the Roma population in the RS per municipality according to the information submitted by the Roma associations in the RS*

According to available data there are 84 registered associations gathering members of Roma national minority, 64 associations in the FBiH, 18 in the RS and 2 associations are operating in the area of Brčko District of BiH.<sup>85</sup> In the FBiH, out of the total number of the associations around 25 are active, 10-15 associations are operating on a periodical basis and with limited capacities, and 25 associations are inactive for a longer period of time. In the RS, out of the total number of associations 11 are members of the RS Confederation of Roma (“Savez Roma”), and the remaining 7 operate independently. In Brčko District of BiH one association is active, and the other operates with limited financial and human resource capacities.

The survey, related to operations of the Roma associations performed by the Institution of the Ombudsman on the field, illustrated that there is a high level of information among the associations not only on issues related to the rights of Roma, but also regarding issues related to the operations of the associations. The obtained information showed that the **associations are mostly operating at the level of municipality** and all have substantial information relevant for their membership, this enables them to be an important factor in the creation of measures for the improvement of the situation of Roma at the level of the community in which they operate.

The associations included in the survey had mixed opinions on the relations of the local self-administration bodies towards the associations and the responses were different depending on the territory where an association operates. Unfortunately, the prevailing stance, which is still dominant among the associations involved in the survey, is **that the relations of local self-administration bodies towards the associations are below the satisfactory level.** Nevertheless, it is necessary to note the territorial breakdown of expressed opinions, since most of the associations from Tuzla Canton see these relations as poor, with the exception of Municipalities of Srebrenik, Kalesija and Lukavac where the associations believe that the relations are good.

<sup>85</sup> The MHRR in co-operation with OSCE Mission to BiH, consultants of the Best Practices for Roma Integration in the Western Balkans and Regional Co-ordinators for Roma prepared the single List of registered Roma associations in BiH. The List was made during 2013, it is an open list and the most recent entry of the newly established Roma association was made in May 2013. During the survey the Institution of Ombudsman determined that the first list of the associations in BiH made by the MHRR did not include five (5) registered associations which are operating and were added to the list as follows: “Ramano Ilo-Romsko srce” Banja Luka, “Kuprešani-Skela” Jajce, “Đurđevdan” Kiseljak, “Ilo” Bugojno and “Romkinja” Bijeljina.

The associations from Zenica-Doboj Canton deem the relations of the local self-administration bodies towards the associations are good, and in some instances very good, with the exception of Visoko and Zenica where they believe relations are not at a satisfactory level. In terms of Zenica, it is important to mention that the two associations involved in the survey had opposing opinions on the relations of the local self-administration bodies towards the associations, one association believed that relations are very good; while the other deemed they are not at a satisfactory level.

In Central Bosnia Canton opinions of the associations are really mixed in terms of the relations of local self-administration bodies towards the associations. In Municipalities of Vitez and Donji Vakuf relations are assessed as good or very good, and in Kiseljak Municipality even excellent, while for Jajce the relations are perceived as poor, and in Bugojno Municipality as unsatisfactory.

The associations from Sarajevo Canton also have mixed opinions on the relations of local self-administration bodies towards the associations, in Sarajevo the relations are not satisfactory or poor, and in the Municipalities of Ilijaš and Vogošća are good.

In Herzegovina-Neretva Canton the prevailing opinion is that the relations of the local self-administration bodies towards the associations are not at a satisfactory level, with the exception of Mostar where relations are deemed as very good.

In Una-Sana Canton, in the Municipality of Bihać the relations are perceived as poor, and in Brčko District of BiH the opinion is that relations are not at a satisfactory level.

The opinion of the Roma associations in the RS on relations with local self-administration bodies towards the associations are that relations are poor and not at a satisfactory level, with the exception of the Municipalities of Gradiška and Novi Grad where they are perceived as very good.

During the survey the associations were very self-critical especially in terms of the question related to the assessment of co-operation between Roma associations in the territory of the Municipalities/Cantons, but also co-operation with the associations at the level of BiH, and emphasized that the co-operation was not at a satisfactory level. A number of the associations especially from Zenica-Doboj Canton and Central Bosnia Canton assessed the co-operation as good, very good, or even excellent. However, the majority are of the opinion that the existing co-operation could and should be improved.

## 3.2. HOUSING

### 3.2.1. Government perspective

The Roma Housing Action Plan was adopted in July 2008, and the revision of the Action Plan was initiated in 2012 with the aim to ensure more realistic planning of activities, budgets and determination of better indicators to evaluate the results achieved. The MHRR and the BiH Council of Ministers adopted the decision to allocate EUR 1.500.000.00 each year of the state level budget for resolving the problems of Roma. Based on the planned budget, the MHRR every year publishes a public call for submission of projects for housing of Roma, which is open for one month. The selection panel for the projects check all the locations for Roma related to the projects and based on the identified priorities makes the decision on the financing of the projects from the earmarked budget funds. So far, the municipalities, towns, cantons, entities, local and foreign governmental and non-governmental organizations and institutions and donors are entitled to participate in the public call in co-operation with a municipality where the project is to be implemented. All projects are based on co-financing by the implementing party and in this way the budget funds are being doubled.<sup>86</sup>

---

<sup>86</sup> The BiH MHRR, Report on the Implementation of the Decade of Roma Inclusion in BiH, updated on 20/08/2013

Criteria for prioritizing the construction of housing units, reconstruction and improvement of living conditions and infrastructure for Roma, included:

- that funds are aimed at the most vulnerable Roma families who can prove that they have resolved their legal and property status or for homeless Roma if the municipalities have allocated the site for construction (as it was the case in Zenica);
- co-financing is a decisive element in decision-making;
- during the selection of the projects the attention is focused on the number of housing units and the expenses per unit;
- the connections to infrastructure are mandatory;
- Roma representatives at local level are involved in the activities of the Panel for selection of beneficiaries.<sup>87</sup>

The MHRR has data on the housing domain as of January 2013 and according to this data ***the total funds for housing invested from the budget, donor funds and co-financing funds of the implementing parties amounted to BAM 12.085.405.71 KM*** (including the funds from 2012). The funds were used for the implementation of the projects in 55 municipalities/locations where 162 units were constructed and the construction of an additional 10 units is expected in Kakanj. 198 housing units were reconstructed/re-furbished, and 2 additional reconstruction activities are expected in Tuzla and were not included in the sum.<sup>88</sup> The positive examples of good practice in resolving housing problems of homeless Roma families (i.e. social housing) are in Zenica, Bihać, Mostar, Teslić, etc. The municipalities have assigned locations for homeless Roma, and the housing units were constructed from the earmarked budget funds.

It should be mentioned that in relation to the recommendations of the UN Committee of Human Rights, BiH informed the competent UN Committee on the relocation of the Roma settlement of Butmir located in the Municipality of Ilidža. In the report it was noted that in the period January 2008 –February 2009 permanent solutions for housing issues were ensured for 33 Roma families and eight housing blocks were constructed for them in five municipalities in Sarajevo Canton.<sup>89</sup> The Project was implemented in co-operation between the Government of Sarajevo Canton (in the amount of BAM 450.000.00) and the Swedish Government - SIDA Project that mobilized the funds in the amount of BAM 1.415.200.00. The successful relocation of Roma was completed on 3 June 2009. The moving of Roma into newly constructed units was successful and to everybody's satisfaction. However, following the elapse of some time the Ministry of Housing Issues of Sarajevo Canton received the information that a certain number of housing units were severely damaged by the new tenants in the Municipality of Ilijaš. The competent authorities established the facts and discovered that out of eight housing units in Ilijaš six were vacated by the tenants. Immediately after that, following a legal procedure, the contracts on the use of housing units were terminated with two tenants. As the mentioned apartments are under the competence of the Municipality, the vacated units were allocated for use to Roma families living in the area of Ilijaš Municipality, who did not have their housing issues resolved.

<sup>87</sup> Upon the approval of the project, the Panel for the selection of beneficiaries consisting of the representatives of the Municipality, Social Welfare Centre, Implementing party (if it is not Municipality) and Roma representative select the most vulnerable Roma families as the beneficiaries of the project. The representatives of the Ministry are the observers for the selection process.

<sup>88</sup> Excluding data from 2012

<sup>89</sup> Two housing blocks with six housing units in the area of Ilidža Municipality, two housing blocks with eight housing units in the area of Ilijaš Municipality, one housing block with four housing units in the area of Sarajevo Novi Grad Municipality, two housing blocks with eight housing units in the area of Vogošća Municipality and two housing blocks with eight housing units in the area of Hadžići.

The MHRR regularly applies for **the IPA funds and in 2012 the approved amount was EUR 5 million**, which will be implemented in two phases, and 80% of the funds will be directly invested into housing of Roma. Moreover, within the IPA funds – pre-accession assistance to BiH for 2011, the amount of EUR 2.5 million was provided for the project of support to social and economic inclusion of the Roma population for 150 families in 14 municipalities in BiH, through the provision of housing units and social and economic measures with the active participation of the local authorities in municipalities, the table below shows the overview. Also the European Union provided funds for the implementation of the Project: “Social Housing System (SHS) – Development of the Integral Model in Theory and Practice”. The implementation of the Project started on 2 July 2013, and the Project envisaged addressing of housing issues for 62 vulnerable and socially endangered families, including families of persons with disabilities, minorities (including Roma), families of fallen soldiers, single parents with children, families with minor children without parental care, disabled civilians, families located in collective centres, alternative and improvised accommodation and the homeless in 5 municipalities: *Prozor-Rama, Jablanica, Tuzla, Bijeljina, Stari Grad Sarajevo and Brčko Distric.* In addition it focused on improving existing models of social housing, relying on good practices from BiH and the region, and with the involvement of all levels of governments, with the aim of adopting legislation harmonized with EU standards.<sup>90</sup>

IMPLEMENTATION MUNICIPALITIES	NUMBER OF FAMILIES
Tuzla	13
Lukavac-Poljice	16
Gračanica	12
Novi Grad, Sarajevo	8
Centar –Sarajevo	7
Novo Sarajevo	5
Zenica	16
Bihać	10
Bosanska Krupa	15
Gornji Vakuf-Uskoplje	6
<b>Čapljina</b>	5
Bijeljina	12
Vukosavlje	12
Zvornik	13
<b>TOTAL</b>	<b>150</b>

**Table:** *Municipalities involved in the implementation of the IPA funds project for 2011 – Support to the social and economic inclusion of the Roma population.*

### 3.2.2. Associations’ Perspective

In their response to the questionnaire, Roma associations submitted specific information regarding the number of registered housing units that they use, i.e. where Roma are accommodated. However, it was not possible to summarize this data due to contradiction and incompleteness. Nevertheless, the fact is that some Roma live in collective centres, such as in Špionica<sup>91</sup> or that there is, for example, a so-called “Roma House” in Banja Luka consisting of seven housing units where Roma live; a significant number of them live in urban settlements.

<sup>90</sup> The BiH MHRR, Report on the Implementation of the Decade of Roma Inclusion in BiH, updated on 20/08/2013

<sup>91</sup> 20-25 Roma live in the collective centre.

The situation is similar with regards to the information on the number of legalized buildings in the municipalities where the associations operate. Some associations have exact information on the number of legalized buildings where Roma live, while other associations do not have this kind of information.<sup>92</sup> The data illustrates that all buildings in which Roma live were legalized in Mostar, Konjic, Bugojno, Gradiška, Novi Grad, but for the area of Sarajevo this number is unknown. The representatives of Roma associations provide different assessments of the relations of the local self-administration bodies towards the housing issues of Roma depending on the municipality; however, the prevailing opinion is that the relations are not at a satisfactory level and in some municipalities poor, or even very poor.<sup>93</sup> At the same time, in some municipalities the relations are perceived as relatively good, good, or in line with their abilities.<sup>94</sup>

***According to the associations, the basic problems for addressing the housing issues of the Roma population are: poor implementation of the Action Plan,*** lack of financial means, complicated and long procedures, insufficient co-operation between Roma associations, migration of the Roma population, lack of construction plots, unresolved property issues, inability to legalize existing buildings, lack of funds for the participation of the municipal bodies in the implementation of projects on cantonal level, resistance of the local population, inadequate hygiene and technical conditions under which Roma live, and the lack of willingness on the part of local administration bodies. It is necessary to underline the problem of a very weak and ineffective implementation of the projects for resolving housing issues of Roma, abuse by the government bodies and lack of transparency in the implementation of the projects. In Brčko District of BiH the construction of seven and reconstruction of ten houses for Roma was suspended due to the resistance of the local population.

Nevertheless, a certain number of activities aimed at resolving Roma housing issues were implemented during the past period. In Zenica 28 apartments were built in settlement Brist and six apartments in settlement Dolača. In the latter settlement a number of housing units were legalized and this was the result of successful co-operation with local authorities. Due to this kind of co-operation in Donji Vakuf more than 100 units were legalized, and in Vitez Municipality as much as 70% of the buildings where members of the Roma national minority live.

In Kozarska Dubica, the project for resolving housing issues for six Roma families was implemented, and the application was submitted for the construction of six new housing units, and all housing units where Roma live in Novi Grad and Gradiška were legalized, and according to the opinion of associations in Bijeljina, the progress was achieved in the implementation of the Roma Housing Action Plan.

Unfortunately, there are municipalities where progress related to resolving housing issues of Roma was not achieved, such as Derventa where only 20 units were legalized, the associations noted the reason behind this situation is the lack of understanding on the part of the local authorities.

In terms of addressing the housing issues of Roma in Brčko District, the positive aspect is that a decision was adopted on the free allocation of public land to domicile members of the Roma national minority. However, the problem is that the implementation of a four year project for construction of housing units was suspended due to the dissatisfaction of the local population.

92 According to the information received from the associations in the Municipality of Živinice around 50 buildings were legalized, and in Lukavc 6, in Kiseljak 40, Kalesija 60, Visoko 100, Zenica around 35, Breza 4, 100 in Donji Vakuf, 20 both in Kozarska Dubica and Derventa, and 14 in Prnjavor. In Vitez around 70% of buildings were legalized, 50% in Brčko District of BiH and in Prijedoru around 60% of the buildings. In Bihać, 85 housing units were legalized, while the associations did not know the data for the area of Čelić Municipality and Tuzla Municipality.

93 Poor and very poor: Živinice, Čelić, Lukavac, Kalesija, Đurđevik, Zavidovići, Sarajevo, Konjic, Banja Luka; Lacking: Kakanj i Breza; According to available means: Tuzla, Kiseljak, Srebrenik, Živinice, Vitez; Not satisfactory: Čapljina, Derventa, Prijedor, Gradiška Novi Grad, Brčko Distrikt BiH.

94 Good: Visoko, Zenica, Kakanj, Bugojno, Mostar, Travnik, Jajce, Vitez, Ilijaš, Vogošća, Bihać, Bijeljina, Donji Vakuf; Very good: Kozarska Dubica; Satisfactory: Prnjavor, Bijeljina.

### 3.3. EMPLOYMENT

#### 3.3.1. Government perspective

According to government institutions, a complex economic situation and a negative impact of the global economic crisis, coupled with low levels of education and job qualifications, are the primary causes of the difficult state of affairs in employment of Roma, this in turn is one of the causes of their poor social integration which is a signal calling for adequate measures to be taken.<sup>95</sup>

Three years of implementing the Action Plan for employment of Roma did not fully meet expectations. Many objectives and defined measures were not supported by the required resources. According to current budget projections, over the upcoming three-year period, there are no significant changes expected in the planned allocations. The only amount that can be counted on is the total of 850.000,00 KM annually, which includes grant funding from the MHRR (710.000,00 KM) and contributions from the budgets of the line ministries of the FBiH (90.000,00 KM) and Tuzla Canton (50.000,00 KM).

In 2012, the amount of 710.000,00 KM was allocated from budgetary funds on the level of BiH for employment of Roma. According to the memorandum signed with the employment bureaus, these funds were aimed at co-financing employers and self-employment of Roma. The obligation of the employment bureaus is to ensure that the commissions for selection of beneficiaries of funding for employment of Roma also include representatives of the Roma civil sector. The MHRR undertook specific activities to establish a joint monitoring body with the bureaus that will monitor earmarked spending and the employment process. Problems with implementation of the previous employment programs, encountered by the employment bureaus/service, point to several crucial elements which should receive more attention in new programs. These primarily concern:

- Low qualification structure of the registered, unemployed Roma (among other things, due to absence of applications from the educated Roma);
- Lack of readiness and insufficient knowledge and skills required to run an independent business among the applicants for self-employment funds;
- Low interest among employers to hire Roma;
- Absence of co-ordination with local authorities, to facilitate entering into independent business for Roma by providing support in registration and permit issuance;
- Lack of good communication and co-ordination in monitoring the implementation of the programs for Roma who did get employment this way (i.e. the number of Roma who continued working after the program had expired, communication with employers, business consulting for beginners in business).

---

<sup>95</sup> Public Institution Employment Bureau of RS: Information on implementation of the Project to support employment of Roma in RS in 2009, 2010, 2011, 2012, and 2013, in accordance with the Action Plan for resolving the problems of Roma in the domain of employment, housing and health care, Pale, September 2013



Information received from the Labour and Employment Agency of BiH indicates that 212 Roma in total took part in employment programs since 2009, and that his number does not include those employed on the grounds of the public call announced in 2013 with the funding approved in 2012. In the memo sent to the Institutions of the Human Rights Ombudsman of BiH uses the phrase “took part in” as ***it does not have the information on how many Roma, who were involved in the employment programs, remained employed after the period of co-financing under the public call.***<sup>96</sup>

According to the data received from the Public Institution Employment Bureau of the RS, in the course of implementation of the “Action Plan for resolving the problems of Roma in the domain of employment, housing and health care”, there were three projects for hiring of Roma registered in the unemployment records carried out so far, in 2009, 2011 and 2013 respectively, through the Employment Bureau of the RS using MHRR funding. For the implementation of these projects, MHRR transferred funds in the amount of 660,000.00 KM to the Employment Bureau of the RS. To date, 90 people have been hired through the aforementioned project, 60 of them working for an employer and 30 starting their own business. The projects for 2011 and 2013 are still in the implementation stage so that the ultimate effects of these projects still cannot be fully perceived.<sup>97</sup>

***The projects intended for the employment of Roma are characterized by a certain complexity in the implementation, as they are a very sensitive target population especially from the aspect of low and unfavourable qualification structure.*** Moreover, it was noticed that Roma are either not registering in unemployment records or are not declaring themselves as Roma in the course of registration, which the Employment Bureau of the RS specifically emphasized in the preparation of the Revised Action Plan during 2012.<sup>98</sup>

As of 31 August 2013, there were **289 Roma, 189 male and 100 female**, on the records of the **Employment Bureau RS**. The majority of Roma are in the unemployment records of the Banjaluka (78), Doboj (83) and Prijedor (51) branch offices.<sup>99</sup> Most of the registered unemployed Roma are unskilled Roma (240 total, 159 male and 81 female) while 33 are skilled.

According to the data of the RS Employment Bureau, ***a total of 125 Roma from have been employed from 2011 to August 2013***, more than half of them (68) in 2011 in the territory of branch offices Bijeljina (27), Banja Luka (17), Prijedor (15) and Doboj (9). There was a significant stagnation in employment of Roma in 2011, when only 18 persons were employed, 38 Roma have been employed to August 2013. In terms of the qualifications structure, the highest numbers of those employed are unskilled Roma (69), then skilled Roma (48), while one Roma with a university degree and four with secondary school education are employed.

96 Memo from the Labour and Employment Agency of BiH, dated September 26, 2013.

97 Ibid.

98 Ibid.

99 In the records of Bijeljina branch office there are 21, in Trebinje branch office there are 4, and in Eastern Sarajevo branch office there are 3 Roma.

According to information received from the Employment Bureau of the FBiH, this institution does not have records on the number of employed Roma in the territory of the FBiH, as it does not have the competence to keep track of and manage such records. In *the records of the Employment Bureau of FBiH*, as of October 1, **there were 2,597 persons who have declared themselves as Roma, 1,181 of whom are female.**<sup>100</sup> Most of the unemployed Roma are located in the territory of Zenica-Doboj Canton (929), Tuzla Canton (674) and Sarajevo Canton (481).<sup>101</sup> Among the unemployed Roma, the majority are unskilled (2,300), skilled (219), have secondary school education, non-university college degree and university degree (five).

The planned / implemented projects for employment and self-employment of Roma in the FBiH over the period 2009 to 2013 are:

- Two fully implemented employment programmes which resulted in hiring 156 Roma, 68 of them employed and 88 self-employed, cost 1,069,000.00 KM;
- One program is currently being implemented and in 2013 it resulted in hiring 48 Roma;
- Funding has been approved by the Council of Ministers of BiH in the amount of 450,000.00 KM for employment of Roma in the FBiH and a (new) Memorandum of Understanding is expected to be signed soon on the implementation of the BiH Action Plan for resolving problems of Roma in the domain of employment.

