



**ANNUAL REPORT ON THE
OCCURRENCES OF DISCRIMINATION IN
BOSNIA AND HERZEGOVINA FOR 2014**

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INTRODUCTION

In contrast to countries where there are specialized institutions for the protection of equality, anti-discrimination law of Bosnia and Herzegovina entrusts BiH Ombudsmen Institution status "of the central institution responsible for the protection against discrimination" and to that end provides for the establishment and operation of a special department with the only task to deal with the cases of alleged discrimination committed by any legal or natural person in any field of life.

The Law provides a wide range of competences of the Ombudsman, which ranges from promotional activities, through research in the field of discrimination, to act upon the complaints of individuals claiming to be victims of discrimination and taking an active role in misdemeanor proceedings for protection from discrimination. In this sense, the legal jurisdiction of the Ombudsman of Bosnia and Herzegovina in the field of protection from discrimination largely follows the international standards relevant to the work of bodies for the protection of equality.

However, for effective combat against discrimination is not enough to adopt legal solutions in line with those standards. The key factor is to ensure effective and proper implementation of the Law, which is in Bosnia and Herzegovina currently rated weak, primarily by strengthening institutions that can respond to the new important task for anti-discrimination protection, entrusted to them by law, through continuous support to their activities by other key stakeholders.

The Department for elimination of all forms of discrimination has been established in January 2009 with the main objective to ensure standardization of approach in exercise and protection of citizens' rights throughout the whole BiH and take effective measures to prevent any form of discrimination. Working on individual complaints or procedures of investigations *ex officio*, the Ombudsmen seek to outline the importance of the full implementation of the prohibition of discrimination contained in international conventions and domestic law as well as the importance of harmonization of national legislation with international human rights standards. Through recommendations and other decisions responsible institutions and services are informed on factors disabling equal legal treatment to all BiH citizens and provided with proposes for appropriate measures for effective legal intervention aimed at protection of citizens' rights.

Detailed information on the work of the Department, reports from previous years, legislation, as well as forms and guidelines on how to initiate proceedings for protection from discrimination, is available at www.ombudsmen.gov.ba.

STATISTICS

During 2014 the Department for Elimination of All Forms of Discrimination registered a total of 230 complaints. This represents an increase in the number of complaints for 32 cases, or 16.16% compared to the previous year, 2013, when there were registered 198 complaints. Department for elimination of all forms of discrimination had the highest percentage of increase in the number of cases in comparison with other departments of the Institution, except for the Department for the rights of national, religious and other minorities, where the total annual increase in the number of cases was 3 cases, resulting in a percentage increase of 23,08%.

According to Ombudsmen's estimation, this figure still does not reflect the actual scope of discrimination, for there are still unreported cases due to the general citizens' lack of trust in institutions, as well as for fear of potentially negative consequences on the status of victims. The largest number of complaints is related to mobbing, as a special form of discrimination in the workplace (69), followed by complaints of discrimination based on social status and sex (25), discrimination based on ethnic origin (22), discrimination based on national or social origin (19) and discrimination on the basis of education (12).

FORMS OF DISCRIMINATION / OFFICES	SARAJEVO	BANJA LUKA	BRČKO	MOSTAR	LIVNO	TOTAL
Harassment	1	3	0	0	0	4
Sexual harassment	0	0	0	0	0	0
Mobbing	42	16	7	3	1	69
Segregation	0	1	0	0	0	1
Issuing orders and assistance to others in discrimination	0	0	0	0	0	0
Incitement to discrimination	0	0	2	0	0	2
On the basis of race	0	0	0	0	0	0
On the basis of skin color	0	0	0	0	0	0
On the basis of language	3	1	0	0	1	5
On the basis of faith	1	1	0	0	0	2
On the basis of ethnicity	11	11	0	0	0	22
On the basis of national or social origin	11	5	3	0	0	19
On the basis of connections with a national minority	0	0	2	1	0	3
On the basis of political or other opinion	1	2	0	1	1	5
Based on the financial status	1	2	0	1	0	4
On the basis of membership in a trade union or any other association	1	4	0	0	1	6
Based on Education	5	5	2	0	0	12
On the basis of social status and sex	7	10	7	0	1	25
On the basis of sexual expression or sexual orientation	3	8	0	0	0	11
Other	32	3	0	6	1	42

