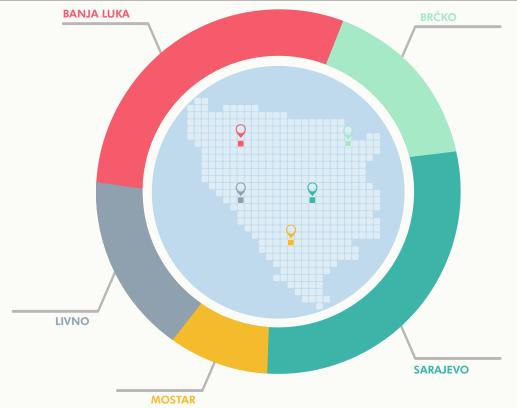


### 2017

## Annual Report on Results of the Activities of the Institution of Human Rights Ombudsman of BiH

Article II of the Constitution of Bosnia and Herzegovina stipulates that the rights and freedoms set forth in the European Convention for the Protection of Human Rights and Fundamental Freedoms and the accompanying protocols will be directly applied to the legal system of Bosnia and Herzegovina, and these will be prioritized above other domestic, positive legal regulations.



In 2017, the Ombudsman Institution was addressed

13.968

In 2017, the Institution received

3.160



#### Number of complaints per office

	1304
	928
420	
335	
173	

Cases completed in 2017

2.908



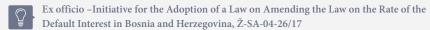
#### **SPECIAL REPORTS**





#### **INITIATIVES**





Ex officio – Initiative for Amendments to the Law on Public Service in Republika Srpska and the Federation of Bosnia and Herzegovina, Ž-BL-05-414/17

Ex officio – Initiative for Amendments to the Law on Communal Activities in the Una-Sana Canton, Ž-BL-04-676/17

Initiative for Amendments to the Law on Mediation in Employment in Republika Srpska, Ž-BL-04-212/17

Ex officio – Initiative for Amendments to the Law on the Work of Institutions in Bosnia and Herzegovina in Relation to Using Maternity Leave for Adoption Cases, Ž-SA-04-51/17

# OVERVIEW OF THE NUMBER OF RECOMMENDATIONS RELATED TO RIGHTS VIOLATIONS

APPROACHES TO THE RESOLUTION OF COMPLAINTS

PARTIALLY 12

COOPERATION ESTABLISHED 78

RESOLVED 78

NOT RESOLVED 67

NO RESPONSE 73

DISCRIMINATION 26

MEDIA AND FREEDOM OF INFORMATION 1

FREEDOM TO ACCESS TO INFORMATION 60 RELIGIOUS FREEDOMS/RELIGION 1

POLICE 10

PRISONS 5

PROSECUTORS' OFFICES 2

COURTS 32

WORK/EMPLOYEE RELATIONS 38

EDUCATION 7

RIGHTS OF THE CHILD 13

PERSONS WITH DISABILITIES 14

THE ENVIRONMENT AND PROTECTION OF THE

ENVIRONMENT 1

PROPERTY LAW RELATIONS 21

VIOLENCE 1

PENSIONS 10

PUBLIC DOCUMENTS 2

ADMINISTRATION 66

COMMUNAL SERVICES 9

WAR RELATED DAMAGES 3

GOVERNMENT AND MINISTRIES' APPOINTMENTS 20

HEALTHCARE 11

SOCIAL PROTECTION 2

**Discrimination** is one of the most common forms of rights violations and is manifested through harassment, mobbing, a violation of rights based on language, religion, connections with a national minority, ethnicity, national or social origin, on the basis of political or other belief, membership in a trade union or other association, education, social status, gender, sexual orientation, sexual characteristics, and other forms of endangerment.

#### Overview of Recommendations Per Department of the Institution





The Ombudspersons wish to demonstrate with this report that, although they do not have enforcement mechanisms, they are presenting and indicating the status and protection of rights in Bosnia and Herzegovina to all levels of government. The goal of the Report is to influence decision-making bodies to undertake activities, in accordance with their mandates, that will advance the implementation of the Ombudsman Institution's recommendations and enhance respect for human rights.

The duties of the Ombudsman, during the time covered by the report, were carried out by Dr. Jasminka Džumhur, Mrs. Nives Jukić and Prof. Ljubinko Mitrović.