According to the information received from the *Employment Bureau of FBiH*, the funds spent on the projects intended for employment of Roma **have resulted in hiring of 106 Roma and self-employment of 88 Roma** (not including 2013, as the Management Board has not adopted the information on the evaluation of applications under the Roma Employment and Self-Employment Program in 2013).

### 3.3.2. Roma associations' perspective

*Roma associations* which took part in the survey have **in particular stressed their dissatisfaction with the state of affairs in the field of employment of Roma**, as the percentage of employed Roma is very low, less than 1% in the FBiH and Brčko District of BiH and in the RS it is less than 3%. Roma associations do not have a comprehensive database on Roma employed; however some associations do have information on employed Roma in the territory in which the association is active. So, for example, Roma associations from Tuzla Canton dispose of different information on the number of employed Roma in government authorities and public enterprises. According to available information, between three and five Roma are working in the Ministry of Internal Affairs, five Roma are working in other government authorities, one in the Health Care Centre, between three and five in utility companies, ten Roma are working in "Bingo", ten are employed in private companies, 11 are independent entrepreneurs and three Roma are working in the Lukavac cement factory. Available data on employed Roma in the territory of Tuzla Canton was received from the associations in the territories of municipalities Tuzla, Živinice and Čelić, while information received from the associations from territories of municipalities Srebrenik, Živinice and Kalesija indicate that there are no Roma employed.

In the territory of Zenica-Doboj Canton, in Municipality Zenica there are two or three Roma employed in government authorities, while others are employed mainly in private companies.<sup>102</sup>

100 Memo of the Employment Bureau of FBiH, dated 4 October 2013.

101 In Central Bosnia Canton there are 357 Roma in the unemployment records, in the territory of Una-Sana Canton 100, Bosnia-Podrinje 5, Herzegovina-Neretva 78, while in the territory of West Herzegovina Canton, Posavina Canton and Canton 10 there are no registered unemployed Roma.

102 In the territory of the Municipality Visoko there are 30 employed Roma in private companies and five are independent entrepreneurs; in the territory of the Municipality Kakanj there are in total between ten and 22 employed Roma (with different information received from two associations); in the territory of the Municipality Zenica there are ten Roma employed in private companies; in the territory of the Municipality Zavidovići there is one Roma employed in government authorities and one in the firefighting department; while in Breza there are six employed Roma.

In Central Bosnia Canton there is a significant number of Roma employed in government authorities. Government authorities in Vitez provide employment for four Roma,<sup>103</sup> for one each in Travnik and Bugojno, and for two in Donji Vakuf. In the territory of Central Bosnia Canton there is also a significant number of Roma employed in private companies as well.<sup>104</sup> Only in Municipality Jajce no Roma are employed, either in government authorities or private companies

According to available information, there are no Roma employed in government authorities and only six Roma employed in private companies in the territory of Canton Sarajevo.

In the territory of Herzegovina-Neretva Canton, according to the information received from associations in Mostar and Konjic, government authorities employ three Roma in each, while in Čapljina there are no Roma employed in government authorities. There are six Roma employed in private companies in the territory of this canton, namely one in Mostar and five in Čapljina.

In Una-Sana Canton there is one Roma employed in government authorities and five in private companies.

In Brčko District of BiH, three Roma are employed in government authorities, one in a utility company, several are independent entrepreneurs and approximately 20 work in private companies.

In the RS government authorities, Roma are employed only in the territory of Municipality Gradiška, provided that a certain number of Roma are employed in public companies. Three Roma work in a public utility in Prijedor and one Roma woman in the Health Care Centre in Prijedor.<sup>105</sup> There are also Roma working in private companies, namely three in the territory of Kozarska Dubica, two in Banjaluka, one in Prijedor, while three Roma women are employed in Prnjavor. At the same time, in the territory of Kozarska Dubica, Derventa and Prnjavor there is one registered entrepreneur in each, two in Banjaluka and five in Prijedor.

Representatives of **Roma associations perceive the relation of the local self-government authorities and other businesses towards employment of Roma** as very poor and with pronounced lack of incentives for independent entrepreneurs. At the same time, the associations diverge in their views on the treatment of the employed Roma by the employers and while some see this relationship as relatively good, others see it as very poor.

Associations stressed the following as the fundamental problems in employment: lack of competitiveness in the labour market due to lack of vocational training, insufficient degree of engagement of Roma, lack of education, employers' mistrust, nepotism, lack of incentives to independent entrepreneurship and crafts, bias and stereotypes.

However, **some examples from the field point to a changing relationship in society to hiring Roma**. Accordingly, in Vitez there are 14 employed members of Roma national minority, namely seven in a public utility, one in Municipality Vitez, one in the Ministry of Internal Affairs, four with private employers and two as independent entrepreneurs. In Zenica, there are two members of the Roma national minority employed in government authorities and another ten in the private sector. In Prijedor, there are four members of the Roma national minority employed in government authorities, three in a public utility and one Roma woman in the Health Care Centre.

Unfortunately, there are also those local communities which have not done enough in the field of Roma employment, such as municipalities Srebrenica, Bijeljina, Zavidovići, Jajce, Travnik, Novi grad and Derventa where there is not one single employed member of the Roma national minority.

103 Another association provided the information for Vitez that ten Roma are employed in government authorities

104 In Vitez, there are between ten and 15 Roma employed in private enterprises, of whom seven work in Vitkom, between two and ten are independent entrepreneurs, with different figures received from different associations. In Bugojno, one Roma is employed in a private enterprise.

105 It was highlighted that through October 2013 there were five co-ordinators employed in the MHRR of BiH.

## 3.4. EDUCATION

### 3.4.1. Government perspective

According to the views of MHRR presented in the report on Implementation of the Decade of Roma Inclusion in BiH dated 20 August 2013, *the key barriers that limit the opportunities and access to high-quality education of Roma are extreme poverty, changes in the place of residence, lack of understanding of the importance of education for their children, and others, as well as lack of financial means at the state level* to implement all the measures foreseen in the Action Plan for education of Roma. Namely, *no financial means were appropriated at state level in 2012 and 2013* in support of the implementation of any measure from the Revised Action Plan of BiH on the educational needs of Roma. However, competent ministries of education do allocate budgetary funds, but they are still not sufficient to support enrolment, attendance and graduation from school for all Roma children.

In July 2010, the Council of Minister adopted the Revised Action Plan on the educational needs of Roma that contains objectives and measures which need to be implemented country-wide. BiH has 12 line ministries of education and one department in Brčko District of BiH which did not prepare separate plans and programs with the aim of supporting the education of Roma and are instead focused on implementation of the aforementioned Revised Action Plan. As a result of the Revised Action Plan *there has been an increased enrolment of Roma children in primary, secondary, as well as higher education*. There are a *much smaller number of children leaving primary and secondary education*.<sup>106</sup>

*In 2012, the Board for Roma was established within the Council of Ministers of BiH, two representatives of which are participating in the work of the monitoring team*. However, the work of this team and the support network received no support, either in the form of budgetary funds from any government level, even in a symbolic amount, or donor support. In early 2012, MHRR, in co-operation with the relevant state, entity and cantonal ministries and institutions in the domain of social welfare, health, education, police, judiciary, communications and the non-governmental sector, completed the activities on development of the data collection methodology, in preparation of the first report on socially excluded categories of children in BiH. As a continuation of the activities, at the end of 2011, MHRR started to prepare guidelines for improving the position of Roma children; the proposal was completed by the end of 2012. It is now at the stage in which the opinions necessary for its adoption are being collected. These guidelines will include recommendations to the competent ministries and local governments to plan for activities for Roma children with regard to health care, social inclusion, education, etc.<sup>107</sup>

*Advisory services for Roma families and children are available only at social work centres, but the number of Roma families who request these types of services from the centre is negligible*. Aware of this fact, the Revised Action Plan foresees *establishment of day care centres but none have been opened so far in BiH*. The only information available to MHRR is that IN Fondacija (Foundation for Social Inclusion of Children and Youth in BiH) started a project to establish four day care centres for these children and they have applied for donor funding from the Roma Education Fund (REF). MHRR provided support to the aforementioned project. However, throughout 2012 and to date, the aforementioned IN Fondacija did not receive any feedback from REF as to whether this project has been considered or approved.<sup>108</sup>

Information received from the representatives of primary schools during the round tables in Živinice, Tuzla and Bijeljina<sup>109</sup> points to the problem of the majority of Roma families leaving BiH, and consequently children leaving schools. *Hence, in the first semester of the 2012/2013 academic year one third of Roma children were not graded because they had left the country*.

106 The MHRR BiH, Report on the Implementation of the Decade of Roma Inclusion in BiH, updated on 20 August, 2013.

107 Ibid.

108 Ibid.

109 Municipalities with the largest Roma population.

**Schools are facing the problem of a large number of unexcused absences of Roma children from classes.**

In such instances, laws on education impose disciplinary measures (transfer from one class to another or transfer from one school to another), but schools are tolerating this problem when it comes to Roma children since this could cause difficulties for their further education. On the other hand, due to a large number of absences from classes Roma children achieve poorer results in education.<sup>110</sup>

**3.4.2. Associations' perspective**

In terms of education, Roma associations emphasize a somewhat positive shift in terms of enrolment of Roma children in the first grade of primary school and provision of textbooks, but the small number enrolled in secondary school and university students is worrisome.

As root causes of low level of education among Roma (on average), the associations highlights the poor implementation of the Action Plan, poor educational and social policies, poverty and poor economic and social conditions, prejudices and discrimination towards Roma, insufficient awareness and lack of interest for education among Roma, lack of personal identification documents.

**The associations see the relationship of local self-government authorities as very poor** and have a divided stance on whether children from the Roma national minority are discriminated against in comparison with other children in the course of primary education. They mainly highlight the practice in some local communities of poor access to and lesser commitment of the teaching staff to Roma children, belittling and prejudice, contempt and derision from peers, separation from other children, and intolerance on the grounds of nationality.

The associations active in **the territory of the RS see the relationship of the local self-government authorities towards the education of Roma as satisfactory, as reflected through procurement of textbooks and school supplies**, and secondary school students in Banja Luka receive monetary support to obtain textbooks.

**Mediators who assist Roma children and parents have been introduced in several municipalities**, namely in Živinice, Kakanj, Travnik, Sarajevo, Ilijaš, Vogošća, Mostar, Bijeljina, and Zenica.<sup>111</sup> In Visoko, one association is trying to perform the role of a mediator. As a result of introducing a school mediator, whose role is to provide assistance to Roma parents and children in Živinice, the number of enrolled children in the primary school has increased from 30 to 129. It is perceived that mediators could contribute to an increased number of Roma children enrolled in primary or secondary schools.

The statistics related to the number of school-attending students should be seen in relation to the total Roma population living in the territory of the specific municipality. The examples of municipalities Živinice and Tuzla, where 500 students attend primary school in Živinice and 870 students attend primary and secondary schools in Tuzla, are particularly significant in relation to the size of Roma community living in the territory of these two municipalities, estimated at around 10,000 Roma. There is a significant number of Roma attending university, and one Roma is attending graduate studies.<sup>112</sup>

110 Ibid.

111 Unfortunately, in a large number of municipalities there are no mediators or their mandates have expired: Brčko, Travnik, Bugojno, Derventa, Bihać, Srebrenica, Banja Luka, Čapljina, etc.

112 The situation in a selection of cities is the following: in Banja Luka, 31 pupils attend primary schools, 15 students attend secondary schools and there is one undergraduate student; in Donji Vakuf, there are 58 pupils in primary schools, 17 students in secondary schools and four undergraduate students; in Bijeljina, 116 pupils attend primary schools and five students attend secondary schools; in Zenica, there are 70 pupils in primary schools and ten students in secondary schools, and there are three undergraduate students; In Bihać, 42 pupils attend primary schools, five students attend secondary schools and there are three undergraduate students; in Gradiška, 50 pupils attend primary schools, 30 students attend secondary schools and there are five undergraduate students; in Brčko District of BiH, 220 pupils attend primary schools, nine students attend secondary schools and there is one undergraduate student, while on the level of the Tuzla Canton there are over 800 pupils attending primary schools, 100 students attend secondary schools and there are five undergraduate and one graduate students.

## 3.5. HEALTH CARE

### 3.5.1. Government perspective

Health care in BiH is regulated on the level of the entities and Brčko District of BiH, specifically in health insurance laws and health care laws. Under the entity-level and Brčko District of BiH laws, Roma family members, as well as other members of this population, are not covered under health care if they do not belong to categories of persons paying for health insurance. However, Article 26 of the Law on Health Insurance in the FBiH reads: “Any person with residence in the Federation who does not have the funds for sustenance under regulations on welfare shall be insured for the purpose of health care within the scope established for the insurance holder’s family members, provided health care is not otherwise made available to them.”

***Members of the Roma population, in the majority of cases, are not registered in the registry of births, do not have a registered place of residence and are not familiar with the role of the social work centre and subsequently they do not exercise a number of rights available to them.***

Children from the Roma population, as well as all other populations, are covered for the mandatory vaccination which is performed free of charge. Likewise, children who are involved in pre-school, primary and secondary education as well as full-time students are covered by mandatory health insurance. Children who have reached 15 years of age, and have not completed primary school or have not obtained employment after completing primary education, unless they register with the Employment Bureau within 30 days from the date of reaching 15 years of age or the date of completion of the academic year are not entitled to health care. The persons who under the regulations on education have lost the status of a pupil or full-time student or who have terminated regular schooling, retain the right to health care for one year after the date of terminating their schooling, provided they have registered with the Employment Bureau within 30 days from the date of termination and unless they cannot exercise the right to health care on any other grounds. Thus, ***under the legislation which governs health care, citizens of Roma nationality enjoy the rights to health care under the same terms as other citizens.*** However, what must be taken into account is the fact that health care is linked with the health insurance status which is most frequently received on the basis of employment or education, where Roma are traditionally excluded. This situation requires the state to undertake positive measures which are in practice frequently referred to as “positive discrimination” in order to eliminate the factors that have put Roma in the position of not being able to apply for the status of a health insurance holder.

Implementation of the BiH Action Plan for resolving the problems of Roma in the domain of health care, adopted in 2008, was continued in 2012. MHRR and the Council of Ministers of BiH in 2012 adopted the Decision under which the amount of 1,475,000.00 EUR was planned for resolving the problems of Roma in the state budget, out of which 105,000.00 EUR was to be used for health care for Roma. The funding secured for health care of Roma for 2012 was implemented by the competent institutions on the basis of concluded memoranda of understanding for the implementation of the BiH Action Plan for resolving the problems of Roma in the domain of health care, signed between MHRR and the Public Health Institute of the FBiH, Public Health Institute of RS and Department for Health and Other Services of Brčko District BiH.

In 2012, in accordance with the signed Memorandum, the funds were supposed to be used for awareness raising in the domain of health care, and specifically for implementation of information campaigns on the rights to health care and work on awareness raising on the importance of health care among members of Roma national minority and implementation of health and educational activities by local educators on the importance of the prevention in health care and for securing and implementing preventive measures aimed at improving the health status of the Roma population, and specifically in relation to priority health care programmes.

MHRR and World Vision, a Sarajevo-based organization, are at the stage of signing the activities on implementation of a new project in the area of improving health care for Roma. The aim of this activity is to provide support to the Ministry in the process of researching key health-related issues of Roma population at the local level, through expert teams in seven selected regions and preparation of a report and recommendations, in seven municipalities where the largest number of Roma in BiH live.

As for concrete indicators related to health care of Roma in BiH (the number of Roma who have health insurance, number of immunized Roma children, number of births and deaths among Roma children, and so on), MHRR does not dispose with the data for Roma which should be maintained on the lower levels of government in the light of the constitutionally assigned competence over this field.

In its memo, the Ministry of Health and Social Welfare of the RS pointed that in accordance with the adopted legal framework and by-laws, this Ministry is providing rights to citizens with full respect to the equality of all citizens, their freedom and equity, as well as national and gender equality. The legal framework in the field of health care, social welfare and the protection of children sets forth the scope of the exercised right is uniform across the RS. Accordingly, Roma exercise the right to health care in the same manner and under the same terms as all other citizens of the RS.<sup>113</sup>

In the memo from the Public Institution Public Health Institute of RS (Public Health Institute)<sup>114</sup> it is stated that despite the fact that the Memorandum of Understanding in relation to the implementation of the Action Plan for resolving the problems of Roma in the field of health care was signed in December 2012, the funds for realization of the obligations assumed under the Memorandum were only transferred in January 2013. Through a project implemented in co-operation with the Health Care Fund of the RS, a Guide for Exercising the Rights in Health Insurance was prepared and translated into Romani language. The guide explains the way in which Roma can access the health care system in a simple and acceptable manner. Moreover, in co-operation with the Ministry of Health and Social Welfare of the RS and the Ministry of Education and Culture of the RS, a handbook on the importance of proper nutrition for children's health was developed. Early in 2013, contacts were made with several Roma associations in order to establish collaboration for the implementation of a two-day training programme for the Roma population. Holding this training demonstrated that there is a low level of interest for health care education, and the justification behind this is that education will not help Roma to exercise the right to health care as they are required to pay the participation fee for the majority of health care services and medications, which Roma cannot afford due to their social status. The Public Health Institute also implemented educational activities on nutrition, and the participants in the educational programs stressed the importance of making education on sexually transmitted diseases and reproductive health, vaccinations, addiction-related disease, and violence an integral part of mainstream education for Roma.

According to information received from the Institute for Protection of Health of the RS, the RS Law on Health Care provides all Roma with the right to health care, either on the basis of employment or, in case of unemployment, through registration with the employment bureau. Children and pupils in primary education up to age of 15 are entitled to health insurance. The information points to the fact that a certain number of Roma do not have a health insurance card which makes access to health care and health care institutions difficult, for which, in the opinion of the Institute, the responsibility lies with the members of Roma national minority.<sup>115</sup> The Institute for Protection of Health of RS, on the basis of the Memorandum signed with MHRR, implemented a project aimed at providing and implementing preventive measures which should result in improving the health status of Roma communities with children as the target group. In terms of the results accomplished by the project, the Institute for Protection of Health of RS through collaboration established with the representatives of the Roma population (more precisely, seven Roma associations which represent the interests of the communities in which they are active) has

113 Document number: 11/06-500-625/13, dated 30 September 2013.

114 Document number: 500-5878-1/13, dated 4 October 2013.

115 Institute for Protection of Health of RS: Report on the Project to improve the health of Roma – prevention in oral health, mass addiction diseases and mass noncommunicable diseases.

increased the knowledge and awareness among 489 children of pre-school and school age on the manner and importance of oral hygiene and the importance of prevention for oral health. It increased the knowledge and awareness among 514 school-age children on the harms of smoking and alcohol consumption as the most widespread addiction disease with school-age children. Information on measures to prevent diabetes and high blood pressure was provided to 437 older juveniles and adults and 14 representatives of Roma associations were briefed on the means for enjoying health care in the RS. The presence of the media in the lectures and workshops helped ensure the visibility of the project to the broader community. The project of immunization of Roma children was implemented in the RS in the period 2009-2010 and resulted in vaccination of 371 children.

As for access to health insurance in the RS, according to the information received from the Sector for Exercise of Rights from Health Insurance of the Health Insurance Fund,<sup>116</sup> the Law on Health Insurance of RS<sup>117</sup> and the Rulebook on determining the status of the insured person, system records and health insurance card<sup>118</sup> prescribe how to acquire the status of an insured person with the Health Insurance Fund of RS. Mandatory aspects of health insurance covers all citizens of the RS, who enjoy health care under equal terms regardless of the national, religious or other affiliation. Registration for health insurance is carried out by the competent institutions, and for the socially vulnerable categories, under the Law of Social Welfare, this is the competence of centres for social work.

In its memo number 06-37-5206/13, dated October 2, 2013, the Federal Ministry of Health pointed to the fact that competence over health care in the FBiH is divided between the FBiH and the cantons in such a way that both Federal and cantonal authorities are entitled to set policies and enforce laws (Article III, paragraphs 3 and 4 of the Constitution of FBiH). A series of laws and by-laws have been adopted on the level of the FBiH for the purpose of discharge of the competences in the field of health.