Table 1: Review of complaints received on office-to-office basis and forms of discrimination

Of the total of 230 registered cases of discrimination, 118 were registered in Sarajevo, 72 in Banja Luka, 22 in the District of Brčko, 12 in Mostar and 6 in Livno. Statistics of this kind have only formal but not indicative importance, for any person, in any part of Bosnia and Herzegovina, may file a complaint with the Office of the Ombudsman according to his/her own choice.

DEPARTMENT	Received in 2014.
Department for elimination of all forms of discrimination // BL	72
Department for elimination of all forms of discrimination // Brčko	22
Department for elimination of all forms of discrimination // Mostar	12
Department for elimination of all forms of discrimination // SA	118
Department for elimination of all forms of discrimination // Livno	6
Department for elimination of all forms of discrimination	230

Table 2: Review of complaints received on office-to-office basis

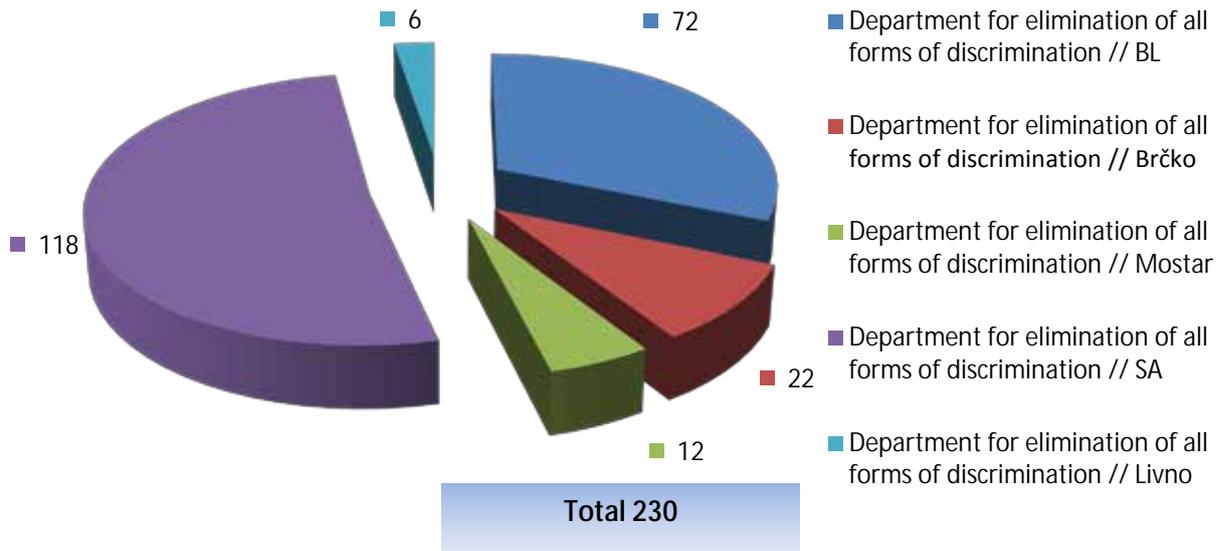


Chart 1: Review of complaints received in 2014 in the Department for elimination of all forms of discrimination on office-to-office basis

OFFICES	RECEIVED	IN PROCESSING	COMPLETED
Banja Luka	72	24	48
Brčko	22	5	17
Mostar	12	7	5
Sarajevo	118	72	46
Livno	6	2	4
Total in respective offices	230	104	126

Table 3: Review of complaints in the Department for elimination of all forms of discrimination in 2014

As in previous years, the Ombudsman Institution keeps statistics on the structure of complaints by gender of the complainant, given its mandate to combat discrimination based on sex, but also the requirements of different agencies and organizations concerned with equality between the sexes. In 2014 men filed 116 and women 82 complaints regarding discrimination, as expressed in percentage represents 58% vs. 42% in favor of men. Noticeable is therefore mildly more addressing the issue of men compared to women, which means that women are less likely to decide to initiate proceedings for the protection against discrimination even though they are discriminated against at least to the same extent, especially in the form of mobbing and other forms of discrimination in the workplace. During 2014 the Ombudsman registered 25 cases of discrimination based on social status and sex, while number of such cases in the previous year, 2013, was 14.

32 cases were not defined by gender because these were the cases where the Ombudsman Institution conducted investigations *ex officio*, when it came to anonymous complaints and/or complaints where the complainants expressly stated unwillingness to reveal his/her identity.

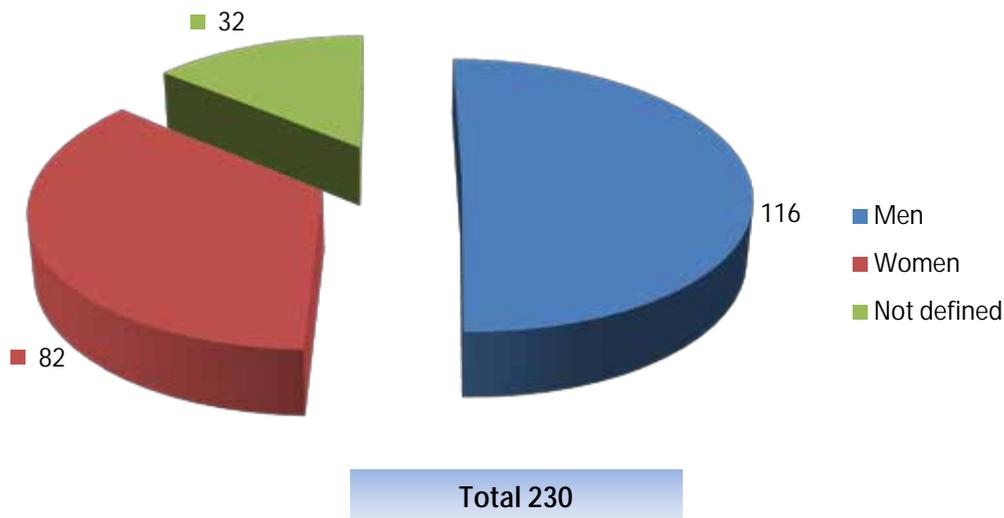


Chart 2: Gender structure of complainants who filed complaints with the Department for elimination of all forms of discrimination in 2014

In cases where the procedure of the investigation finds a violation of the right Ombudsman Institution issues recommendations with a view to adopting measures and elimination of violation of rights.

Annex VI, Article 5, paragraph 4) of the Dayton Peace Agreement stipulates the obligation of the responsible party, within the time period specified by Ombudsman, in writing to notify Ombudsman Institution in which way it will comply with the recommendation.

While in 2013 were issued recommendations in 61 cases in the field of discrimination, in 2014 the total number of cases with recommendation was 42

To understand decrease of recommendations in 2014 compared to 2013, it is necessary to note that a number of cases was resolved during the investigation, mediation, encouraging friendly settlement or undertaking mediation between the parties to the dispute, either in the way that responsible public authority correct its mistake itself after the first addressing by Ombudsman Institution.

Status of complaints filed in 2014 that resulted in issued recommendation	Partly implemented	No answer	Not implemented	Cooperation achieved	Implemented	Total
The Department for elimination of all forms of discrimination	1	9	4	11	17	42

Failure to follow the recommendations of the Ombudsman related to violations of the Law on Prohibition of Discrimination results in misdemeanor charges against natural and legal persons, fines of up to 10,000 KM, security measures of operating ban and other sanctions provided for by law.

Since the adoption of the Law on Prohibition of Discrimination in BiH has been more than five years, which is a good period of time for analyzing the most common forms of discrimination, and the creation of practice in terms of judicial protection against discrimination.