Moreover, the basic package of health care rights foresees a set of fundamental rights for uninsured persons that are financed with funds from the budget of the canton or municipality, according to the last place of residence of the uninsured person. Namely, item XI of the Decision on setting of the basic package of health care rights foresees a set of health care rights for uninsured persons, nationals of BiH, with residence in the territory of the FBiH, with a remark that item XI.a) of this Decisions relates to the rights of uninsured persons of up to 18 years of age while item XI.b) refers to the rights of uninsured persons of over 18 years of age. Under paragraph 2 of item XI of the Decision, it is prescribed that the rights referred to in paragraph 1 of item XI shall be financed from the budget funds of the canton or municipality, per the place of last residence of the uninsured person. However, it should be kept in mind that the beginning of the application of the basic package of health care rights for uninsured person is conditioned by provision of funds for these purposes in the budgets of cantons and municipalities.<sup>119</sup>

Implementation of the decision in setting of the basic package of health care rights and the decision on maximum amounts of immediate participation of insured persons in the costs of particular types of health care in the basic package of health care rights is a joint duty of the FBiH and cantons, both in terms of adoption of the appropriate implementing documents and in terms of financing of the basic package of health care rights. Federal Ministry of Health submitted an instruction to all cantonal ministries of health as well as the Health Insurance and Re-Insurance Fund of the FBiH, which refers to actions regarding the implementation of these decisions. However, an impediment to the fulfilment of obligations of cantons from this decision is the provision of financial means for funding of the basic package of health care rights in the FBiH. The package is financed from the revenues collected from health insurance contributions, revenues from the budget of the FBiH, canton or municipality, revenues from participation, as well as from other sources.<sup>120</sup> The Federal Ministry of Health does not have the competence to impose particular

116 Document number: 05/009-7021/13, dated October 4, 2013

117 RS Official Gazette, number: 18/99, 51/01, 70/01, 51/03, 17/08, 01/09 and 106/09

118 RS Official Gazette, number: 102/11, 40/12, 56/12 and 72/13

119 Document of the Federal Ministry of Health, number: 06-37-5206/13, dated October 2, 2013.

120 Ibid.



sanctions towards cantons in case of failure to adhere to the provisions of the aforementioned decisions. The aforementioned decisions were adopted on the basis of the Law on Health Insurance,<sup>121</sup> and consequently, the oversight over their implementation is provided through the competent cantonal inspectorates, as well as the Federal inspectorate, where it is important not to disregard the different financial power of the cantons and their efforts to secure the lacking financial means for the implementation of the basic package of health care rights.

Roma in the FBiH are guaranteed the right to health care as all other citizens of the FBiH and the precondition for exercising this right is to previously meet the requirements prescribed by the Law on Health Insurance. However, according to the information received from the Federal Ministry of Health, a substantial segment of this population is not in possession of valid documents (proof of citizenship, identity cards, and health insurance cards) which further precludes exercising of their rights. Likewise, ***a high number of Roma who meet the respective legal requirement are not familiar with their rights***, which was the reason behind the implementation of such measures as registration of Roma in their settlements, carrying out of information campaigns on the means and possibilities to access the health insurance scheme, and thereby exercise the right to health care. Moreover, the fact that an exceptionally low number of Roma are employed either in the public or the private sector is behind a modest number of those who have health insurance and access to health care on those grounds. The reasons why parents are not registering their children vary, from not being in possession of the documents needed for the registration, to lack of information on the manner of registration (legal deadlines for applying for registration). On the other hand, there is a certain number of Roma who migrate, i.e. do not have a permanent place of residence in the territory of the FBiH. In connection with this category, on the level of the FBiH, the amount of 50,000.00 KM for health care for Roma was allocated in each of the last three years, pursuant to Article 12, paragraph 2, item 16 of the Law on Health Care.<sup>122</sup> These are funds which are directed towards health care of Roma who due to the traditional lifestyle do not have a permanent place of residence or domicile in the FBiH. The purpose of the program is to provide adequate health care to Roma whose residence or domicile in the FBiH is not known, under equal terms as for other groups of population who are exposed to higher risk of illness. These funds remain insufficient in the sense of full satisfaction on the needs for health care of this category of the population.<sup>123</sup>

In terms of harmonization of the cantonal laws on health care with the Federal Law on Health Care, it should be highlighted that some cantons have adopted their laws, and that these contain mostly the same provisions of as the Federal Law on Health Care, i.e. that the cantonal legislation frequently does not regulate those matters which are of importance for the cantons. On the other hand, there are also those cantonal laws on health care which are not harmonized with the FBiH. However, it should be pointed out that the Constitutional Court of FBiH does not have the competence to determine the legality of legislation, which represents a problem in the sense of evaluating the conformity of lower level legislation with the legislation of higher legal power. It is noted that it is the obligation of the legislator “on the level of the canton to ensure harmonization of its legislation with the Federal legislation.”

Information received from the Health Insurance and Re-Insurance Fund of the FBiH indicates that the legal framework established in the FBiH, ensures to all citizens of the FBiH, to invest funds upon principles of reciprocity and solidarity within the canton, to exercise the right to health care and other rights arising from mandatory health insurance. The law guarantees equal position to all insured persons in exercising the rights arising from mandatory health insurance, ensures satisfaction of the basic needs in primary, specialist and consultative, and hospital care under equal terms, as well as access to health service of standard quality and equal substance.<sup>124</sup>

121 “Federation of BiH Official Gazette”, number 30/97, 7102, 70108 and 48/11

122 Social health care – Article 12 paragraph 5: “Notwithstanding paragraph 2 of this Article, financing of the health care foreseen in items 5, 6, 7 and 16 in paragraph 2 of this Article, in the section pertaining to the obligations of the Federation of BiH, shall be financed from the Federal budget in accordance with legislation on health insurance, as well as the legislation on the protection of rights of members of national minorities.”

123 Document of the Federal Ministry of Health, number: 06-37-5206/13, dated October 2, 2013.

124 Document number: 01/I-03-3-2279-1/13, dated 30 September 2013.

In its memo sent to the Institution of the Ombudsmen, the Public Health Institute of Tuzla Canton indicated that MHRR allocated 128,000.00 KM in 2012 to support the implementation of the Action Plan for health care of Roma in the territory of the FBiH and that these funds were implemented through the Public Health Institute of the FBiH, with prior consultations with Roma associations. The Public Health Institute of Tuzla Canton has used funding in the amount of 35,000.00 KM for implementation of the project “Exercise of right to health care and awareness raising for the Roma population in the domain of health protection.” Out of this amount, 12,000.00 KM was spent for voluntary health insurance for a period of one year for 34 Roma which cannot be insured otherwise. Additional 160 persons were insured through social work centres and 50 through the Ministry of Education, Science, Culture and Sports. The funds were implemented through the association “EURO-ROM” from Tuzla. These funds were solely available for health care of Roma in the territory of Tuzla Canton.

The Public Health Institute of Sarajevo Canton has participated in the project “Research into anemia among children and women in the FBiH – Roma population” implemented by the Federal Ministry of Health, Public Health Institute of FBiH and UNICEF. This Institute is also taking part in the implementation of the Project: “Research into behaviour in relation to STI/HIV prevalence among members of Roma population in the FBiH” sponsored by the Global Fund, through UNDP and Public Health Institute of the FBiH, and the project: “Improvement of universal access for populations with increased risk in BiH.”<sup>125</sup>

The Public Health Institute of Bosnia-Podrinje Canton submitted the information that this Institute is involved in the implementation of the projects related to health care for Roma, co-ordinated by the Federal or cantonal Ministry of Health.<sup>126</sup>

In Zenica-Doboj Canton the Public Health Institute submitted the information on taking part in the research project of the Public Health Institute of the FBiH “Research into behaviour in relation to STI/HIV prevalence among members of the Roma population in the FBiH.”<sup>127</sup>

According to the information received from the Public Health Institute of Una-Sana Canton, this Institute in 2005 and 2007 implemented the Program for prevention of Hepatitis B, Hepatitis C and TBC for persons in the accommodation centre Goričani, Municipality Bosanski Petrovac (mostly Roma population). Also, the Federal Ministry of Health and Public Health Institute of the FBiH with the help of cantonal institutes conducted research into anemia among Roma children and women in the FBiH. Out of the total number of Roma in the territory of Una-Sana Canton, the research covered 5.1% of households.<sup>128</sup>

As a part of the Roma Decade 2005-2015, the Public Health Institute of Herzegovina-Neretva Canton has continuously over the period 2006-2010, within the European Immunization Week and in co-operation with Roma association “Neretva”, controlled the vaccination status of Roma children in the territory of the City of Mostar. Unfortunately, due to a lack of funding and difficult circumstances under which the association operates, the implementation of this activity has been discontinued.<sup>129</sup>

According to the information received from the public health institutes of West Herzegovina Canton, Posavina Canton, and Canton 10, there are no registered Roma in the territories of these cantons so no project activities in the domain of health care have been implemented.

125 Document number: 05.12.4-3713/13, dated 2 October 2013.

126 Document number: 01-49-1-67/13, dated 1 October 2013.

127 Document number: 02-1127/13, dated 2 October 2013.

128 Document number: 812/13, dated 30 September 2013.

129 Document number: 2025/13, dated 1 October 2013. This association submitted a filled in questionnaire despite the problems in its delivery due to supply of electricity to the association being cut off

### 3.5.2. Associations' perspective

*Roma associations, although in possession of different information, stress that the greatest progress has been made in the field of health care of the Roma population*, although there are still particular problems present such as access to health care for Roma over 65 years of age who are not on the list of the Employment Bureau, are not employed and have not earned a pension, as well as children who are not attending school. Associations estimate that between 60-70% of the Roma population by municipality have health care. According to the information received from the associations active in the territory of the RS, all Roma have health insurance.

Measures which have contributed to Roma having access to health care are: insurance through the employment bureaus and social works centre and realized co-operation with the government authorities. However, the associations believe that access to health care is still difficult due to administrative barriers, bias, lack of funds for participation – the so-called health care stamps whereby citizens are required to pay a particular amount as participation for health insurance, periodic health care, for example over a period of three months, lack of promptness in applying with the Employment Bureau, lack of information among Roma regarding the possibilities for access to health insurance, unstamped health insurance cards. Unfortunately, in some municipalities the problem of Roma not being able to enjoy health care persists, such as in the instance of Čapljina where no Roma have health insurance or Konjic where only seven Roma have health insurance. There are also issues with inefficient access to health care in spite of Roma having health insurance which is the case in Derventa.

The relationship of local self-government authorities in terms of health care for Roma differs.<sup>130</sup> This position of Roma associations indicates that there is substantial room for improving access to health care for Roma, which is especially prominent for the territories of Zenica-Doboj Canton, Central Bosnia Canton and Herzegovina-Neretva Canton and Municipality Derventa in the RS.

Roma associations believe that access to health care can be improved through better implementation of action plans for inclusion of Roma, better co-operation between associations and authorities of BiH, allocation of greater funding for implementation of action plans, education and better communication with government authorities and higher employment among Roma.

Associations have also undertaken certain activities to improve access to health insurance and according to information presented by Roma associations in Vitez, submitted proposals for amendments to the Law on Health Care, in addition to a proposal submitted to the MHRR for ensuring funding for health care for Roma.

130 The associations believe that handling of health insurance by local self-government authorities is good/very good/satisfactory in all of the municipalities in RS except for Derventa, all the municipalities in the territory of Tuzla Canton except for Lukavac and Živinice, and in municipalities Breza, Bugojno, Vitez, Donji Vakuf, Zenica and in Brčko District of BiH. At the same time, the associations perceive the municipalities' conduct as poor/very poor/not satisfactory and lacking in Čapljina, Lukavac, Vitez (indicated by one association), Jajce, Kiseljak, Mostar, Konjic, Bihać, Đurđevik, Visoko, Zavidovići, Kakanj, and Travnik.

## IV. CONCLUSIONS AND RECOMMENDATIONS

1. By accepting international human rights standards that oblige the State to protect the rights of Roma with maximum respect of the non-discrimination principle and its harmonization of the national legislation, BiH had set to a significant degree the framework for the development of the institutional mechanisms and procedures which will ensure actual access to recognized rights. It is essential to underline the importance of BiH's inclusion in the international project "Decade of Roma Inclusion 2005-2015" for the implementation of above mentioned activities;
2. The relevant legislative framework is established through: adoption of the Law on the Protection of the Rights of National Minorities at the State and entity levels, and in some cantons as well; adoption of the BiH Strategy for resolving the issues of Roma, and; adoption of the Action Plan for resolving the issues of Roma in the area of employment, housing and health protection. This has determined the course of action for BiH government institutions aimed at resolving the basic problems of the Roma population in BiH. It is important to underline more active participation of Roma in all processes realized in BiH, and strengthen the role of Roma NGOs, as this is one of the main principles of the Decade;
3. The following international organizations and institutions: the World Bank, Open Society Fund, OSCE, UNDP, UNHCR, UNICEF, World Health Organization, European Commission, Council of Europe, European Roma and Travellers Forum, European Centre for Roma Rights, Education Fund and Government of Sweden and others, had distinguished and important roles in the process of adopting legislation, establishing of institutional mechanisms and implementing programs and projects focused on resolving the problems of Roma, especially those falling under the obligations determined by the Decade of Roma Inclusion;
4. The budget line within BiH institutions, primarily the MHHR and the Council of Ministers, in the amount of EUR 1.5 million earmarked for financing activities related to implementation of the Action Plan for resolving the issues of Roma, is to a significant extent a guaranty for the implementation of the planned activities. However, the level of implementation is usually much higher when implementation of activities is supported by additional financial means from lower levels of government or by donor funds;
5. In line with the BiH Constitution, all institutions, including judiciary, have the obligation to ensure human rights and fundamental freedoms. Regarding duties defined by the Decade of Roma Inclusion, the following institutions play key roles: Council of Ministers, MHRR, Ministry of Security, Ministry of Justice, Directorate for European Integration, Gender Equality Agency, Government of the FBiH, Government of the RS and Government of Brčko District of BiH;
6. A more active policy to improve the situation of the most vulnerable Roma minority was initiated in 2002 with the appointment of the Roma Board within the BiH Council of Ministers as an advisory and co-ordinating body. In 2012 the Board was appointed in its third mandate, which expires in June 2016;
7. Co-operation between state and local levels of authorities was especially emphasized in the pro-

- cess of implementing measures for the improvement of the rights of Roma. The majority of municipalities at the local level allocate to improve the living conditions of Roma, or invest funds into infrastructure projects. In this segment, the financial support from the state level or by international donors is very significant;
8. Unfortunately, there is no registration of minorities' associations in the registers of the associations, which are different in the entities. Nevertheless, according to data collected in the field at the end of October 2013 there were 84 registered Roma associations, and compared to the list prepared by the MHRR this list is larger by five associations. Out of that number, 64 associations are registered in the Federation of BiH, 18 in the RS and 2 associations are operating in Brčko District of BiH;
  9. The information collected through communication with government institutions illustrates a significant improvement regarding the registration of information and data on Roma living in the territory of BiH. Following the existing methodology used by the institutions the data is mostly disaggregated by territory and gender. More difficult access to data was noted for the areas in which competences are divided between the FBiH and the cantons, which primarily relates to education and health, while data on employment of Roma in the FBiH is available in comprehensive form since the records for the data fall under the competencies of the FBiH Employment Institute;
  10. It is important to emphasize the introduced mechanism for monitoring the implementation of obligations within the "Roma Decade" program. The MHHR is preparing periodical reports;
  11. Roma constitute the largest of 17 national minorities in BiH. The last population census was conducted in 1991 and only 8.000 identified themselves as Roma, while according to the registration of Roma and their needs conducted by the MHHR in 2010, 17.000 Roma were registered into a single database. If we take into account those who did not register due to their absence, the estimate is that there are between 30.000 – 40.000 Roma in BiH;
  12. Data received by the Institution of the Ombudsman from Roma associations through surveys shows around 50.000 Roma living in the territory of BiH, and out of that number around 35.000 Roma live in the FBiH<sup>131</sup>, over 3.000 in RS, and in Brčko District between 2.000– 2.500;
  13. Information put forth by Roma associations show that the largest number of Roma in BiH live in the area of Tuzla Canton and that number is between 15.000 and 17.000. Out of that number between 6.000– 6.500 live in Tuzla Municipality, 3.500 in Živinice Municipality, in Lukavac Municipality around 2.540;
  14. There is a large amount of information among Roma associations not only on issues related to the rights of Roma, but also regarding issues related to the operations of the associations. The obtained information showed that the associations mostly operate at the municipality level and all have substantial information relevant to their membership. This enables them to be an important factor in creating measures to improve of the situation of Roma at the community level at which they operate;
  15. The associations included in the survey gave mixed opinions of the relations of the local self-administration bodies towards the associations. Unfortunately, the prevailing stance still dominant among the associations is that the relations are below a satisfactory level ;

---

131 The number of Roma living in Sarajevo Canton should be added to this number.

16. Projects focused on resolving housing issues of Roma, implemented by the MHHR, are based on co-financing by the implementing party in an attempt to double budget funds. Representatives of certain Roma associations consider it an obstacle to resolving housing issues when the local community (municipality) does not express a willingness toward co-financing;
17. According to data of the MHHR as of January 2013 the total funds for housing invested from the budget, donor funds and co-financing funds of the implementing parties amounted to BAM 12.085.405.71 KM, including the funds from 2012. It is worth noting that in line with the application of the MHHR in 2012 the amount of EUR 5 million of IPA funds was approved. The funds will be utilized in two phases, and 80% of the funds will be directly invested into housing for Roma;
18. According to the associations, the basic problems of addressing housing issues of the Roma population are: poor implementation of the Action Plan, lack of financial means, long and complicated procedures, insufficient co-operation between Roma associations, migration of the Roma population, lack of construction plots, unresolved property issues, inability to legalize existing buildings, lack of funds for the participation of municipal bodies in the implementation of projects at cantonal levels, resistance of the local population, inadequate hygiene and technical conditions under which Roma live, and a lack of willingness on the part of local administration bodies;
19. According to government institutions, the complex economic crisis, coupled with low levels of education and job qualifications, worsens employment difficulties for Roma. This, in part, accounts for their poor social integration and adequate measures to counteract this must be taken accordingly. At the same time, three years of implementation of the Action Plan for employment of Roma have not fully met expectations;
20. As of 31 August 2013, there were 289 Roma (189 male and 100 female) in the records of the Employment Bureau of the RS. From 2011 to August 2013, a total of 125 Roma from the list of the Employment Bureau of the RS have been employed. At the same time, in the records of the Employment Bureau of the FBiH there were 2,597 persons who have declared themselves as Roma (1,181 female). Funds spent from the projects focused on employment of Roma have resulted in the hiring of 106 Roma and self-employment of 88 Roma (not including 2013);
21. According to current budget projections, no significant changes are expected over the upcoming three-year period in the planned allocations for employment, and it is possible to count with certainty only on the total amount of 850.000,00 KM annually, which includes grant funding from the MHRR (710.000,00 KM) and contributions from budgets of the relevant ministries of the FBiH (90.000,00 KM) and Tuzla Canton (50.000,00 KM);
22. The implementation of projects focused on employment of Roma is characterized by certain complexities, owing to the specificities of the target population-- especially with regard to low professional qualifications. Moreover, Roma often do not register in unemployment records or do not declare themselves as Roma if they do register;
23. There is no information regarding the number of Roma involved in employment programs who remained employed after the period of co-financing;
24. Roma associations that took part in the survey have in particular stressed their dissatisfaction with employment status of Roma, as the percentage of employed Roma is very low--less than 1% in the FBiH and Brčko District BiH less than 3% in the RS. Associations in the survey also reported A) that local self-governance authorities and other businesses have poor employment relations with Roma and B) that there is a pronounced lack of incentives for independent entrepreneurs;