In this regard, the Ombudsman note constantly present high number of complaints to mobbing, regularly repeated complaints to ethnic discrimination but in slightly decreasing numbers, but also that more and more cases are opened by allegations of discrimination based on sexual orientation (LGBT population) or cases involving hate speech, although the number of complaints from the last two categories is almost negligible compared to the total number of cases in the institution.

MOBBING

The Department for elimination of all forms of discrimination in 2014 received 69 complaints related to mobbing, which is identical to the number of complaints to mobbing from the previous year, 2013.

Although the number of complaints of citizens to this Institution because of mobbing remained the same, that number is still not a real indicator of the situation in BiH. Ombudsman Institution comes to this conclusion based on the testimony of the complainants and media headlines, usually when the most severe effects of mobbing appears in the daylight. The fact is that there are lots of people who are now exposed to mobbing, but do not address the Institution nor seek court protection from fear that in this case they could lose their jobs.

Comparing statistics from previous years, it is evident that mobbing is increasing, which is contributed by the difficult economic situation, high unemployment, poorly regulated labor market and lack of capacity of the competent inspections. Mobbing victims are also exposed to stress since mobbing has consequences on their health, and the complaints filed with the Institution are often accompanied with opinions of psychologists, psychiatrists or other professionals, as well as witness statements. Mitigating circumstance for mobbing victims are reflected in the fact that the burden of proof is on the alleged offender. In practice, the offender is a person in a position of power in relation to the victim, and makes every effort to refute the existence of mobbing, invoking his/her rights arising from a variety of internal and general acts.

During examination of the merits of the complaint, the Ombudsmen have successfully cooperated with employers in the public and private sectors who have timely submitted the required explanations and information on complaints allegations, and competent labor inspections in any event acted as required by Ombudsman Institution letters, and conducted the necessary investigative actions.

Similarly, as in the previous reporting period, citizens most frequently addressed Ombudsman Institution due to the hostile environment in the workplace, insults and degradation by superiors, prevention of promotion, selective and incomplete exercise of labor rights in respect of annual leave, the right to professional training and remuneration.

Most frequently reported form of mobbing, called vertical mobbing, that exists when superior abuses one particular worker, while a much smaller number of complaints relating to the horizontal mobbing i.e., mobbing between workers in the same position in the hierarchy. In any case, the goal of mobbing is to force employees to leave the workplace and so economically become even more degraded.

Indicated responsible authorities in their explanations to Ombudsman Institution stated that the allegations of the complaint are untrue, that the work is sometimes performed in the changed conditions due to the specific works, that the provisions of the Labor Act and collective

agreements are strictly respected and that the complainants themselves, through their actions, contributed to a hostile atmosphere and environment in the workplace.

In a number of cases Ombudsman Institution addressed the competent labor inspections to get assistance to acquire the higher degree of certainty in fact determination and adopt appropriate decisions, for from the direct expression of two opposing sides the Ombudsmen could not reach a reliable conclusion about the existence of liability. What is common to all victims of mobbing is that the consequences are multiple. Problems and unhealthy atmosphere at work are a cause of frequent sick leaves and return to work is becoming more doubtful which can lead to self-termination due to exhaustion or getting fired. After losing jobs appear new problems regarding finding a new job because mobbing leads to loss of self-esteem and loss of social role, which is reflected in the business and to family life. If a victim of mobbing decides to initiate civil proceedings against the abuser, already depleted household budgets due to job loss, sickness, cancellation or specialist examinations is additionally reduced by the cost of a lawyer and court fees, leading to an even more difficult situation of the victim.

During the reporting period Ombudsman Institution carried out monitoring of previously initiated mobbing trials against employers, where on appeal, the appellate court opened the trial process and reversed the first instance verdict in favor of the victims of mobbing. This outcome speaks of a higher degree of sensitivity of judges for judging cases of discrimination, in particular mobbing, which can restore confidence in the effectiveness of the remedies available to the victims.

DISCRIMINATION BASED ON SEXUAL ORIENTATION (LGBT)

Based on sexual orientation LGBT people in daily life face stereotypes and prejudices, although same-sex sexual relations is allowed by law, and the unequal treatment of LGBT persons expressly forbidden. The position of LGBT people is difficult, because the society is not ready to accept them as equal members of society. In case of violation of the rights, they rarely decide to institute proceedings before the Ombudsman or other relevant bodies, because of distrust in institutions and fear of condemnation due to the disclosure of their sexual orientation.

As for concrete examples of complaints, Ombudsman Institution in 2014 registered 11 cases of discrimination based on sexual orientation and gender expression. As in previous years, most of the cases were opened *ex officio* or upon reports of non-governmental organizations dealing with the protection of the rights of this category of citizens.

During the reporting period, the Institution was on seven occasions addressed by organization Open Centre Sarajevo, and the investigation was carried out concerning all these complaints. Due to violation of the provisions of the Law on Prohibition of Discrimination, a complaint was filed against the Department of Transfusion Medicine of the Republic of Srpska and controversial was the questionnaire for blood donors, in which there is discrimination based on sexual orientation. Ombudsman Institution issued a recommendation to the Department to revise the questionnaire, in order that from it would not be excluded providers only on the basis of sexual orientation, but this medical institution responded on the recommendation by saying that "the blood donation not only excludes homosexuals but all persons of risky behavior in accordance with Directive 200/98/EC of the European Parliament and of the Council laying down standards of quality and safety for the collection, testing, processing, storage and distribution of human blood and blood components".

For the same form of discrimination, prohibition of blood donations by homosexual persons, the complaint was filed and after the allegations on the website of the Cantonal Hospital in Zenica, and after the intervention of the Ombudsman, Director of Zenica hospital confirmed

that the disputed sentence was removed from the website, but also that it was never interpreted in terms of discrimination of any category of donors.

Open Centre Sarajevo also complained because the Law on Registers of Brčko District of BiH, which disables and threaten the human rights of transsexuals who have undergone the process of adjustment of sex. Following investigation, Ombudsman Institution found that entering data about sex change was enabled by data registration in the "Subsequent entries and notes", and requests can be submitted according to standard procedure. In addition, it was found that in this case no person suffered a violation of rights on these grounds of complaint, there is no indication that any person was discriminated by contentious legal acts, or at least did not, in that sense, address Ombudsman Institution.

A number of complaints was filed on the basis of continuous offensive writing by portal and magazine SAFF which were recommended by Ombudsman Institution publicly to apologize to members of the homosexual minority and masters of Gender Studies because of the allegations contained in one of the articles, and in their future journalistic work to comply with the Law on Prohibition of Discrimination in BiH. Offensive texts in the magazine SAFF were also dealt with by the Press Council. Since the magazine SAFF showed no willingness to cooperate, the case of non-cooperation is included in the Annual Report prepared by the Institution of Human Rights Ombudsman for BiH which was submitted to the BiH Parliamentary Assembly and legislative bodies of the Entities and Brčko District of BiH.

On the occasion of the attack on members of the Queer Activists Association from Banja Luka that took place on 29.03.2014, the Ombudsman issued a press release which strongly condemn the attack that took place outside the premises of the association, wherein it was pointed out that persons with different sexual orientations enjoy all the rights enshrined in the Constitution, including the protection of LGBT people in terms of the right to freedom of expression and assembly. Regarding the above mentioned incident, the Ombudsman opened an investigation *ex officio* and publicly called on all governmental organs to strengthen their capacity to timely respond to all kinds of violence and physical attacks against the LGBT population. Explanation by Police Station Center Banja Luka was forwarded to the Association to comment it so that after gathering of all the facts the Institution could make a final decision. In any case, the Ombudsman is of the opinion that the state authorities responsible for maintaining order have the primary duty to act in such situations and that the courts have the option of imposing more severe penalties for crimes motivated by hatred. It is also important to find offenders, to deter future attacks of similar character and send a clear message to the public that violence against the LGBT population is unacceptable.