25. The associations stressed the following as the fundamental problems of employment: lack of competitiveness in the labour market due to lack of vocational training, insufficient engagement of Roma, lack of education, employers' mistrust, nepotism, lack of incentives to independent entrepreneurship and crafts, bias and stereotypes. Roma have also emphasized certain positive examples in hiring of Roma, such as those from municipalities Vitez, Zenica and Prijedor;
26. According to the views of the MHRR, *the key barriers limiting the opportunities and access to high-quality education for Roma are extreme poverty, changes in the place of residence, lack of understanding of the importance of education for their children, and others, as well as lack of financial means*. These are likewise barriers to implementation of all measures foreseen in the Action Plan for education of Roma. Namely, *no financial means were appropriated at the State level in 2012 and 2013* for this purpose;
27. As a result of the Revised Action Plan of BiH on educational needs of Roma in 2011 of enrolment of Roma children in primary, secondary, and higher education has increased. It is evident that a much smaller number of children are leaving primary and secondary education;
28. Unfortunately, this trend did not continue in 2012 and 2013. Round tables with representatives from primary schools in Živinice, Tuzla and Bijeljina, revealed that a majority of Roma families left BiH; in the first semester of the 2012/2013 academic year, one third of Roma children were not graded because they had left the country. Schools continue to face a large number of unexcused absences of Roma children;
29. As root causes of Roma's lower-than-average education, associations have pointed to: poor implementation of the Action Plan, poor education and social policies and conditions, poverty, prejudice and discrimination against Roma, insufficient awareness of and lack of interest in education among Roma, lack of personal identification documents;
30. In early 2012, the MHRR, in co-operation with the relevant State, entity and cantonal ministries and institutions of social welfare, health, education, police, judiciary, communications, as well as the non-governmental sector, has developed a data collection methodology to prepare the first report on socially excluded categories of children in BiH. These guidelines will include recommendations to the competent ministries and local governments to plan activities for Roma children with regard to health care, social inclusion, education, etc.;
31. There is an insufficient institutional network at the local level to support Roma and Roma associations. Advisory services for Roma families and children are available only at social work centres, but the number of Roma families who request these services from the centres is negligible. The Revised Action Plans foresees the establishment of day care centres, though none have been opened so far in BiH;
32. The associations consider their relationship with the local self-government authorities as very poor and have a divided stance of whether Roma children, compared to other children, are discriminated against in primary education. The associations believe that the mediators could better contribute to an increased enrolment of Roma children in primary or secondary schools;
33. Legislation on health care and health insurance in BiH, adopted by the entities and Brčko District, prescribes that any person in BiH, including Roma persons, is entitled to health insurance only if he/she has the status of health insurance holder. This status may be attained through payment of contributions, unless the person in question belongs to a socially vulnerable category;
34. Children from the Roma population, as well as all other populations, are covered by mandatory vaccination performed free of charge. Likewise, children in pre-school, primary and secondary education are covered by mandatory health insurance;

35. Under health care legislation, Roma citizens are entitled their rights on equal terms with other citizens. However, health care is most frequently provided via employment or education, and these are two areas from which Roma are largely excluded.
36. The MHRR and the Council of Ministers of BiH in 2012 adopted a decision to allocate 1,475,000.00 EUR in the state budget to towards resolving the problems of Roma. Out of this amount, 105,000.00 EUR was to be used for health care;
37. As for concrete indicators regarding health care of in BiH (number of Roma who have health insurance, number of immunized Roma children, number of births and deaths among Roma children, and so on), the MHRR does not disclose data for Roma. According to the Constitution, this data lower levels of government should maintain this data;
38. In the FBiH the amount of 50,000.00 KM was allocated for Roma health care in each of the last three years, under the obligation to provide health care to members of national minorities who have not otherwise received the status of a health insurance holder. However, these funds remain insufficient for the needs of the entire Roma population;
39. Roma associations believe that the greatest progress among their set of challenges has been made in the field of health care. Nevertheless, they cite problems remaining, such as access to health care of Roma over 65 years of age who are not registered at the employment bureau, are not employed and have not earned a pension; as well as Roma children who do not attend school. Factors which contributed to the realization of Roma's access to health care are: insurance provision by the employment bureaus and social works centres, as well as established co-operation with the government authorities;
40. The associations believe that access to health care is still difficult due to: administrative barriers, bias, lack of funds for participation – the so-called health care stamps whereby citizens are required to pay a particular amount as participation for health insurance – unstamped health insurance cards, non-frequent health care visits, delays in applying to the Employment Bureau, lack of information among Roma regarding access to health insurance;
41. Local self-government authorities throughout BiH have varying degrees of involvement in ensuring health care provisions for Roma communities. There is still substantial room to improve access to health care for Roma, especially in Zenica-Doboj, Central Bosnia and Herzegovina-Neretva Cantons as well as Municipality Derвента in the RS;
42. Roma associations believe that access to health care can be improved through better implementation of action plans for inclusion of Roma, better co-operation between associations and authorities of BiH, allocation of greater funding for implementation of action plans, better communication with government authorities, increased education and higher employment among Roma;
43. It is beyond doubt that important advances were made over the past few years toward the inclusion of Roma in society, primarily facilitated by the establishment of legislative and institutional frameworks. This process was substantially delayed due to the structural organization of government in BiH, thus slowing the actual process of implementing the adopted measures. A comparative assessment of the views expressed by governmental institutions and Roma associations – regarding the position of Roma in BiH – reveals that the respective views do not diverge substantially. Authorities are aware that there is a need for further action. Roma associations objectively assess the position of Roma in BiH society in relation to the larger global context, and they are trying to improve their position through practical and constructive proposals in co-operation with government authorities.

With the aim to further improve the position of Roma and ensure them their rights guaranteed by international standards, the Human Rights Ombudsman of BiH, on the basis of research into the observed weaknesses in implementation of the adopted strategic plans and programs, hereby make the following:



## RECOMMENDATIONS

1. There is a need to continue with the implementation of the measures designed in line with the obligations of BiH related to the Roma Decade, and to conduct revision of the measures in accordance with the most recent recommendations of the UN reporting bodies;
2. The Ombudsman supports co-operation between the state and local level in resolving the issues of Roma, and urges the municipalities which have not done so already where to initiate activities and budget funds for 2014 in order to improve the situation of Roma in their respective territories;
3. The entities, cantons and municipalities should review their policy of financing projects pertaining to Roma, in order to increase funds available in the budget of BiH institutions, primarily the MHHR and the Council of Ministers. The amount of EUR 1.5 million is recommended to be earmarked for implementation of the Action Plan
4. Provide the necessary funds for smooth functioning of the Roma Board as an advisory and co-ordinating body formed within the Council of Ministers, as well the funds necessary for the operations of the monitoring team and Roma Co-ordinators;
5. Associations' registration bodies should establish systems to ensure monitoring of registered associations working on the protection of national minorities' rights, including specifically the protection of the rights of Roma;
6. The Ombudsman supports the efforts of the MHHR focused on the rights of Roma, and recommends that entity governments maintain records regarding the rights of Roma, similar to what has been provided with employment data;
7. More specifically, the authorities in the FBiH, FBiH Ministry of Health, FBiH Ministry of Education and FBiH Ministry of Labour and Social Policy, as well as in the competent cantonal ministries, should include separate indicators for Roma in records relating to health protection, education and social policy.
8. All competent institutions should continue efforts to ensure that each person belonging to the Roma national minority has personal identification documents, since this is a pre-requisite for exercising their rights;
9. The significance local communities have in providing and protecting the rights of Roma in BiH, specifically highlighted by Roma associations, imposes an obligation on local self-government authorities to help change how their employees treat Roma. This is of particular importance for Roma housing rights, which depend directly upon the attitude of the local community. There is a need for stronger actions by local self-governments to provide: construction land; faster resolution of property matters; a quicker process and simplified procedures for legalization of illegally-constructed buildings occupied by Roma; funds for municipal administrative authorities to partake in implementation of cantonal-level projects; improved utility and sanitation conditions in territories inhabited by Roma;
10. To provide a local-level institutional network to support Roma and Roma associations, it is necessary to strengthen the capacities of social work centres in municipalities inhabited by large Roma populations, and to establish daily care centres for Roma children as foreseen in the Revised Action Plan;

11. To achieve higher employment among Roma, it is necessary to re-examine past programs and compile information about Roma who have maintained employment after project expiration. It is necessary to re-examine the possibility of developing activities within employment bureaus to address hindrances to employment of Roma. This refers mainly to A) the lack of vocational education, and of education in general, which renders Roma uncompetitive in the labour market, as well as B) the need to provide incentives to independent entrepreneurship;
12. For lasting improvement in employment among Roma, special attention should be paid to education of Roma children via consistent implementation of the Action Plan. More specifically, this includes the provision of free textbooks and school transportation; raising awareness among Roma of the importance of education, and among teachers on the need for stronger involvement in integration of Roma children in education; in order to eliminate bias towards Roma and prevent all forms of discrimination against them. In this regard, it is important to urgently introduce mediators in schools attended by a large number of Roma children in order to achieve higher enrolment numbers;
13. It is necessary to continue implementation of the activities that have thus far yielded remarkable results in improving access to health care for Roma. Roma, because they are largely excluded from education and employment, often fail to attain status as health insurance holders. This exacerbates social marginalization, and leaves a need for measures of “positive discrimination”. These measures directly require better implementation of the action plans for inclusion of Roma, better co-operation between Roma associations and BiH authorities, greater allocation of funds for implementation of the action plans, better education and higher employment among Roma;
14. Extend support to projects aimed at increasing human rights’ awareness among Roma in BiH, through strengthening their associations and their capacity to organize themselves; encourage public radio and television broadcasters to assume a key role in raising awareness of the need to secure rights for Roma and eliminate all types of discrimination against them.
15. The Ombudsman calls upon international donors to support the authorities in BiH to implement measures set out in the Roma Decade, as well as the recommendations issued to the authorities by the UN reporting bodies. Thorough implementation of these measures would improve the status of Roma in BiH.

## ANNEX I: TABLE OF REGISTERED ROMA ASSOCIATIONS IN BIH

## ROMA ASSOCIATIONS IN TUZLA CANTON

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
1	Udruženje žena Romkinja "Bolja budućnost" – Tuzla	Meše Selimović 85 <b>Indira Bajramović</b>	035/298-001 061/739-740	uzbb@yahoo.com	08/02/2001 Cantonal level	60	Assembly, Supervisory Board and Other bodies	a) Assembly: M-0, F-7; Youth (0)	a) renting office space b) donations from domestic and international NGOs
2	UG "Sretni Romi" – Tuzla	Zlatana Mešića 110 <b>Osman Biberović</b>	061/649-393	admirbiberovic@yahoo.com	21/11/2002 Cantonal level		Assembly, Board of Directors and Supervisory Board	a) Assembly: M-15, F-5; Youth (10) b) Board of Directors: M-3, F-2; Youth (3)	a) renting office space b) funds from the budget of the local community and donations from domestic and international NGOs
3	UR "Romano drom" – Živinice	Stara pruga 97 <b>muradif Biberović</b>	035/772-186 035/772-824 061/943-400	muradif.b@bih.net.ba	14/04/2008 Cantonal level	9	Board of Directors and Supervisory Board		a) renting office space b) donations from domestic and international NGOs
4	Udruženje Roma "Đelem đelem" – Tuzla	Zlatana Mešića 123 <b>Zijad Jusić</b>	061/638-374	delemdelem@gmail.com	16/05/2007 Cantonal level		Assembly and Supervisory Board	a) Assembly: M-17, F-17; Youth (52) b) Board of Directors: M-5, F-7; Youth (10)	a) renting office space b) funds from the budget of the local community and donations from domestic and international NGOs
5	NO "Romi" – Živinice	Đurđevik bb- Stara pruga <b>Samed Osmanović</b>	061/281-131		13/08/2010 Cantonal level	210	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-80, F-40; Youth (30) b) Board of Directors: M-4, F-1; Youth (3)	a) renting office space b) funds from the budget of the local community and donations from domestic and international NGOs from cantonal budget
6	Udruženje Roma "Jagoda" – Čelić	Alije Izetbegovića 82 <b>Murat Čaluković</b>	035/660-778 061/660-627	romicelic@bih.Net.ba	16/04/2008 Cantonal level	45	Assembly and Supervisory Board	a) Assembly: M-20, F-19; Youth (6) b) Board of Directors: M-4, F-1; Youth (1)	a) renting office space b) donations from domestic and international NGOs
7	Udruženje Roma "Euro Rom" – Tuzla	Bosne srebrene bb SKPC Međan <b>Neđžad Jusić</b>	035/228-884 061/294-992	eurorombh@yahoo.com	17/02/2004 Cantonal level	11	Assembly, Board of Directors, Supervisory Board and others	a) Assembly: M-7, F-4; Youth (4) b) Board of Directors: M-2; F-1	a) renting office space b) funds from the budget of the local community; funds from the cantonal and entity budget and donations from domestic and international NGOs

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
8	Udruženje Roma "Povratnici" – Tuzla	Naselje Krojčiva do 248 <b>Husein Biberović</b>	061/675-351		28/04/2006 Cantonal level	150	Assembly	a) Assembly: M-5; F-1	a) renting office space b) Financing of association
9	UG "Nova romska nada" – Lukavac	Prva ulica 12 <b>Enes Mahić</b>	035/556-636 061/964-542	nova_romska_nada@yahoo.com	23/02/2003 Cantonal level	approx 2300	Assembly and Board of Directors	a) Assembly: M-40%; F-30%; Youth (30%) b) Board of Directors: M-50%; F-30%; Youth (20%)	a) renting office space b) donations from domestic and international NGOs
10	Udruženje Roma "Svatovac" -- Poljice (Lukavac)	Poljice-Svatovac <b>Nazif Mujić</b>	062/264-814		11/05/2006 Cantonal level	7	Board of Directors		a) property of the local community
11	NVO "Sa E Roma" – Tuzla	Mirze Hadžimehmedovića 14 Šaban Mujić	035/286-563	nvo.saeroma@gmail.com	31/10/2000 Cantonal level	450	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-5, F-0; Youth (0) b) Board of Directors: M-5, F-0; Youth (0)	a) renting office space b) donations from domestic and international NGOs
12	Centar za obrazovanje, razvoji zapošljavanje Roma – Tuzla	<b>Ramiz Suljić</b>	035/228-884		23/06/2008 Cantonal level	5	Assembly and Supervisory Board	a) Assembly: M-4; F-1 Youth (2)	a) renting office space b) funds from the cantonal and entity budget, donations from domestic and international NGOs
13	Udruženje Roma "Romi za bolje sutra" – Srebrenik	Rudarska bb <b>Fikret Ahmetović</b>	035/645-812 062/871-584	dedicesad@yahoo.com	17/09/2010 Cantonal level		Assembly and Board of Directors		
14	Resursni centar Tuzla – Žvinice	Ulica II br. 50 <b>Muradif Biberović</b>	035/772-824 061/943-400	muradif.b@bih.net.ba	No Registration	18 Roma NGOs	Team of the Centre	a) Assembly: M-2; F-2; Youth (1)	a) renting office space b) donations from domestic and international NGOs
15	Udruženje "Bahtalo Ilo-Sretno srce" Banovići	Alije Izetbegovića 4 <b>Mehmed Mehić</b>	035/874-086 061/143-128		07/11/2003 Cantonal level	406	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-35; F-20; Youth (18)	a) premises for non/governmental sector in the local community b) funds from the budget of the local community
16	Udruženje građana Evropski put Roma – Kiseljak	Prvomajska 25, Omladinske radne brigade 37, <b>Mehmed Mujić</b>	061/651613	udruzenjeeps@gmail.com	18/04/2006 Cantonal level		Assembly and Supervisory Board	a) Assembly: M-4, F-2; Youth (4)	a) renting office space b) funds from Tuzla Municipality, FBiH Ministry of Science and Culture and the Open Society Foundation BiH
17	Udruženje Roma "Zaboravljeni Romi" – Đurđevik (Žvinice)	Nevreča 193 – <b>Muhamed Beganović</b>	066/542-226 062/542-226; 061/289-431		12/01/2011 Cantonal level		Assembly	a) Assembly: M-25, F-15; Youth (10)	a) renting office space

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
18	Udruženje Roma –Kalesija“	Halisijska bb Alagana Alimanović	061/960151						
19	Udruženje građana Roma TPK „Romski san“ – Tuzla	Rudarska br. 61 Ahmet Mujčić			02/11/1998 Cantonal level NOT OPERATING			New registration on 21/05/2003 due to the change of title	
20	Udruženje Roma „Crni biseri“ – Gradačac	Pazarička bb, – Bešić Pezer Šefik Alimanović, Saša Golubović			14/11/2011 Cantonal level Identification number: 4210051000004				

There was no contact with the associations marked in red and they did not submit the questionnaire, status: **INACTIVE**

## ROMA ASSOCIATIONS IN ZENICA-DOBOJ CANTON

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
21	Udruženje "Romi bez granica" – Zavidovići	Dragovački put 47			14/09/2010 BIH level	300-350	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-15, F-8; Youth (7) b) Board of Directors: M-3, F-3; Youth (3)	a) organization has its own building b) funds from the budget of the local community
22	Centar za majke "NADA" – Kakanj	Alije Izetbegovića bb <b>Razija Fafulić</b>	032/553-451 061/869-823	urczmnadakakanj@hotmail.com	14/04/2010 Cantonal level	20	Board of Directors	a) Board of Directors: M-0, F-2; Youth (0)	a) renting office space b) donations from domestic and international NGOs
23	EUR ROMALEN – Kakanj	V Divizije NOP-a 124 <b>Mujo Fafulić</b>	032/553-451 061/801-759	romalekakanj@yahoo.com	30/08/2004 Cantonal level	8	Assembly and Board of Directors	a) Assembly: M-5, F-0; Youth (0) b) Board of Directors: M-5; F-1; Youth (0)	a) renting office space
24	"Romano centro" – Zenica	Crkvice 28 <b>Salko Musić</b>	032/407-353 062/149-347	Romskicentar@gmail.com	06/02/2006 Entity level	250	Assembly and Board of Directors	a) Assembly: M-5, F-3; Youth (7) b) Board of Directors: M-7, F-5; Youth (10)	a) renting office space b) donations from domestic and international NGOs
25	Centar za majke "UTJEHA" – Zenica	Crkvice 28 – <b>Naima Musić</b>	066/158-362	UTJEHA@yahoo.com	26/06/2009 Cantonal level	30	Assembly and Board of Directors	a) Assembly: M-1; F-5; Youth (4) b) Board of Directors: M-2; F-5; Youth (4)	a) renting office space b) donations from domestic and international NGOs
26	Udruženje Roma "Srce istine" – Zavidovići	Branilaca Grada, <b>Muhammed Tahirović</b>	032/866-337 062/706-234	ur.srce_istine@hotmail.com	20/10/2008 Cantonal level		Assembly and Board of Directors	a) Assembly: M-20, F-19; Youth (6) b) Board of Directors: M-4, F-1; Youth (1)	a) property of the local community b) donations
27	Udruženje žena Romkinja – Zavidovići	Pinkasa Bandta bb <b>Nusreta Bajrić</b>	032/866-337 061/321-363	uzr.romkinja@gmail.com	22/06/2005 Cantonal level		Assembly and Board of Directors		a) property of the local community b) domestic donations
28	Udruženje Roma "Amaro kham – naše sunce" – Zavidovići	Križ br. 22 <b>Mujo Musić</b>	062/503-010	mujomusic1@hotmail.com	08/07/2010 Entity level		Assembly and Board of Directors	a) Assembly: M-40, F-30 b) Board of Directors: M-40; F-30; Youth (1)	
29	Udruženje Roma "Romsko srce" – Breza	Salke Bešlića 3/3 <b>Sead Pašić</b>	061/248-305		07/04/2010 Cantonal level		Assembly and Board of Directors	a) Assembly: M-30, F-30; Youth (20) b) Board of Directors: M-30, F-30; Youth (20)	

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
30	Romano svijet – Romano sve-to-Kakanj	Željeznička bb <b>Danijel Bajramović</b>		bajramovic.daniel@bih.net.ba	13/01/2011 Cantonal level				
31	Udruženje Roma Općine Kakanj	Peta Divizija NOP-a Varda, <b>Idriz Ramić</b>	032/558-632 061/763-482		14/08/2006 Cantonal level	156	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-15; F-4; Youth (6) b) Board of Directors: M-5, F-1; Youth (1)	a) not specified b) funds from the budget of the local community; from cantonal and entity budget and donations of domestic and international NGOs
32	Udruženje građana Omladinska romska inicijativa „Budi mi prijatelj“ – Visoko	Kovačica 2, Visoko – <b>Melina Halilović</b>	032/733-667 061/994-077	ugbudimiprijatelj@gmail.com	15/04/2002 Cantonal level	200	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-4, F-6; Youth (10) b) Board of Directors: M-1, F-2; Youth (2)	a) renting office space b) donations from domestic and international NGOs
33	Omladinska romska inicijativa – Kakanj	311 Lahke brigade bb <b>Sejdić Nermin</b>	032/558-632	sekis2003@yahoo.com	01/12/2008 Cantonal level		Assembly and Board of Directors	a) Assembly: M-7, F-8; Youth (9)	a) renting office space b) funds from the budget of the local community, canton and entity
34	UR “Dobro došli Romi“ – Kakanj	<b>Nurija Fafulić</b>	061/448-665						
35	Omladinsko udruženje Roma „Jedinstvo-KA“ – Kakanj	Željeznička br. 111 <b>Salih Sejdić (Popo)</b>	061/584-309				23/02/2011		
35	Udruženje građana “Eurorom-Ze“	Zmajevačka cesta 17 <b>Adil Musić</b>	061/755-211		16/08/2011				