As part of the activities of cooperation with non-governmental organizations, the Ombudsmen considered request by Open Center Sarajevo for preparation of the Special Report dedicated to LGBT people rights. The Ombudsmen expressed understanding for this request, but they put it in the context of producing special reports for all vulnerable groups, taking into account the number of individual complaints as an indicator of justification for preparation of a special report. The Ombudsmen emphasized that the initiative for preparation of a Special Report on the rights of LGBT people would be considered in the preparation of strategic documents, taking into account the attitude of the legislative bodies on this issue.

Recognition of the rights of LGBT population depends on the openness and willingness of the majority community to tolerate diversity and the political will of government institutions and officials to establish effective mechanisms for protection in case of infringement. One of the key activities of Ombudsman Institution is designed to raise citizens' awareness of their rights and the existence of mechanisms and institutions that are at disposal for their protection when they are threatened in any way.

Although rising of awareness of the citizens is very important, it is not itself sufficient, because it primarily has to raise the awareness of institutions, and this should be a permanent, ongoing process. Estimation of integrity of civil servants and police training on discrimination of LGBT people should be a mandatory part of their training. Building of a positive environment for all underprivileged people and talks about their problems is a good start for changing of the consciousness of the society and changing of consciousness will encourage people from disadvantaged groups to address the Institutions for their protection.

Holders of public offices should openly stand up for the protection of LGBT population rights on the occasion of individual incidents but also in general, for we still live in a relatively conservative society in which it is present strong influence of religious organizations. To the knowledge of Ombudsman institution, there were no cases of discrimination based on sexual orientation that resulted in court proceedings. Therefore, it is the obligation of public authorities to ensure the true functioning of associations and political parties even if they angry or offend people who oppose lawful ideas and requirements that association or party seeks to promote. Additionally, their members must be able to hold rallies without fear of being the object of physical attack by their opponents. This fear may discourage an association or other group that supports common ideas or interests from openly expressing opinions on controversial issues affecting the community. Finally, in a democratic society the right to counterdemonstrations can not be extended to prevent the rights to freedom of assembly (see the European Court, *Ouranio Toxo and Others vs Greece*, judgment of 20 October 2005, paragraph 37 with references to the practice of the European Court).

The way in which a society treats LGBT people reflects the way in which society treats everything what is different, and exactly in the diversities is reflected richness and the progressiveness of a society.

HATE SPEECH

Hate speech, or more precisely, advocacy of hatred on the grounds of national origin, race or religion, has a special place in the work of Ombudsman Institution. Generally speaking, freedom of expression, as correlative of hate speech, stretches even on unpopular ideas and statements that may shock, offend or disturb others. However, many international Convention, not only allow states to ban hate speech, but they explicitly require it. The inherent dignity and equality of each individual is a fundamental axiom of the international system of human rights protection. Therefore, it is not surprising that international law condemns statements denying the equality of human beings.

Article 20 of the International Covenant on Civil and Political Rights stipulates that any reference to national racial or religious hatred that constitutes incitement to discrimination, hostility or violence shall be prohibited by law. Some states have taken position that only incitement with intent to cause immediate violence justifies restricting of fundamental right to freedom of expression. One important reason for this and similar positions comes from concerns that the general prohibition of incitement to "discrimination or hostility" would be misused by the authorities and discourage citizens from participating in legitimate political dialogue e.g. about matters of faith or the rights of national minorities. For this reason, individual democratically organized societies, such as those in Belgium, Denmark, Finland, Iceland, the United States, put the reserves on that article 20 of the ICCPR. In the opinion of the UN Human Rights Committee regarding ban on hate speech is fully compatible with freedom of expression under Article 19 of the Covenant, and the exercise of freedom of expression entails

a special kind of responsibility. In addition to the ICCPR, other international conventions regulate the prohibition of hate speech, too. Of particular importance is Article 4 of the International Convention on the Elimination of All Forms of Racial Discrimination, which goes even further than the ICCPR and that of the signatory states, *inter alia*, requires to "define as a criminal offense all dissemination of ideas based on racial superiority or hatred as well as any incitement to racial discrimination. Unlike the ICCPR, the Convention requires the prohibition of racist speech even when it does not represent an incitement to discrimination, hostility or violence.