There was no contact with the associations marked in red and they did not submit the questionnaire, status: **INACTIVE**

## ROMA ASSOCIATIONS IN SARAJEVO CANTON

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
36	Udruženje "Braća Romi" – Sarajevo	Adema Buće 386 <b>Alija Abazi</b>	061/243-714		04/04/2001 Cantonal level	500	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-35, F-30; Youth (22) b) Board of Directors: M-35, F-30; Youth (22)	a) renting office space b) donations from domestic and international NGOs and from cantonal and entity budgets
37	Udruženje "Naša mladost – Amaro Ternipe" – Sarajevo	Adema Buće 286 <b>Mite Hasim</b>	061/384-975	mite.hasim@hotmail.com	13/02/2009 Cantonal level	150	Assembly, Board of Directors, Supervisory Board and other bodies	a) Assembly: M-30; F-30; Youth (21) b) Board of Directors: M-30, F-21; Youth (21)	a) renting office space b) donations from domestic and international NGOs
38	Udruženje građana Roma "Naša budućnost" – Sarajevo	Hamdije Kreševljakovića 30 <b>Bajro Beganović</b>	061/546-801		07/02/2000 Cantonal level	1750	Assembly, Board of Directors, Supervisory Board and other bodies	a) Assembly: M-24, F-21; Youth (25) b) Board of Directors: M-25, F-21; Youth (22)	a) renting office space b) donations from domestic and international NGOs and from cantonal and entity budgets
39	UG "Savez udruženje Roma" – Sarajevo	Adema Buće 368 <b>Bajro Beganović</b>	061/546-801		05/07/2010 Cantonal level	2700	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-12, F-5; Youth (8) b) Board of Directors: M-10, F-2; Youth (9)	
40	UG Muzički kult. centar "Jagako Romano Ilo" - Sarajevo	Reisa Fehima Spahie 122 <b>Zaim Beganović</b>	061/863-103		24/07/2001 Cantonal level	115	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-11, F-3; Youth (8) b) Board of Directors: M-9, F-2; Youth (5)	
41	UG "Sarajevski Romi" – Sarajevo	Safeta Hadžića 34 <b>Muhamed Hasanović</b>	061/274-883	sarajevskiromi@hotmail.com	22/08/2008 Cantonal level	125	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-13, F-4; Youth (8) b) Board of Directors: M-8, F-3; Youth (5)	
42	Udruženje "Romska omladinska asocijacija ROMAS" – Sarajevo	Salke Lagumdžije 1 <b>Dragiša Radić</b>	033/216-481 062/141-444	romas_sa@yahoo.com	20/12/2004 Cantonal level	150	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-32, F-28; Youth (22) b) Board of Directors: M-32, F-28; Youth (22)	a) renting office space b) funds from the budget of the local community, cantonal and entity budgets, donations from domestic and international organizations and NGOs
43	Udruženje "Život Roma" – Sarajevo	Dr. Fetaha Bećirbegovića 39 <b>Muharem Tahirović</b>	033/212-183 061/565-989	zivotroma@nct.hr	26/03/2009 Cantonal level	130	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-42; F-30; Youth (22) b) Board of Directors: M-40, F-30; Youth (22)	a) renting office space b) funds from the budget of the local community; cantonal and entity budgets; donations from domestic and international organizations and NGOs



No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
44	Udruženje "Prospérité Roma" – Sarajevo	Avde Jabučice 52 <b>Ramiz Sejdžić</b>	033/664-377 061/522-396	prospertroma@gmail.com	09/12/2003 Entity level	320	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-40, F-32; Youth (24) b) Board of Directors: M-40, F-30; Youth (24)	a) renting office space b) funds from local, cantonal and entity budgets, donations from domestic and international organizations and NGOs
45	"Romi i prijatelji" – Ilijaš	Ivana Franje Jukića 2 <b>Raif Alimanović</b>	061/246-124	raifalimanovic@hotmail.com	21/03/2003 Cantonal level		Assembly, Board of Directors and Supervisory Board	a) Assembly: M-4, F-1; Youth (17)	a) property of the local community b) funds from the budget of the local community
46	<b>KALI SARA – Sarajevo</b>	Ivana Cankara br. 8, Mejštaš, <b>Sanela Bešić</b>	033/265-885	sanelabasic@yahoo.com bhric-office@hs-hkb.ba elma.kalisara.ric@gmail.com	2007 Entity level		Assembly, Board of Directors, Supervisory Board and other boards		a) renting office space b) funds from local, cantonal and entity budgets, donations from domestic and international NGOs, World Vision, Care International, UNHCR, OSCE, UNICEF, European Union
47	<b>Romski Kulturno Edukacioni Centar "Putardo udar / Otvorena vrata" – Sarajevo</b>	Aleja Bosne Srebrene bb,	033/836-815	otvorena.vrata@gmail.com	2013 Cantonal level				

There was no contact with the associations marked in red and they did not submit the questionnaire, status: **INACTIVE**

The Association marked in grey rejected co-operation with the BiH Institution of Ombudsman

## ROMA ASSOCIATIONS IN CENTRAL BOSNIA CANTON

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
48	Udruženje Roma "Romska pravda" – Donji Vakuf	770 Slavne brdske brigade Safet Muheljić	062/827-439		17/02/2010 Cantonal level	496	Board of Directors		a) renting office space b) personally
49	Udruženje građana "Bahtale Roma" – Turbe (Travnik)	Bešije bb Rizvan Seferović	030/530-380 030/532-131 062/684-984	bahtale@bih.net.ba	04/03/1999 Cantonal level	600/ 250	Assembly and Board of Directors	a) Assembly: M-13, F-10; Youth (2) b) Board of Directors: M-3, F-1; Youth (1)	a) renting office space
50	UG "Jačanje – Zuralipe" – Vitez	Sofa bb Sabahudin Tahirović	063/856-244	romanozu@yahoo.com	09/04/2009 Cantonal level		Assembly, Board of Directors and Supervisory Board	a) Assembly: M-60; F-30; Youth (10) b) Board of Directors: M-60, F-30; Youth (10)	a) property of the local community b) donations from domestic and international NGOs
51	Udruženje Roma "Termipe" – Vitez	Krušćica bb Fehim Osmanović	030/713-676 063/579-789	fehlim.osmanovic@tel.net.ba	24/10/2008 Cantonal level	30	Assembly and Board of Directors	a) Assembly: M-5; F-3; Youth (8) b) Board of Directors: M-3, F-5; Youth (10)	a) renting office space b) donations from domestic and international NGOs
52	UG Centar za majke "Palma" – Vitez	Ul. Hrvatske maldeži Hatka Osmanović	030/710-534 063/681-324	centarzmajkepalma@yahoo.com	17/12/2008 Cantonal level	35	Assembly and Board of Directors	a) Assembly: M-3, F-5; Youth (6) b) Board of Directors: M-1, F-10; Youth (9)	a) renting office space b) donations from domestic and international NGOs
53	Vijeće Roma FBiH – Vitez (not functioning)	325 Brdske brigade Fehim Osmanović	030/713-676 063/579-789	vijece-roma.fbih@hotmail.com	24/10/2003 Entity level	52	Assembly and Board of Directors	a) Assembly: M-20, F-10; Youth (5) b) Board of Directors: M-9, F-7; Youth (10)	a) renting office space b) donations from domestic and international NGOs
54	Udruženje mladi Romi	Aldina Fafulić		aldinafafulovic@hotmail.com					
55	Udruženje žena - Centar za majke - "Izvor života" -- Vitez	Jadranka Musić	063/742-107 030/713-030	uzrczm.izvorzivota@hotmail.com	18/10/2011				
56	Udruženje građana Centar za majke "Narcis" – Donji Vakuf	Slavna brdska brigada bb Muheljić Suada			15/11/2011 No.: 04-05-142/2011				

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
57	Udruženje Rom "Kuprešani – Skela" – Jajce	Kuprešani bb Vernesa Ramić			22/02/2010 No.: 04-05-14/2010				
58	Udruženje Roma "Ilo Bugojno" – Bugojno	Hendek 4 Zukanović Fahrudin	061/657-686		28/05/2012 No.: 03-05-93/2012				
59	Udruženje roma "Durdjevdan" – Kiseljak	Hrastovi bb Began Fafulović			17/10/2012 No.: 03-05-167/2012				

There was no contact with the associations marked in red and they did not submit the questionnaire, status: **INACTIVE**

#### ROMA ASSOCIATIONS IN HERZEGOVINA-NERETVA CANTON

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
60	Udruženje Roma "Neretva" – Mostar	Šemsi Supnaj	062/228330	romineretva@gmail.com					
61	Udruženje građana Roma – Konjic	Čelebići - Čelebići 307	Ahmetović Zuhdija		16/06/2000 Identification number: 4227699870004 (Date: 24/01/2011)				
62	UDRUGA ROMA "ADA" – Čapljina	Marko Adžović Marijano	063 485 615 063 278 839	udrugaroma.ada@gmail.com					
63	Udruženje Roma "Impact" – Čapljina	Ante Starčevića br. 3 Mufid Bešić	063 350 271	mufidbesic@yahoo.com Impact.bih@gmail.com	Identification number : 4227796560001 (Date: 23/05/2013)				

## ROMA ASSOCIATIONS IN UNA-SANA CANTON

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
64	Udruženje romske zajednice "Rom" – Bihać	Grubeška bb- Sead Džemali	037/223-260 061/809-096	dragicabiukovic@yahoo.com	29/12/2005 Cantonal level Entry of modifications of registration in Decision number j K-III-49. as of 03/01/2012	400	Assembly, Board of Directors, Supervisory Board and other bodies	a) Assembly: M-9, F-3; Youth (4) b) Board of Directors: M-1, F-1; Youth (3)	a) renting office space b) funds from the budget of the local community; funds from cantonal and entity budgets; donations from domestic and international NGOs

## ROMA ASSOCIATIONS IN BRČKO DISTRICT OF BiH

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
65	Udruženje Roma "Romski san" -- Brčko District	Prutače bb Gornji Rahić Sabit Muratović	061/288-584		23/06/2003 Brčko District BiH level	400	Assembly and Board of Directors	a) Assembly: M/F- N/A; Youth (350)	a) renting office space b) funds from entity level budget(s)
66	Udruženje "Romi na djelu" Brčko District	Jadranko Đurić	049/218-889 065/992-530 (fax)	rominadjelu@hotmail.com	15/03/2012	Approx 700			

## ROMA ASSOCIATIONS IN REPUBLIKA SRPSKA

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
67	Udruženja Roma – Gradiška	Gavrila Principa bb Saša Mašić	065/071-711	urgradiska@yahoo.com	05/10/2000 Municipal level	36	Assembly and Board of Directors	a) Assembly: M-22, F-14 b) Board of Directors: M-2, F-2; Youth (1)	a) no premises b) no funds
68	Savez Roma RS	Gavrila Principa 2, Gradiška Saša Mašić	051/814-179 065/071-711	savezvoromars@yahoo.com norris@blic.net	09/10/2003 Entity level	12 organizations	Assembly and Board of Directors	a) Assembly: M-9, F-3 b) Board of Directors: M-3, F-1	a) renting office space b) donations from domestic and international NGOs
69	UŽ Romkinja "Romano Ternipe" -- Gradiška	Gavrila Principa 2, Sandra Mašić	051/813-782	romskamladost@yahoo.com	28/04/2009 Municipal level	32	Assembly, Board of Directors, Supervisory Board and other bodies	a) Assembly: M-2, F-30 b) Board of Directors: M-0, F-3	a) renting office space b) donations from domestic and international NGOs
70	CARITAS ŽUPE BUDŽAK – Banja Luka	Put Srpskih branilaca 124 Zdravko Strabić	066/361-985 051/389-871	savjetovalistezarome@blic.net					a) renting office space b) donations from domestic and international NGOs
71	Udruženje Roma „Veseli bratje“ – Banja Luka	Novaka Pivaševića 16 Adnan Šubert Šaha Ahmetović	051/348-540 065/432-645 065/915-881	saha.ahmetovic@yahoo.com	26/06/2004 Cantonal / Municipal levels	220-240	Assembly and Board of Directors	a) Assembly: M-50%, F-50%; Youth (35%) b) Board of Directors: M-3, F-2; Youth (2)	a) renting office space b) donations from domestic and international NGOs
72	Udruženje "Složna braća" – Bijeljina	Baje Pljevljaka 42 Muhammed Beganović Mujo Beganović	055/250-543 066/159-471 062/811-831		19/03/2007 Entity level	---	Assembly and Board of Directors	a) Assembly: M-4, F-1 b) Board of Directors: M-2, F-1	a) not specified b) funds from the budget of the local community
73	Udruženje građana za promociju obrazovanja Roma "Otaharin" – Bijeljina	Beogradska 38 Dragan Joković	055/250-543 065/931-984	ugotaharin@teol.net	17/02/2005 State level		Assembly and other bodies	a) Assembly: M-5; F-4	a) renting office space b) funds from the budget of the local community and donations from domestic and international NGOs
74	Udruženje Roma of the Municipality of Kozarska Dubica	Hajduk Veljka 8 Halilović Nana	066/520-307 065/397-959	udruzenjeromakd@hotmail.com	30/04/2009 Municipal level	108	Assembly and Board of Directors	a) Assembly: M-50%, F-35%; Youth (15%) b) Board of Directors: M-33,3%, F-33,3%; Youth (33,3%)	a) not specified b) donations from domestic and international NGOs

No.	Title of association / organization	Address / contact person	Phone / Fax / Cell	E-mail	Date of establishment / level of organization	No. of members	Association bodies	Gender breakdown and number of youth in the association bodies	a) Means for the provision of office space b) Financing of association
75	Udruženje "Crni biser" – Modriča i Vukosavlje	Modrički lug bb Alija Ferhatović	065/024-437 053/810-185		No Registration	486	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-5, F-2; Youth (4) b) Board of Directors: M-3, F-1; Youth (1)	
76	Udruženje Roma "Romska suza" – Srebrenica	Kazani bb (M. Tita bb) Jasmina Hakić	061/392-289	romskasuzaa@hotmail.com	02/07/2007 Entity level	65	Assembly, Board of Directors and Supervisory Board	a) Assembly: M-3, F-3; Youth (4) b) Board of Directors: M-2, F-3	a) renting office space b) funds from the budget of the local community and donations from domestic and international NGOs
77	Udruženje Roma Republike Srpske – Bijeljina	27. marta 193 Hamdija Husić	065/692-857		17.1.2007 Entity level	60	Assembly and Board of Directors	a) Assembly: M-10, F-5; Youth (5) b) Board of Directors: M-4, F-2; Youth (1)	a) not specified b) funds from the local community budget and donations from domestic and international NGOs
78	Udruženje Roma – Prijedor	Ul. Rudnička bb Ramo Selešević	052/215-577 061/589-617	salesevic@blic.net	01/10/2001 Entity level	200	Assembly and Board of Directors	a) Assembly: M-3, F-2; Youth (1) b) Board of Directors: M-3, F-2; Youth (2)	a) property of local community b) funds from the budget of the local community and donations from domestic and international NGOs
79	Udruženje Roma opštine – Prnjavor	Nenad Mirković	065/773615	udruzenjeroma@hotmail.com	24/02/2004		Registration document submitted: registered with Basic Court in Doboj; number: 085-0-F1-09-000 075		
80	Udruženje "Romani chef" – Prnjavor	Snježana Mirković	066/152-984	msd1997@hotmail.com					
81	Udruženje Roma of the Municipality of Derventa	Patijarha Dožića 8 Husein Selvić	061/665 011 Kontakt: Čučić Nihada		12/06/2009				
82	Udruženje Roma – Novi grad	Željeznička 13. – Safet Velija			28/07/2011		ID Number: 11082106		
83	Udruženje žena Romkinja "Romkina" – Bijeljina	Beogradska 38 Beganović Begzada	0 66/843-442; 066/666-838	begzada.otaharin@hotmail.com ; uzromkinja@hotmail.com ;					
84	Udruženje Roma "Romano Ilo" – Banja Luka	Novaka Pivaševića 13a Mujkić Mesud	066/421-547		14/10/2005				

There was no contact with the associations marked in red and they did not submit the questionnaire, status: **INACTIVE**

## ANNEX II: TABLE OF MEETINGS WITH REPRESENTATIVES OF ROMA ASSOCIATIONS

	ASSOCIATION TITLE	DATE OF THE MEETING	NOTE
1.	Udruženje Roma "EURO ROM" Tuzla	The meeting was held on the premises of the association on 16/09/2013.	Discussion with the president of the association Mr. <b>Nedžad Jusić</b>
2.	Udruženje Roma "ROMSKA PRAVDA" Donji Vakuf	Workshop "Fight against discrimination" held in Vitez on 18/10/2013	Discussion with the president of the association Mr. <b>Safet Muheljić</b>
3.	UG "BAHTALE ROMA" Turbe, Travnik	Workshop "Fight against discrimination" held in Vitez on 18/10/2013	Discussion with the president of the association Mr. <b>Rizvan Seferović</b>
4.	Udruženje Roma "SRCE ISTINE" Zavidovići	Workshop "Fight against discrimination" held in Vitez on 18/10/2013	Discussion with the president of the association Mr. <b>Muhamed Tahirović</b>
5.	Udruženje mladi Romi Vitez	Workshop "Fight against discrimination" held in Vitez on 18/10/2013	Discussion with the president of the association Ms. <b>Aldina Fafulić</b>
6.	Udruženje Roma "KUPREŠANI- SKELA" Jajce	Workshop "Fight against discrimination" held in Vitez on 18/10/2013	Discussion with deputy president of the association and Roma Mediator in Jajce Ms. <b>Vernesa Ramić</b>
7.	Udruženja: "BUDI MI PRIJATELJ" – Visoko "EUR ROMALEN" – Kakanj "ROMANO CENTRO" – Zenica	Workshop "Fight against discrimination" held in Vitez on 18/10/2013	The representatives of the association did not attend/did not come
8.	Udruženje žena Romkinja "BOLJA BUDUĆNOST" Tuzla	Visit to the association on 22/10/2013	Discussion with the representatives of the association, since the president Ms. <b>Indira Bajramović</b> was on a business trip
9.	UG "NOVA ROMSKA NADA" <i>Lukavac</i>	The meeting was held on the premises of the association on 22/10/2013	Discussion with the president of the association Mr. <b>Enes Mahić</b>
10.	UG "SRETNI ROMI" Tuzla	The meeting was held on the premises of the BiH Ombudsman Institution in Tuzla on 22/10/2013	Discussion with the president of the association Mr. <b>Osman Biberović</b>
11.	UG "EVROPSKI PUT ROMA" Kiseljak	The meeting was held on the premises of the Pedagogical Institute in Tuzla on 22/10/2013	Discussion with the president of the association Mr. <b>Mehmed Mujić</b>
12.	Udruženje "ROMI NA DJELU" Brčko Distrikt BiH	The meeting was held at Hotel "Posavina" on 23/10/2013	Discussion with the president of the association Mr. <b>Jadranko Đurić</b> and Čazim <b>Salihović</b>
13.	Udruženje Roma "ROMSKI SAN" Brčko Distrikt BiH	Visit to the association in the settlement of Prutače on 23/10/2013	Discussion with the president of the association Mr. <b>Sabit Muratović</b>
14.	Udruženju građana za promociju obrazovanja "OTAHARIN" Bijeljina	The meeting was held on the premises of the association on 23/10/2013	Discussion with the president of the association Mr. <b>Dragan Joković</b>
15.	Udruženje žena "ROMKINJA" Bijeljina	The meeting was held on the premises of the association on 23/10/2013	Discussion with the president of the association Ms. <b>Begzada Beganović</b>
16.	Udruženje Roma "Veseli brijeg" Banja Luka	The meeting was held in the shopping mall "Boska" on 25/10/2013	Discussion with the president of the association Mr. <b>Adnan Šubert</b>
17.	Udruženja : SAVEZ ROMA RS, Udruženje Roma Gradiška, UŽ Romkinja "Romano Ternipe" Gradiška	The meeting was scheduled for 25/10/2013, but cancelled due to unavailability.	Mr. <b>Saša Mašić</b> cancelled the meeting on 24/10/2013.

	ASSOCIATION TITLE	DATE OF THE MEETING	NOTE
18.	<i>Udruženju Roma of the Municipality of Prnjavor</i>	The meeting was scheduled for 25/10/2013, but cancelled due to unavailability.	Mr. <b>Nenad Mirković</b> cancelled the meeting on 25/10/2013.
19.	UR "ROMANO ILO" Banja Luka	The meeting was tentatively scheduled for 25/10/2013, but it was cancelled due to a business trip of the president of the association ( <b>Mujkić Mesud</b> )	
20.	<i>Udruženje Roma "ROMI I PRIJATELJI" Ilijaš i Vogošća</i>	The meeting was held on the premises of the Institution of the BiH Ombudsman for Human Rights in Sarajevo on 28/10/2013	Discussion with the president of the association Mr. <b>Raif Alimanović</b>
21.	<i>Udruženje Roma "SARAJEVSKI ROMI" Sarajevo</i>	The meeting was held on the premises of the Institution of the BiH Ombudsman for Human Rights in Sarajevo on 28/10/2013	Discussion with the president of the association Mr. <b>Muhamed Hasanović</b>
22.	KALI SARA	The meeting was held at Hotel Europe in Sarajevo on 25/09/2013. A second meeting was held in Tuzla on 24/10/2013	Discussion with the president of the association Ms. <b>Sanela Bešić</b> and Mr. <b>Dervo Sejdić</b>
23.	NVO "Sa E Roma" Tuzla	The meeting with the representatives of the association was held on the premises of Tuzla Municipality on 24/10/2013	Discussion with the president of the association Mr. <b>Salko Muratović</b>
24.	<i>Udruženja Roma, "SVATOVAC" Poljice, Lukavac</i>	The meeting with the representatives of the association was held on the premises of Tuzla Municipality on 24/10/2013	Discussion with the president of the association Mr. <b>Nazif Mujić</b>



## ANNEX III. ANALYSIS OF THE QUESTIONNAIRE

Analysis of questionnaires from Tuzla Canton in FBiH

SURVEY QUESTIONS	UR "Romano Drom" Živinice	UG "Sretni Romi" Tuzla	Udruženje Roma "Jagoda" Čelić	UG "Nova romska nada" Lukavac	UG "Evropski pot Roma" Kiseljak
How many Roma associations are active in the territory of your municipality?	21 associations in the territory of the municipality / 18 active	18 active associations in the territory of the municipality	1 association in the territory of the municipality	2 associations in the territory of the municipality, 14 in the territory of the canton	8 associations active in the territory of the municipality
How do you rate the attitude of the local self-government authorities towards your association?	Poor	Insufficient	Insufficient, could be better	Not on satisfactory level	Insufficient
How do you rate the co-operation between Roma associations within the municipality/canton and on the national level?	Level of municipality – insufficient Level of canton – good	Satisfactory	Not on satisfactory level	Not on satisfactory level	Not on satisfactory level
<b>I. Roma housing</b>					
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/canton?	Level of municipality 3,500 - 4,000 / Level of canton – approximately 15,000 Roma	Level of municipality approximately 6,000 / Level of canton approximately 15,000	Level of municipality Čelić - 40 families with approximately 110 members	Level of municipality Lukavac – approximately 2,538 Roma	Level of city of Tuzla – approximately 7,500 / level of canton - over 15,000
How many residential units registered in the territory of your municipality/canton are occupied by Roma?	700-800	Not known	27	312	About 50
How many legalized residential units are occupied by Roma in the territory of your municipality/canton?	Approximately 50	Not known	Not known	6 apartments	Approximately 40
How do you rate the attitude of the local self-government authorities towards the issues of Roma housing?	Very poor	In line with the capabilities	Very poor	Very poor	In line with the limited capabilities
What are the key problems you face in terms of housing members of Roma national minority?	Poor implementation of the action plan and lack of financial means, insufficient co-operation among Roma associations	Lack of construction land and inability to legalize the existing buildings	Lack of funding for participation of the municipal administration authorities in implementation of projects at the cantonal level	Lack of funding and absence of good will of the local government authorities	Lack of funding and absence of good will of the local government authorities

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	UR "Romano Drom" Živnice	UG "Sretni Romi" Tuzla	Udruženje Roma "Jagoda" Čelić	UG "Nova romska nada" Lukavac	UG "Evropski pot Roma" Kiseljak
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?		Level of canton: 5 Roma in the Ministry of Internal Affairs, 1 in the Health Care Centre, 5 in utilities	Level of canton: 3 Roma in the Ministry of Internal Affairs, 1 in the Health Care Centre, 3 in utilities, 1 in the Ministry	1 Roma is employed in a government authority	None are employed in government authorities	Level of canton: 4 Roma are employed in the Ministry of Internal Affairs, 2 in the Health Care Centre, 4 in utilities
How many Roma are employed in private companies or work as independent entrepreneurs?		Level of canton: 10 Roma employed in "Bingo" retail chain, 11 independent entrepreneurs	Approximately 10 Roma are employed in private companies and approximately 10 are employed as independent entrepreneurs	1 Roma is employed in a private company and 1 is employed as an independent entrepreneur	3 Roma are employed in the Lukavac cement factory and 2 are employed as independent entrepreneurs	None
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?		Very poor	Poor	Very poor	Very poor	Poor, lack of incentives for independent entrepreneurs
How do you rate employers' treatment of Roma employees?		Very poor	Poor	Relatively good	Relatively good	Very poor
What are the key issues you encounter in terms of the hiring of Roma?		Stereotypes and bias	Bias and lack of education	Lack of education and lack of interest from government authorities	Bias and lack of competitiveness in the labour market	Stereotypes and bias
<b>III. Roma education</b>						
According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?		Approximately 500 pupils in primary schools, 30 students in secondary schools, 1 student	Approximately 870 pupils and students in total	Approximately 13 pupils	Approximately 42 pupils in elementary schools, 1 student in secondary school	Level of canton: 800 pupils in primary school, 100 students in secondary school, 5 undergraduate and 1 graduate student
What are the root causes of the on-average poor level of education among members of Roma national minority?		Poor implementation of the action plan, lack of interest and poverty	Poverty, lack of interest and lack of identification documents	Almost all Roma in the municipality have at least completed the primary school	Poor social and economic situation and lack of pre-school education	Poverty, unemployment and lack of interest
How do you rate the attitude of the local self-government authorities in terms of education of Roma?		Very poor	Poor	Poor	Very poor	Very poor
Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?		Yes, poor access and lesser commitment of the teachers towards Roma children	Yes	No	/	Yes
Does your municipality have mediators that assist Roma children and parents in the course of schooling?		No	No	No	No	Yes

<b>SURVEY QUESTIONS</b>	<b>NAME OF THE ASSOCIATION</b>	<b>UR "Romano Drom" Živinice</b>	<b>UG "Sretni Romi" Tuzla</b>	<b>Udruženje Roma "Jagoda" Čelić</b>	<b>UG "Nova romska nada" Lukavac</b>	<b>UG "Evropski pot Roma" Kiseljak</b>
Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?		Yes	Yes	Yes	Yes	Yes
<b>IV. Roma health care</b>						
According to the information at your disposal, how many members of Roma national minority receive health care?	Many do not have health care – especially persons older than 60 years of age and children who do not attend school	70% of Roma throughout the municipality have health care	Almost all members of the community have health care	65% of Roma throughout the municipality have health care	Very small number	
How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?	Very poor	Good	Very good	Poor	Poor	
Which measures have been taken to ensure the use of health care by Roma?	Not known	Health care is secured through the employment bureau	Successful co-operation achieved with government authorities	Local authorities have not undertaken appropriate measures	Health care is secured through the employment bureau	
What are the key issues that you as Roma encounter in terms of health care?	Administrative barriers and bias	Health care not ensured for persons older than 60 years of age and children who do not attend school	No problems	Lack of funds for participation – so-called "stamps"	Lack of funds for participation	
In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?	Better implementation of action plans for inclusion of Roma, better co-operation between associations and authorities of BiH	Better implementation of action plans for inclusion of Roma	Greater funds for implementation of action plans, education and improved communication with government authorities	Assistance and support in action plans	Better implementation of action plans for inclusion of Roma and better implementation of the Law on Prohibition of Discrimination	
<b>SURVEY QUESTIONS</b>	<b>NAME OF THE ASSOCIATION</b>	<b>Udruženje Roma "Romli za bolje sutra" Srebrenik</b>	<b>NO "ROMI" Živinice</b>	<b>Udruženje Roma KALESIJA</b>	<b>Udruženje Roma Poljice-Svatomir Lukavac</b>	<b>Udruženje Roma "Zabolarvjeni Romi" Đurdevik</b>
How many Roma associations are active in the territory of your municipality?	1 association in the territory of the municipality	3 associations in the territory of the municipality	1 association in the territory of the municipality	2 associations in the territory of the municipality	4 associations in the territory of the municipality / 10 associations in the territory of the canton	
How do you rate the attitude of the local self-government authorities towards your association?	Very good	Poor	Good	Good	Very poor	
How do you rate the co-operation between Roma associations within the municipality/canton and on the national level?	Not on a satisfactory level	Not on a satisfactory level	Partly good	Good	Poor	

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma "Romli za bolje sutra" Srebrenik	NO "ROMI" Živinice	Udruženje Roma KALESIJA	Udruženje Roma Poljice- Svatovac Lukavac	Udruženje Roma "Zabolaravljeni Romi" Đurđevik
<b>I. Roma housing</b>						
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/canton?	There are 36 families with 112 members living in the territory of municipality Srebrenik	There are approximately 800 Roma living in the territory of municipality Živinice	There are 15 Roma families living in the territory of municipality Kalesija	There are approximately 1,200 Roma living in the territory of the municipality	There are approximately 3,500 Roma living in the territory of municipality Đurđevik	
How many residential units registered in the territory of your municipality/canton are occupied by Roma?	Approximately 20-25 in the collective centre in Špionica	Not known	60	42	800	
How many legalized residential units in the territory of your municipality/canton are occupied by Roma?	None have been legalized	Not known	Very small number	2	Not known	
How do you rate the attitude of the local self-government authorities towards the issues of housing of Roma?	In line with the capabilities, but still not sufficient	In line with the capabilities, but still not sufficient	Very poor	Poor	Very poor	
What are the key problems you face in terms of housing members of Roma national minority?	Lack of funding and construction land	Lack of funding; frequent migrations of Roma families	Lack of funding in the municipal budget	Lack of funding; complicated and lengthy procedures	Lack of funding and absence of good will of government authorities	
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?	There are no Roma employed in government authorities	There are no Roma employed in government authorities	There are no Roma employed in government authorities	5 Roma are employed in government authorities	5 Roma are employed in government authorities	
How many Roma are employed in private companies or work as independent entrepreneurs?	There are no Roma employed in private companies or as independent entrepreneurs	There are no Roma employed in private companies or as independent entrepreneurs	There are no Roma employed in private companies or as independent entrepreneurs	There are no Roma employed in private companies or as independent entrepreneurs	There are no Roma employed in private companies or as independent entrepreneurs	Not known
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?	Poor	Very poor	Very poor	Partly good	Very poor	
How do you rate the employers' treatment of Roma employees?	Not known since there are no Roma employed	Not known since there are no Roma employed	Very poor	Very good	Not known	
What are the key issues you encounter in terms of the hiring of Roma?	Lack of competitiveness in the labour market and insufficient engagement of Roma	Lack of competitiveness, lack of education and mistrust from employers	Nepotism and lack of competitiveness in the labour market	Lack of education among and competitiveness of Roma	Lack of incentives for independent entrepreneurs and crafts	
<b>III. Roma education</b>						
According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?	Approximately 10 pupils in elementary schools, no students in secondary schools	129 pupils are enrolled in primary schools – approximately 90 attend, while secondary schools are attended by 3 students	9 pupils in primary schools and 1 student in secondary school	64 pupils in primary schools and 9 students in secondary schools	Not known	

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma "Romli za bolje sutra" Srebrenik	NO "ROMI" Živinice	Udruženje Roma KALESIJA	Udruženje Roma Poljice-Svrtovac Lukavac	Udruženje Roma "Zabolaravljeni Romi" Đurdevik
What are the root causes of the on-average poor level of education among members of Roma national minority?		Poor social and economic conditions, lack of interest	Poor social and economic conditions	Poverty and lack of interest for education	Poor social and economic conditions	Poor social and economic conditions, lack of interest
How do you rate the attitude of the local self-government authorities in terms of education of Roma?		Significant advances made in securing free textbooks, meal, scholarships	Very poor	Partly good	Good	Very poor
Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?		No	No	No	No	No
Does your municipality have mediators that assist Roma children and parents in the course of schooling?		No	Yes	No	No	No
Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?		Yes	Yes, the number of enrolled children in primary schools has grown from 30 to 129 pupils	No	Yes	Yes
<b>IV. Roma health care</b>						
According to the information at your disposal, how many members of Roma national minority receive health care?		Only a small number of Roma have health care	80% of Roma throughout the municipality have health care	Only a small number	50% of Roma throughout the municipality have health care	60% of Roma throughout the municipality have health care
How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?		Relatively good	Good	Good	Relatively good	Insufficient
Which measures have been taken to ensure the use of health care by Roma?		Secured health care for the unemployed at the employment bureau	Secured health care for the unemployed at the employment bureau	Not known	Local authorities still have not undertaken appropriate measures	Secured health care for the unemployed at the employment bureau
What are the key issues you as Roma encounter in terms of health care?		Health care for persons over 60 years of age and lack of promptness among Roma in terms of registration with the employment bureau	Lack of funding for participation – so-called "stamps"	Lack of funding for participation – so-called "stamps"	Lack of funding	Lack of funding; use of the same health insurance card by more than one person
In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?		Better implementation of action plans for care for and inclusion of Roma	Complete implementation of action plans for care for and inclusion of Roma	Greater employment and education of Roma	Greater employment of Roma and incentives for education of Roma	Complete implementation of action plans for care for and inclusion of Roma

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	UG "BUĐIMI PRIJATELJ" Visoko	Centar za majke "NADA" KAKANJ	"ROMANO CENTRO" Zenica	Udruženje žena Romkinja ZAVIDOVIĆI	Udruženje Roma "ROM- SKO SRCE" Breza
How many Roma associations are active in the territory of your municipality?		2 associations in the territory of the municipality	3 associations in the territory of the municipality	2 associations in the territory of the municipality	3 associations in the territory of the municipality	1 association in the territory of the municipality
How do you rate the attitude of the local self-government authorities towards your association?		Good	Very good	Very good	Very poor	Excellent
How do you rate the co-operation between Roma associations within the municipality/canton and on the national level?		Not on a satisfactory level	Good	Very good	Very good	Very good
<b>I. Roma housing</b>						
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/canton?		There are 2,800 Roma living in the territory of municipality Visoko	There are 2,169 Roma living in the territory of municipality Kakanj	There are 2,500 Roma living in the territory of municipality Zenica	There are over 700 living Roma in the territory of municipality Zavidovići	There are 32 Roma families with 110 members living in the territory of municipality Breza
How many residential units registered in the territory of your municipality/canton are occupied by Roma?		250 residential units	Not known	Exact number not known	65 residential units	Approximately 35 residential units
How many legalized residential units in the territory of your municipality/canton are occupied by Roma?		Approximately 100 residential units	Not known	35 residential units have been legalized	Very small number	4 residential units
How do you rate the attitude of the local self-government authorities towards the issues of housing of Roma?		Relatively good	Insufficient	Relatively good	Poor	Insufficient
What are the key problems you face in terms of housing members of Roma national minority?		Inability to legalize already existing buildings	Inability to legalize already existing buildings	Lack of construction land and resistance of the local population	Lack of construction land	Insufficient sanitation and poor technical conditions in which Roma live; lack of funding
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?		There are no Roma employed in government authorities	10 Roma in total are employed	2 Roma are employed in government authorities	1 Roma is employed in the fire-fighting department	6 Roma in total are employed
How many Roma are employed in private companies or work as independent entrepreneurs?		30 Roma are employed in private companies and 5 are employed as independent entrepreneurs	/	10 Roma are employed in private companies	None	/

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	UG "BUĐIMI PRIJATELJ" Visoko	Centar za majke "NADA" KAKANJ	"ROMANO CENTRO" Zenica	Udruženje žena Romkinja ZAVIDOVIĆI	Udruženje Roma "ROM-SKO SRCE" Breza
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?	Very poor	Very poor	Very poor	Very poor	Very poor	Poor
How do you rate the employers' treatment of Roma employees?	Good	Good	Good	Very poor	Not known	Very good
What are the key issues you encounter in terms of the hiring of Roma?	Bias and stereotypes	Lack of competitiveness in the labour market	Lack of competitiveness in the labour market	Lack of interest among employers to hire Roma	Lack of interest among employers to hire Roma	Insufficient education among Roma
<b>III. Roma education</b>						
According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?	In total, approximately 180 primary school pupils and secondary school students	70 primary school pupils, 17 secondary school students	70 primary school pupils, 17 secondary school students	Approximately 180 primary school pupils, 25 secondary school students and 3 undergraduate students	Approximately 45 primary school pupils, 3 secondary school students	Approximately 30-35 primary school pupils, no secondary school students
What are the root causes of the on-average poor level of education among members of Roma national minority?	Social and economic vulnerability	Lack of funding	Lack of funding	Lack of funding	High unemployment, lack of housing and financial care	Exceptional social and economic vulnerability
How do you rate the attitude of the local self-government authorities in terms of education of Roma?	Good	Good	Good	Very poor	Very poor	Insufficient
Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?	Yes	Yes, in terms of belittlement and bias	Yes, in terms of belittlement and bias	Yes, peer belittlement and de- rision	Yes	No
Does your municipality have mediators that assist Roma children and parents in the course of schooling?	No, but the association is actively performing this role	Yes	Yes	Yes	No	No
Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?	Yes	Yes	Yes	Yes	Yes	Yes
<b>IV. Roma health care</b>						
According to the information at your disposal, how many members of Roma national minority receive health care?	50% of Roma throughout the municipality have health care	Only a few Roma have health care	Only a few Roma have health care	70% of Roma in the territory of municipality Zenica have health care	55% of Roma in the territory of municipality Zavidovići have health care	90% of Roma in the territory of municipality Breza have health care
How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?	Insufficient	In accordance with the capabilities, but still insufficient	In accordance with the capabilities, but still insufficient	Very good	Insufficient	Good

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	UG "BUDIMI PRIJATELJ" Visoko	Centar za majke "NADA" KAKANJ	"ROMANO CENTRO" Zenica	Udruženje žena Romkinja ZAVIDOVIĆI	Udruženje Roma "ROM-SKO SRCE" Breza
Which measures have been taken to ensure the use of health care by Roma?	Insufficient care for persons who do not fit into categories – employment bureau and social work centre	Health care secured through employment bureau and for pupils	Health care secured through employment bureau and lack of awareness	Health care secured through employment bureau, social work centre and for pupils	Health care secured through employment bureau, social work centre and for pupils	Health care secured through employment bureau, social work centre and for pupils
What are the key issues you as Roma encounter in terms of health care?	Non-frequent health care, (e.g. 3 months periodically)	Lack of promptness in terms of registration with the employment bureau and lack of awareness	Unstamped health care cards	Unstamped health care cards	Health care for persons older than 60 years of age and children who have left school	Discrimination by doctors and medical staff towards Roma
In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?	Complete implementation of action plans for care for and inclusion of Roma	More projects to support education of Roma	Better co-operation among Roma associations and complete implementation of action plans for care for and inclusion of Roma	Better co-operation among Roma associations and complete implementation of action plans for care for and inclusion of Roma	Assistance and support in action plans	Higher employment and education of Roma
SURVEY QUESTIONS	NAME OF THE ASSOCIATION	UG "EUROROM-ZE" Zenica	Udruženje Roma općine Kakanj	Udruženje Roma "SRCE ISTINE" Zavidovići	/	
How many Roma associations are active in the territory of your municipality?	5 associations in the territory of the municipality	2 associations in the territory of the municipality	3 associations in the territory of the municipality	3 associations in the territory of the municipality		
How do you rate the attitude of the local self-government authorities towards your association?	Good	Very poor	Very poor	Very poor		
How do you rate the co-operation between Roma associations within the municipality/canton and on the national level?	Good	Not on a satisfactory level	Excellent	Excellent		
<b>I. Roma housing</b>						
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/canton?	There are 298 families with approximately 1,650 members living in the territory of municipality Kakanj	There are 1,471 Roma living in the territory of municipality Zenica	There are more than 700 Roma living in the territory of municipality Zavidovići	There are more than 700 Roma living in the territory of municipality Zavidovići		
How many residential units registered in the territory of your municipality/canton are occupied by Roma?	Not known	Approximately 50-80 residential buildings	65 residential units	65 residential units		
How many legalized residential units in the territory of your municipality/canton are occupied by Roma?	Very few, approximately 10 %	Approximately 20-25 residential units	Very few	Very few		



SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma općine Kakanj	UG "EUROROM-ZE" Zenica	Udruženje Roma "SRCE ISTINE" Zavidovići	/	/
How do you rate the attitude of the local self-government authorities towards the issues of housing of Roma?		Relatively good	Relatively good	Poor		
What are the key problems you face in terms of housing members of Roma national minority?		Inability to legalize already existing buildings	Misuse of power by government authorities during implementation of these projects	Lack of construction land		
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?		Overall, 22 Roma are employed	3 Roma are employed in government authorities	1 Roma is employed in government authorities		
How many Roma are employed in private companies or work as independent entrepreneurs?		/	None	None		
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?		Very poor	Very poor	Very poor		
How do you rate the employers' treatment of Roma employees?		Good	Poor	Good		
What are the key issues you encounter in terms of the hiring of Roma?		Poor co-operation with local government authorities	Nepotism; insufficient education of Roma	Lack of interest among employers to hire Roma		
<b>III. Roma education</b>						
According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?		78 pupils in primary school, 4 students in secondary school	70 pupils in primary school, 10-15 students in secondary school and 3 undergraduate students	Approximately 180 pupils in primary school, 25 students in secondary school and 3 undergraduate students		
What are the root causes of the average poor level of education among members of Roma national minority?		Lack of financial means	Lack of means for attending school; legal barriers	Lack of financial means		
How do you rate the attitude of the local self-government authorities in terms of education of Roma?		Insufficient	Very poor	Very poor		
Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?		No	Yes	Yes, peer belittlement		

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma općine Kakanj	UG "EUROROM-ZE" Zenica	Udruženje Roma "SRCE ISTINE" Zavidovići	/	/
Does your municipality have mediators that assist Roma children and parents in the course of schooling?		No	No	Yes		
Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?		Yes	Yes	Yes		
<b>IV. Roma health care</b>						
According to the information at your disposal, how many members of Roma national minority receive health care?		Very small number of Roma have health care	Very small number of Roma have health care	70% of Roma in the territory of municipality Zenica have health care		
How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?		Insufficient	Very poor	Very good		
Which measures have been taken to ensure the use of health care by Roma?		Health care provided through the employment bureau and to pupils	Not known	Health care provided through the employment bureau, social work centre and to pupils		
What are the key issues you as Roma encounter in terms of health care?		Lack of promptness in registering with the employment bureau and lack of awareness	Racial segregation	Unstamped health insurance cards		
In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?		Better co-operation among Roma associations and complete implementation of action plans for care for and inclusion of Roma	Complete implementation of action plans for care for and inclusion of Roma	Better co-operation among Roma associations and complete implementation of action plans for care for and inclusion of Roma		

## Analysis of questionnaires from Central Bosnia Canton in FBiH

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje žena -Centar za majke- "IZVOR ŽIVOTA" Vitez	UG "BAHTALE ROMA" Turbe Travnik	Udruženje Roma "ROMSKA PRAVDA" Donji Vakuf	Udruženje Roma "Kupresani - Skela" Jajce	UG "ZURALIPE" Vitez
How many Roma associations are active in the territory of your municipality?		3 associations in the territory of the municipality	1 association in the territory of the municipality	2 associations in the territory of the municipality	1 association in the territory of the municipality	3 associations in the territory of the municipality / 12 associations in the territory of the canton
How do you rate the attitude of the local self-government authorities towards your association?		Very good	Poor	Very good	Poor	Good
How do you rate the co-operation between Roma associations within the municipality/canton and on the national level?		Good	Good	Very good	Poor	Very good
<b>I. Roma housing</b>						
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/canton?		There are 150 Roma families with 548 members living in the territory of municipality Vitez	There are 120 Roma families living in the territory of municipality Travnik	There are 178 Roma families with approximately 500 members living in the territory of municipality Donji Vakuf	There are approximately 240 Roma living in the territory of municipality Jajce	There are 150 Roma families with 550 members living in the territory of municipality Vitez
How many residential units registered in the territory of your municipality/canton are occupied by Roma?		127 residential units	Between 22 and 30 residential units	Approximately 180 residential units	58 residential units	127 residential units
How many legalized residential units in the territory of your municipality/canton are occupied by Roma?		70% of residential units are legalized	Not known	Approximately 100 residential units	3 residential units	70% of residential units are legalized
How do you rate the attitude of the local self-government authorities towards the issues of housing of Roma?		In accordance with capabilities, but still insufficient	Good	Good, in accordance with capabilities	Good	Good
What are the key problems you face in terms of housing members of Roma national minority?		Lack of funds; existing legal barriers	Lack of land and lack of funds	Lack of construction land and lack of funds	Lack of land and lack of funds	Unresolved property and legal affairs; lack of land
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?		4 Roma are employed in government authorities	1 Roma is employed in a government authority	2 Roma are employed in government authorities	No Roma are employed in government authorities	1 Roma is employed by Municipality Vitez and 1 by the cantonal Ministry of Internal Affairs
How many Roma are employed in private companies or work as independent entrepreneurs?		3 Roma are employed in private companies and 2 independent entrepreneurs	None	None	No Roma are employed in private companies or as independent entrepreneurs	7 Roma are employed in Vitkom

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje žena -Centar za majke- "IZVOR ŽIVOTA" Vitez	UG "BAHTALE ROMA" Turbe Travnik	Udruženje Roma "ROMSKA PRAVDA" Donji Vakuf	Udruženje Roma "Kuprešani - Skela" Jajce	UG "ZURALIPE" Vitez
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?		Very poor	Very poor	Very poor	Very poor	Very poor
How do you rate the employers' treatment of Roma employees?		Good	Good	Not known since there are no Roma employed	Not known since there are no Roma employed	Very good
What are the key issues you encounter in terms of the hiring of Roma?		Lack of education and awareness	Discrimination against Roma and insufficient competitiveness of Roma candidates	Lack of interest among employers to hire Roma	Lack of education among Roma	Lack of education among Roma
<b>III. Roma education</b>						
According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?		83 pupils in primary school, 11 students in secondary school and 2 undergraduate students	102 pupils in primary school, 3 students in secondary school	58 pupils in primary school, 17 students in secondary school and 5 undergraduate students	60 pupils in primary school, 3 students in secondary school	83 pupils in primary school, 11 students in secondary school and 2 undergraduate students
What are the root causes of the on-average poor level of education among members of Roma national minority?		Unemployment, insufficient awareness and discrimination	Insufficient awareness about the need for education; lack of funds	Social and economic vulnerability	Social and economic vulnerability	Insufficient awareness about the need for education; lack of funds
How do you rate the attitude of the local self-government authorities in terms of education of Roma?		Very poor	Good	Very good	Poor	Relatively good
Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?		Yes, in the form of peer violence and bias	No	No	No	Yes
Does your municipality have mediators that assist Roma children and parents in the course of schooling?		No	Yes	No	No	No
Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?		Yes	Yes	Yes	Yes	Yes
<b>IV. Roma health care</b>						
According to the information at your disposal, how many members of Roma national minority receive health care?		60% of Roma throughout the municipality have health care	Very few Roma have health care	80% of Roma throughout the municipality have health care	Very few Roma have health care	Approximately 40% of Roma have health care
How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?		Poor	Insufficient	Satisfactory	Poor	Poor

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje žena -Centar za majke- "IZVOR ŽIVOTA" Vitez	UG "BAHTALE ROMA" Turbe Travnik	Udruženje Roma "ROMSKA PRAVDA" Donji Vakuf	Udruženje Roma "Kuprešani – Skela" Jajce	UG "ZURALIPE" Vitez
Which measures have been taken to ensure the use of health care by Roma?		Submitted the proposal for amendments to the Law on Health Care	Lack of funds for participation	Health care provided through employment bureau, social work centre and to pupils	Local government authorities still have not taken adequate measures	Submitted the proposal for securing funds for health care for Roma to the MHRR of BiH
What are the key issues you as Roma encounter in terms of health care?		Health care for persons over 60 years of age	Inability to exercise health care through the employment bureau	Lack of funds for participation – so-called "stamps"	Lack of funds for paying for their own medical treatment or participation	Inability to exercise health care through the employment bureau - 60% of Roma do not have health care
In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?		Complete implementation of action plans for care for and inclusion of Roma	Assistance and support in action plans	Greater employment of Roma	Complete implementation of action plans for care for and inclusion of Roma	Elimination of the fees for legalization of buildings, affirmation of education among Roma and resolution of health care issues
SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma "ILO BUGOJNO" Bugojno	Udruženje maldi Romi Vitez	Udruženje Roma "ĐURDEVAN" Kiseljak	/	/
How many Roma associations are active in the territory of your municipality?		1 association in the territory of the municipality	4 associations in the territory of the municipality	1 association in the territory of the municipality		
How do you rate the attitude of the local self-government authorities towards your association?		Good	Satisfactory	Very poor		
How do you rate the co-operation between Roma associations within the municipality/canton and on the national level?		Not on a satisfactory level	Not on a satisfactory level	Excellent		
<b>I . Roma housing</b>						
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/canton?		There are approximately 40 Roma families with 172 members living in the territory of municipality Bugojno	There are 125 Roma families with approximately 500 members living in the territory of municipality Vitez	There are 173 Roma families with approximately 500 members living in the territory of municipality Kiseljak		
How many residential units registered in the territory of your municipality/canton are occupied by Roma?		32 residential units	200 residential buildings	104 residential units		
How many legalized residential units in the territory of your municipality/canton are occupied by Roma?		All 32 residential units are legalized	200 residential building	20 residential units		

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma "ILO BUGOJNO" Bugojno	Udruženje maldi Romi Vitez	Udruženje Roma "ĐURDEVAN" Kiseljak	/	/
How do you rate the attitude of the local self-government authorities towards the issues of housing Roma?		Relatively good	Good	Very poor		
What are the key problems you face in terms of housing members of Roma national minority?		Inability to legalize already existing buildings	Lack of funds; unresolved property and legal affairs	Lack of funds and lack of construction land		
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?		No Roma are employed in government authorities	10 Roma are employed in government authorities	1 Roma is employed in a government authority		
How many Roma are employed in private companies or work as independent entrepreneurs?		1 Roma is employed in a private company	15 Roma are employed in private companies and 10 are independent entrepreneurs	1 Roma is an independent entrepreneur		
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?		Very poor	Poor	Very poor		
How do you rate the employers' treatment of Roma employees?		Poor	Good	Not known		
What are the key issues you encounter in terms of the hiring of Roma?		Lack of competitiveness in the labour market and lack of education	Insufficient education and insufficient interest in education among Roma	Lack of competitiveness in the labour market and lack of education		
<b>III. Roma education</b>						
According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?		16 pupils in primary schools, 6 students in high schools and 1 undergraduate student	85 pupils in primary schools, 12 students in high schools and 2 undergraduate students	44 pupils in primary schools, 5 students in high schools		
What are the root causes of the on-average poor level of education among members of Roma national minority?		Lack of funds	Lack of interest among parents and poor social and economic situation	Social and economic vulnerability		
How do you rate the attitude of the local self-government authorities in terms of education of Roma?		Very good	Good	Satisfactory		

<b>SURVEY QUESTIONS</b>	<b>NAME OF THE ASSOCIATION</b>	<b>Udruženje Roma "ILO BUGOJNO" Bugojno</b>	<b>Udruženje maldi Romi Vitez</b>	<b>Udruženje Roma "ĐURĐEVĐAN" Kiseljak</b>		
Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?	No	Yes	No	No	/	/
Does your municipality have mediators that assist Roma children and parents in the course of schooling?	No	No	No	No		
Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?	No	Yes	Yes	Yes		
<b>IV. Roma health care</b>						
According to the information at your disposal, how many members of Roma national minority receive health care?	Almost all who are registered with the employment bureau and social work centre	70% of Roma throughout the municipality have health care		Very small number Roma have health care		
How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?	Good	Good		Very poor		
Which measures have been taken to ensure the use of health care by Roma?	Discussions with the municipal Mayor and the social work centre	Distribution of health insurance cards free of charge by Roma associations		Local government authorities still have not taken adequate measures		
What are the key issues you as Roma encounter in terms of health care?	Short period of validity of a stamped health insurance cards	Lack of funds for participation – so-called "stamps"		Lack of funds for participation – so-called "stamps"		
In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?	Better co-operation among Roma associations and complete implementation of the action plans of the MHRR	Greater employment of and encouragement for education among Roma		Increased employment of Roma		

## Analysis of questionnaires from Sarajevo Canton in FBiH

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	UG Roma "NAŠA BUDUCNOST" Sarajevo	UG "Sarajevski Romi" Sarajevo	"ROMI PRIJATELJI" Ilijaš i Vogošća		
How many Roma associations are active in the territory of your municipality?		12 associations in the territory of the canton	10 associations in the territory of the canton	1 association in the territory of the municipality	/	/
How do you rate the attitude of the local self-government authorities towards your association?		Relatively good	Very good	Very good		
How do you rate the co-operation between Roma associations within the municipality/canton and on the national level?		Very poor	Not on a satisfactory level	Good		
<b>I. Roma housing</b>						
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/canton?		There are approximately 7,000 Roma families in the territory of the canton	In the territory of municipality Novi grad Sarajevo, there are between 1,200 and 1,500 Roma	In the territory of municipalities Ilijaš and Vogošća, there are approximately 80 families		
How many residential units registered in the territory of your municipality/canton are occupied by Roma?		Not known	Not known	Approximately 30 residential units		
How many legalized residential units in the territory of your municipality/canton are occupied by Roma?		Not known	Not known	Very few		
How do you rate the attitude of the local self-government authorities towards the issues of housing of Roma?		Very poor	Very poor	Good		
What are the key problems you face in terms of housing members of Roma national minority?		Lack of funds; non-transparent spending of funds from the existing projects	Lack of funds; non-transparent spending of funds from the existing projects	Lack of construction land and lack of funds		
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?		No Roma are employed in government authorities	No Roma are employed in government authorities	Not known, very small number		
How many Roma are employed in private companies or work as independent entrepreneurs?		Not known	6 Roma are employed in private companies	Not known, very small number		
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?		Very poor	Very poor	Very poor		
How do you rate the employers' treatment of Roma employees?		Good	Relatively good	Not known, since there are no employed Roma		



What are the key issues you encounter in terms of the hiring of Roma?	General social and economic crisis	Lack of competitiveness in the labour market due to lack of education	Lack of interest among employers to hire Roma
<b>III. Roma education</b>			
According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?	Not known, very small number	65% of Roma children attend primary schools, 45% attend secondary schools, and there are 3 undergraduate students	Not known, very small number
What are the root causes of the on-average poor level of education among members of Roma national minority?	Lack of awareness about the need for education; lack of funds	Poor social and economic conditions	Poor social and economic conditions
How do you rate the attitude of the local self-government authorities in terms of education of Roma?	Partly good	Very good	Satisfactory
Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?	No	Yes, in the form of peer de- rision	No
Does your municipality have mediators that assist Roma children and parents in the course of schooling?	Occasionally	Yes	Yes
Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?	Yes	Yes	Yes
<b>IV. Roma health care</b>			
According to the information at your disposal, how many members of Roma national minority receive health care?	Almost all Roma have the possibility to secure health care	Most members of the Roma community in municipality Novi grad have health care	Most members of the Roma community in municipality Ilijaš have health care
How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?	Very good	Good	Very good
Which measures have been taken to ensure the use of health care by Roma?	Health care provided through employment bureau, social work centre and to pupils	Health care provided through employment bureau, social work centre and to pupils	Health care provided through employment bureau, social work centre and UNHCR
What are the key issues you as Roma encounter in terms of health care?	Lack of funds for paying for their own medical treatment or participation	Health care of persons over 60 years of age and children who have left school	Health care of persons over 60 years of age and children who have left school
In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?	Equality with constituent peoples in all segments of life	Complete implementation of action plans for care for and inclusion of Roma	Higher employment of Roma

## Analysis of questionnaires from Herzegovina-Neretva Canton and Una-Sana Canton in FBiH

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma "ADA" Čapljina	Udruženje Roma "NER-ETVA" Mostar	Udruženje građana Roma KONJIC	Udruženje "IMAPACT" Čapljina	Udruženje romske zajednice "ROM" Bihac
How many Roma associations are active in the territory of your municipality?		3 associations in the territory of the canton	1 association in the territory of the municipality, 4 associations in the territory of the canton	1 association in the territory of the municipality, 4 associations in the territory of the canton	2 associations in the territory of the municipality, 5 associations in the territory of the canton	1 association in the territory of the municipality, 4 associations in the territory of the canton
How do you rate the attitude of the local self-government authorities towards your association?		Poor	Good	Insufficient	Poor	Satisfactory
How do you rate the co-operation between Roma associations within the municipality/canton and on the national level?		Not on a satisfactory level	Very Good	Not on a satisfactory level	Not on a satisfactory level	Poor
<b>I. Roma housing</b>						
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/canton?		There are 31 members of Roma national minority living in the territory of municipality Čapljina	There are approximately 240 members of Roma national minority living in the territory of municipality Mostar	There are approximately 450 members of Roma national minority living in the territory of municipality Konjic	There are between 2,000 and 2,500 members of Roma national minority living in the territory of Herzegovina-Neretva Canton	There are approximately 700 Roma living in the territory of municipality Bihac / approximately 2,000 Roma living in the territory of Una-Sana Canton
How many residential units registered in the territory of your municipality/canton are occupied by Roma?		1 collective centre 2 residential units	Approximately 25 residential units and 5 under construction	143 residential units	Not known	85 residential units
How many legalized residential units in the territory of your municipality/canton are occupied by Roma?		2 residential units	Almost all buildings are legalized	All 143 residential units are legalized	Not known	Very small number, between 3 and 5 residential units
How do you rate the attitude of the local self-government authorities towards the issues of housing of Roma?		Not on a satisfactory level	Relatively good	Poor	Very poor	Good
What are the key problems you face in terms of housing members of Roma national minority?		Insufficient support from the local government authorities, lack of infrastructure	Lack of land and lack of funds	Lack of infrastructure; minimum housing conditions	Insufficient support from the local government authorities; exceptionally poor housing conditions	Very poor and ineffective implementation of the housing projects
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?		No Roma are employed in government authorities	3 Roma are employed in government authorities	3 Roma are employed in government authorities	No Roma are employed in government authorities	1 Roma is employed in a government authority
How many Roma are employed in private companies or work as independent entrepreneurs?		None	1 Roma is employed in private company	None	Approximately 5 Roma are employed in private companies	5 Roma are employed in private companies
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?		Poor	Insufficient	Very poor	Very poor	Very poor
How do you rate the employers' treatment of Roma employees?		Not known since none are employed	Good	Good	Biased and holding stereotypes	Good

<b>SURVEY QUESTIONS</b>	<b>NAME OF THE ASSOCIATION</b>	<b>Udruženje Roma "ADA" Čapljina</b>	<b>Udruženje Roma "NER-ETVA" Mostar</b>	<b>Udruženje građana Roma KONJIC</b>	<b>Udruženje "IMAPACT" Čapljina</b>	<b>Udruženje romske zajednice "ROM" Bihać</b>
<b>What are the key issues you encounter in terms of the hiring of Roma?</b>		Lack of education, insufficient inclusion and discrimination	Lack of competitiveness in the labour market due to lack of education	Lack of appropriate professional qualifications	Insufficient education among and discrimination towards Roma	Lack of good will of the local government authorities
<b>III. Roma education</b>						
<b>According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?</b>		2 pupils in primary schools, 1 student in secondary schools	50 pupils and students in total	7 pupils and students in total	Between 80 and 90 pupils in primary schools, 10 students in secondary schools	42 pupils in primary schools, 53 students in secondary schools and 3 students
<b>What are the root causes of the on-average poor level of education among members of Roma national minority?</b>		Poor social and economic conditions, bias and discrimination	Poor social and economic conditions	Lack of funds	Bias and discrimination towards Roma; lack of funds	Insufficient awareness about the need for education; lack of funds
<b>How do you rate the attitude of the local self-government authorities in terms of education of Roma?</b>		Very poor	Good	Insufficient	Very poor	Good
<b>Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?</b>		Yes, in the form of religious and nationalist hostility	No	No	Yes	No
<b>Does your municipality have mediators that assist Roma children and parents in the course of schooling?</b>		No	Yes	No	No	No
<b>Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?</b>		Yes	Yes	Yes	Yes	Yes
<b>IV. Roma health care</b>						
<b>According to the information at your disposal, how many members of Roma national minority receive health care?</b>		No Roma have health care in municipality Čapljina	Very small number of Roma have health care, approximately 5 Roma in total	Very small number of Roma have health care, approximately 7 Roma in total	Very small number of Roma have health care	42 Roma in total have health care
<b>How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?</b>		Very poor	Poor	Poor	Insufficient	Poor
<b>What measures have been taken to ensure the use of health care by Roma?</b>		Local authorities have not taken any measures yet	Local authorities have not taken any measures yet	Not known	Not known	Local authorities have not taken any measures yet
<b>What are the key issues you as Roma encounter in terms of health care?</b>		Lack of funds for paying for their own medical treatment or participation	Lack of funds for paying for their own medical treatment or participation	Lack of funds for paying for their own medical treatment; sanitation conditions	Lack of awareness among Roma; pervasive discrimination and bias towards them	Lack of funds for paying for their own medical treatment
<b>In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?</b>		Complete implementation of action plans for care for and inclusion of Roma	Greater employment of Roma, incentives for education of Roma children and provision of health care for Roma	Greater understanding by the local government authorities for housing, sanitation and educational needs of Roma	Complete implementation of action plans for care for and inclusion of Roma	Better health care, greater employment and incentives for education for Roma

## Analysis of questionnaires from Brčko District of BiH

<b>SURVEY QUESTIONS</b>	<b>NAME OF THE ASSOCIATION</b>	<b>Udruženje Roma "ROMSKI SAN" Brčko distrikt BiH</b>	<b>Udruženje Roma "ROMINA DJELU" Brčko distrikt BiH</b>	/	/	/
How many Roma associations are active in the territory of your municipality?	2 associations in the territory of Brčko District of BiH	2 associations in the territory of Brčko District of BiH	2 associations in the territory of Brčko District of BiH			
How do you rate the attitude of the local self-government authorities towards your association?	Very poor	Not on a satisfactory level	Not on a satisfactory level			
How do you rate the co-operation between Roma associations within the municipality/canton and on the national level?	Not on a satisfactory level	Good	Good			
<b>I. Roma housing</b>						
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/canton?	There are between 1,500 and 2,000 Roma living in the territory of Brčko District of BiH	There are between 1,500 and 2,000 Roma living in the territory of Brčko District of BiH	There are between 2,000 and 2,500 Roma living in the territory of Brčko District of BiH			
How many residential units registered in the territory of your municipality/canton are occupied by Roma?	Not known; several collective centres: Prutače, Cerik, Grbavica	Not known; several collective centres: Prutače, Cerik, Grbavica	Not known several collective centres: Prutače, Cerik, Grbavica			
How many legalized residential units in the territory of your municipality/canton are occupied by Roma?	50% of individual residential units	50% of individual residential units	50% of individual residential units			
How do you rate the attitude of the local self-government authorities towards the issues Roma housing?	Not satisfactory	Not satisfactory	Not satisfactory			
What are the key problems you face in terms of housing members of Roma national minority?	Obstruction of implementation of the project to construct 7 houses due to resistance from the local population	Obstruction of implementation of the project to construct 7 houses due to resistance from the local population	Obstruction of implementation of the project to construct 7 houses and reconstruction of 10 houses due to resistance from the local population			
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?	3 Roma are employed in government authorities	3 Roma are employed in government authorities	3 Roma are employed in the Police of Brčko District of BiH and 1 in Public Enterprise Utility Brčko			
How many Roma are employed in private companies or work as independent entrepreneurs?	1 Roma is employed in a private company and 1 as an independent entrepreneur	1 Roma is employed in a private company and 1 as an independent entrepreneur	20 Roma are employed in private companies and 4 as independent entrepreneurs			

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma "ROMSKI SAN" Brčko distrikt BiH	Udruženje Roma "ROMI NA DJELU" Brčko distrikt BiH	/	/	/
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?		Very poor	Very poor			
How do you rate the employers' treatment of Roma employees?		Good	Satisfactory			
What are the key issues you encounter in terms of the hiring of Roma?		General social and economic crisis and lack of competitiveness in the labour market	Insufficient degree of education among Roma and discrimination against Roma			
<b>III. Roma education</b>						
According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?		220 pupils in primary schools, 9 students in secondary schools and 1 undergraduate student	220 pupils in primary schools, 9 students in secondary schools, 1 undergraduate student and 1 graduate student			
What are the root causes of the average poor level of education among members of Roma national minority?		Poverty and unemployment	Lack of access to pre-school education for Roma and poor economic and social conditions			
How do you rate the attitude of the local self-government authorities in terms of education of Roma?		Very good	Good			
Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?		No	No			
Does your municipality have mediators that assist Roma children and parents in the course of schooling?		Not currently	Currently no, but the publication of a public call is awaited			
Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?		Yes	Yes			

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma "ROMSKI SAN" Brčko distrikt BiH	Udruženje Roma "ROMI NA DJELU" Brčko distrikt BiH	/	/	/
IV. Roma health care						
According to the information at your disposal, how many members of Roma national minority receive health care?		80% of Roma in Brčko District of BiH have health care	Health care provided through employment bureau, social work centre and to pupils			
How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?		Not on a satisfactory level, persons over 60 years of age do not have health care	Not satisfactory, because of non-transparent spending of the funds made available by the MFRR			
What measures have been taken to ensure the use of health care by Roma?		Health care provided through employment bureau, social work centre and to pupils	Not known			
What are the key issues you as Roma encounter in terms of health care?		Lack of funds for paying for their own medical treatment or participation	Persons over 60 years of age and children with special needs do not have health care			
In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?		Complete implementation of action plans for care for and inclusion of Roma	Complete implementation of action plans for care for and inclusion of Roma			

## Analysis of questionnaires from Republika Srpska

<b>SURVEY QUESTIONS</b>	<b>NAME OF THE ASSOCIATION</b>	<b>Udruženje Roma opštine Kozarska Dubica</b>	<b>Udruženje Roma Opština Derвента</b>	<b>Udruženje Roma "Veseli brijeg" Banja Luka</b>	<b>Udruženje "Romani Čehaj" Prnjavor</b>	<b>Udruženje Roma Prijedor</b>
How many Roma associations are active in the territory of your municipality?	1 association in the territory of the municipality	1 association in the territory of the municipality	1 association in the territory of the municipality	2 associations in the territory of the municipality	2 associations in the territory of the municipality	1 association in the territory of the municipality
How do you rate the attitude of the local self-government authorities towards your association?	Relatively good	Positive, but could be better	Positive, but could be better	Good	Good, but could be better	Very good
How do you rate the co-operation between Roma associations within the municipality/canton and on the national level?	Poor	On a satisfactory level	On a satisfactory level	Not on a satisfactory level	Not on a satisfactory level and could be better	On a satisfactory level
<b>I. Roma housing</b>						
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/canton?	There are 80 Roma living in the territory of municipality Kozarska Dubica	There are approximately 120 Roma living in the territory of municipality Derвента	There are 55 Roma families with approximately 300 members living in the territory of municipality Banja Luka	There are 50 Roma families living in the territory of municipality Prnjavor	There are approximately 650 Roma living in the territory of municipality Prijedor	There are approximately 650 Roma living in the territory of municipality Prijedor
How many residential units registered in the territory of your municipality/canton are occupied by Roma?	20 residential units	62 residential units	There is the so-called "Romaska kuća" which consists of seven residential units, while others live in urban settlements	25 residential units	Approximately 120 households in family homes, and an additional number in collective accommodation for Roma	Approximately 120 households in family homes, and an additional number in collective accommodation for Roma
How many legalized residential units in the territory of your municipality/canton are occupied by Roma?	20 residential units	Approximately 20 residential units	Legalization has not been attained, except by a small number sole property owners	14 residential units	Approximately 60% of Roma family houses	Approximately 60% of Roma family houses
How do you rate the attitude of the local self-government authorities towards the issues of Roma housing?	Very good; one project to provide housing for 5 Roma families has been implemented, and another project is underway	Not on a satisfactory level	Very poor	On a satisfactory level	On a satisfactory level	Not on a satisfactory level
What are the key problems you face in terms of housing members of Roma national minority?	Unresolved legal and property affairs, which is a requirement for participating in housing and building legalization projects	Absence of good will of the local government authorities	High prices of construction land and residential units, so that only the existing buildings are adapted for Roma	Lack of construction land and lack of funds needed for legalization of residential buildings	Lack of funds needed for implementation of projects; unlegalized buildings and unresolved legal an property affairs	Lack of funds needed for implementation of projects; unlegalized buildings and unresolved legal an property affairs
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?	None	None	None. Until October 2013, there were 5 project co-ordinators employed in the MHRR	None	None	-3 Roma are employed in public utilities; 1 Roma woman in the health care centre

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma Kozarska Dubica	Udruženje Roma Opština Derвента	Udruženje Roma "Veseli brjieg" Banja Luka	Udruženje "Romani Čej" Prnjavor	Udruženje Roma Prijedor
How many Roma are employed in private companies or work as independent entrepreneurs?	In private companies-3, Independent entrepreneurs-1	No Roma are employed in private companies Independent; 1 is employed as an entrepreneur	In private companies-2 Independent entrepreneurs-2	In private companies -3 Independent entrepreneurs -1 (woman)	In private companies-1 Independent entrepreneurs -5	
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?	Lack of interest for employment of Roma, regardless of the incentives offered	Very poor; there is no understanding towards Roma	Not satisfactory	Bias held by local self-government and other business toward employment of Roma	Very poor. There are no parties interested in employing Roma.	
How do you rate the employers' treatment of Roma employees?	Good, although employment of Roma is very rare	Very poor	Only a few Roma are employed in Banja Luka, approximately 3%	Decent/Good	Decent/Good	
What are the key issues you encounter in terms of the hiring of Roma?	-Lack of education among Roma; lack of knowledge about the procedure for starting up independent businesses; bias towards Roma	Discrimination towards Roma and lack of education	Insufficient knowledge about the starting up businesses, lack of information, absence of support from the competent institutions	Bias towards Roma	Lack of interest of employers and local self-government authorities for employment of Roma	
<b>III. Roma education</b>						
According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?	9 pupils in primary schools, 5 students in secondary schools	40 pupils in primary schools, 12 students in secondary schools	31 pupils in primary schools, 15 students in secondary schools and 5 undergraduate students	7 pupils in primary schools, 3 students in secondary schools	100 pupils in primary schools, 20 students in secondary schools and 1 undergraduate student	
What are the root causes of the on-average poor level of education among members of Roma national minority?	Poor living conditions; unemployment of Roma parents; bias and discrimination	Poor economic, health and housing condition	Poverty, poor educational and social policies, lack of interest among Roma	-Poor living conditions, unemployment of Roma parents; bias and discrimination	Poor economic, health and housing condition	
How do you rate the attitude of the local self-government authorities in terms of education of Roma?	Satisfactory, although the only activity is the purchase of textbooks and schools supplies	Very poor	Satisfactory; the city administration provides funds for purchase of textbooks to high schools students and undergraduates. Co-operation achieved with the school and social work centre.	Very decent, so far they have provided funds for purchase of textbooks	Satisfactory, city administrative service provides funds for purchase of textbooks	
Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?	Yes, in the sense of separation from other pupils	Yes, due to nationalist hostility	Yes, all types of discrimination exist to some extent	There are rare cases, but everything is resolved by school management to mutual satisfaction	No	
Does your municipality have mediators that assist Roma children and parents in the course of schooling?	No	No	No	No	No	
Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?	No	Certainly	Yes	Yes	Yes	



SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma opštine Kozarska Dubica	Udruženje Roma Opština Derвента	Udruženje Roma "Veseli brijeg" Banja Luka	Udruženje "Romani Čej" Prnjavor	Udruženje Roma Prijedor
<b>IV. Roma health care</b>						
According to the information at your disposal, how many members of Roma national minority receive health care?		Out of 20 families, about 15 have continuous health care	All have health care, but it is inadequate	All members of Roma national minority have health insurance	All members of Roma national minority have health insurance	All members of Roma national minority have health insurance
How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?		/	Very good	/	Good, no problems in exercising the right to health care	Good, the right to health care is most frequently exercised through the employment bureau
Which measures have been taken to ensure the use of health care by Roma?		/	No measures have been taken	No major measures have been taken	Those employed are insured by the employer and those unemployed through the employment bureau	No major measures have been taken
What are the key issues you as Roma encounter in terms of health care?		Discrimination in health care institutions; poverty	Unexercised right to health care	Lack of funds for medical treatment, inability to access health care, no reliefs for purchase of medications	No problems encountered; all Roma have exercised the right to health care	Lack of funds for medical treatment, no reliefs for purchase of medications
In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?		Implementation of the Action Plan for resolving the problems of Roma in BiH.	Provide employment, improve conditions in the fields of housing, health and education	Provide employment, improve conditions in the fields of housing, health and education	/	Inclusion of representative of Roma minority in all levels of government
<b>I. Roma housing</b>						
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/canton?		1,500 Roma	117 families with approximately 541 members	Not known	Approximately 1,500 Roma	117 Roma families with 541 members
SURVEY QUESTIONS	NAME OF THE ASSOCIATION	UŽ Romkinja "ROMANO TERNIPE" Gradiška	Udruženje "OTAHARIN" Bijeljina	Udruženje Roma "ROMSKA SUZA" Srebrenica	Savez Roma Republike Srbije	Udruženje žena ROMKINJA Bijeljina
How many Roma associations are active in the territory of your municipality?		3 associations in the territory of the municipality	4 associations registered in the territory of the municipality, 2 are active	1 association in the territory of the municipality	3 associations in the territory of the municipality	4 associations in the territory of the municipality
How do you rate the attitude of the local self-government authorities towards your association?		Decent	Decent level of co-operation	Very good	Very good	Very good co-operation
How do you rate the co-operation between Roma associations within the municipality/canton and on the national level?		Very good	Not on a satisfactory level	Not on a satisfactory level	On a satisfactory level	Not on a satisfactory level

<b>SURVEY QUESTIONS</b>	<b>NAME OF THE ASSOCIATION</b>	<b>UŽ Romkinja "ROMANO TERNIPE" Gradiška</b>	<b>Udruženje "OTAHARIN" Bijeljina</b>	<b>Udruženje Roma "ROMSKA SUZA" Srebrenica</b>	<b>Savez Roma Republike Srbije</b>	<b>Udruženje žena ROMKINJA Bijeljina</b>
How many residential units registered in the territory of your municipality/canton are occupied by Roma?	240 residential units	Not known	Not known	Not known	240 residential units	Not known
How many legalized residential units in the territory of your municipality/canton are occupied by Roma?	All residential units are legalized	Not known	Not known	Not known	All residential units are legalized	Not known
How do you rate the attitude of the local self-government authorities towards the issues of Roma housing?	Not on a satisfactory level	On a satisfactory level	On a satisfactory level	/	Not on a satisfactory level	/
What are the key problems you face in terms of housing members of Roma national minority?	Non-approval of the relevant projects proposed to the MHRR of BiH	Unresolved property and legal affairs; lack of construction land and lack of funds required for legalization of residential buildings		/	The MHRR of BiH does not provide enough housing projects	/
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?	35-40 Roma	None	None	None	Approximately 40 Roma	/
How many Roma are employed in private companies or work as independent entrepreneurs?	None	None	None	None	Not known	/
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?	On a satisfactory level	Very poor; there is no plan for employment of Roma, nor a strategy for creating jobs for Roma	Not on a satisfactory level	Not on a satisfactory level	On a satisfactory level	Not on a satisfactory level
How do you rate the employers' treatment of Roma employees?	Decent	/	Not on a satisfactory level	Not on a satisfactory level	Decent	/
What are the key issues you encounter in terms of the hiring of Roma?	-Lack of education among Roma; widespread unemployment	Lack of education among Roma; bias towards Roma; no plan for employment of Roma, nor a strategy for creating jobs for Roma	Bias and stereotypes towards Roma	Lack of education and lack of employment among Roma		/
<b>III. Roma education</b>						
According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?	50 pupils in primary schools, 30 students in secondary schools and 5 undergraduate students	116 pupils in primary schools, 5 students in secondary schools	10 pupils in total	50 pupils in primary schools, 30 students in secondary schools and 5 undergraduate students	116 pupils in primary schools, 5 students in secondary schools	116 pupils in primary schools, 5 students in secondary schools

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	UŽ Romkinja "ROMANO TERNIPE" Gradiška	Udruženje "OTAHARIN" Bijeljina	Udruženje Roma "ROMSKA SUZA" Srebrenica	Savez Roma Republike Srbije	Udruženje žena ROMKINJA Bijeljina
What are the root causes of the on-average poor level of education among members of Roma national minority?	- Poor living conditions, - Lack of interest among parents for their children's education	Lack of education among parents; poverty, poor social and educational policies; lack of interest among Roma	Poverty, poor educational and social policy, lack of interest among Roma	Poor social and economic status	Lack of interest among parents for their children's education	
How do you rate the attitude of the local self-government authorities in terms of education of Roma?	Satisfactory, they award scholarships for procurement of textbooks and school supplies	Insufficient co-operation city administrative service secured the funds for procurement of textbooks	Not on a satisfactory level	Very decent, so far they provided funds for procurement of textbooks	Satisfactory	
Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?	No	Yes, negative and intolerant attitude of teachers towards Roma children	Yes	No	Not known	
Does your municipality have mediators that assist Roma children and parents in the course of schooling?	No	Yes	No	No	Yes	
Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?	Yes	Yes	Yes, but mediators should be Roma	Yes	Yes	
<b>IV. Roma health care</b>						
According to the information at your disposal, how many members of Roma national minority receive health care?	All members of Roma national minority have health insurance	All members of Roma national minority have health insurance	All members of Roma national minority have health insurance	All members of Roma national minority have health insurance	All members of Roma national minority have health insurance	All members of Roma national minority have health insurance
How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?	Good	Very good	Good	Good, there are no problems in exercising the right to health care	Good	
Which measures have been taken to ensure the use of health care by Roma?	Health care provided through the employment bureau	/	/	Health care for the unemployed provided mainly through the employment bureau	/	
What are the key issues you as Roma encounter in terms of health care?	Health care for persons over 65 years of age not provided	Right to health care not provided to women and persons over 65 years of age	/	No problems, everyone has the right to health care	Economic situation, unemployment	
In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?	Greater support from the MHRR of BiH	Adoption of local action plans, securing funds in the budget for education and employment of Roma	/	/	/	Education of Roma youth and their inclusion in the community.

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma Novi Grad	/	/	/	/
How many Roma associations are active in the territory of your municipality?		1 association in the territory of the municipality				
How do you rate the attitude of the local self-government authorities towards your association?		Good				
How do you rate the co-operation between Roma associations within the municipality/ canton and on the national level?		Very good				
<b>I . Roma housing</b>						
According to the information at your disposal, how many members of Roma national minority live in the territory of your municipality/ canton?		65 Roma				
How many residential units registered in the territory of your municipality/ canton are occupied by Roma?		8 family houses				
How many legalized residential units in the territory of your municipality/ canton are occupied by Roma?		All residential units are legalized				
How do you rate the attitude of the local self-government authorities towards the issues of Roma housing?		Not on a satisfactory level				
What are the key problems you face in terms of housing members of Roma national minority?		No problems				
<b>II. Roma employment</b>						
According to the information at your disposal, how many Roma are employed in government authorities?		None				
How many Roma are employed in private companies or work as independent entrepreneurs?		None				
How do you rate the actions of local self-government authorities and other businesses in terms of providing opportunities for employment of Roma?		Not on a satisfactory level				
How do you rate the employers' treatment of Roma employees?		Good				

SURVEY QUESTIONS	NAME OF THE ASSOCIATION	Udruženje Roma Novi Grad	/	/	/	/
What are the key issues you encounter in terms of the hiring of Roma?		Lack of competitiveness in the labour market				
<b>III. Roma education</b>						
According to the information at your disposal, how many members of Roma national minority attend primary school, secondary school or university in the territory of your municipality/canton?		11 pupils in primary school				
What are the root causes of the on-average poor level of education among members of Roma national minority?		Lack of interest among parents for their children's education				
How do you rate the attitude of the local self-government authorities in terms of education of Roma?		Satisfactory				
Are the children of Roma national minority discriminated against in comparison with other children in the course of primary education and, if so, in what way?		No				
Does your municipality have mediators that assist Roma children and parents in the course of schooling?		No				
Do you think mediators could contribute to the number of Roma children enrolled in primary or secondary schools?		No				
<b>IV. Roma health care</b>						
According to the information at your disposal, how many members of Roma national minority receive health care?		All members of Roma national minority have health insurance				
How do you rate the attitude of the local self-government authorities in terms of provision of health care to Roma?		Good				
Which measures have been taken to ensure the use of health care by Roma?		Not known				
What are the key issues you as Roma encounter in terms of health care?		Lack of promptness in registering with the employment bureau and lack of awareness				
In brief, what would your proposals or recommendations be for improving the status of Roma national minority in BiH?		Complete implementation of action plans for care for and inclusion of Roma				