The Ombudsmen on the occasion of considering individual cases, in terms of correlation between freedom of expression and hate speech, applied the following standards:

No one may be punished for the statements that are true;

No one may be punished for the dissemination of hate speech unless it is established that such activity is undertaken with the intention of provoking discrimination, hostility or violence;

It is necessary to respect the right of journalists to decide how to convey information to the public, especially when reporting on racism and intolerance;

No one shall be subjected to prior censorship;

Any imposition of sanctions by the courts must strictly respect the principle of proportionality.

The Internet is, primarily, a space with creative content for young people, and hate speech is the negation of all that is creative, and the society must fight against it proactively by self-censorship and education. This is why the Directorate General of Democracy Council of Europe, on the initiative of the youth sector and with the support of the Secretary-General of the organization, launched a campaign against hate speech on the Internet through the formation of a committee at the level of Member States.

Bosnia and Herzegovina, in line with this international framework, adopted a series of regulations that regulate hate speech, and established institutions that have the task to fight against this phenomenon.

Amendments to provisions of the Criminal Code of the Republic of Srpska and the Criminal Code of Brčko District of BiH, relating to criminal offenses motivated by hatred were adopted in 2010, and Ombudsman Institution has launched an initiative for the adoption of similar amendments to the Criminal Code of the Federation of Bosnia and Herzegovina, and their adoption is expected.

There are also Anti-Discrimination Law, Law on Gender Equality, and Law on Freedom of Religion and Legal Position of Churches and Religious Communities in BiH that through some articles treat the concept of hate speech.

In addition, the Communications Regulatory Agency in November of 2011 adopted a Code of Audiovisual Media Services and Radio Media Services, which treats hate speech in this area.

The Press Council in Bosnia and Herzegovina in the Press Code of Bosnia and Herzegovina prohibits "Incitement" which is generally defined as "intentionally or unintentionally encouraging discrimination and intolerance" and the press has an obligation to refrain from incitement to hatred or inequality on any grounds, as well as inciting on criminal acts or violence.

It is quite important to emphasize that the Communications Regulatory Agency is authorized to sanction noticed hate speech (from fines to cancellation of TV stations) while the Press Council has only an advisory role and can make recommendations but not sanctions.

Law on Prohibition of Discrimination in BiH, as the central institution for protection from discrimination indicated Ombudsman Institution, and the prohibition of discrimination applies to any differential treatment to any person or group of persons on the basis of race, color, language, religion, ethnic/national origin or social origin, and on any other basis, which means

this list is not exhaustive. The same law strictly prohibits incitement to discrimination as well as any advocacy of national, religious or racial hatred.

In its work Ombudsman Institution was encountered with examples of hate speech and these are mostly inadequate terms which are called members of certain vulnerable groups, inappropriate public statements made by natural and legal persons of the personal and moral characteristics of individuals holding public office, texts accompanied with pictures and comments of offensive content and as such are available to the public, announcements on the blogs of some politicians whose content is false, insulting, patronizing, compromising due to which persons who are the target of such attacks are afraid for themselves and their families, nationalist statements that spread hatred between the constituent peoples in some returnee communities, etc. Ombudsmen's recommendations demanded immediate cessation of publication of offensive content in which persons are called derogatory and inappropriate names, removal from the Internet portals contents of offensive character, the publication of new articles containing the public apology to members of minority groups, undertaking of necessary measures for future performance of journalistic work, writing and publishing articles would fully to respect anti-discrimination law, then the need for training employees to prevent writing the same or similar articles. Now the Ombudsmen note that the degree of issued recommendations was complied with only partly, and that further implementation of the recommendations is aggravated by the fact that in most cases the responsible party is a private entity, that hate speech is present on the Internet, which is, as a virtual space, largely unregulated, that through social networks leads to multiplication of hate speech where the promotion of personal attitudes takes place under a veil of anonymity. As to judicial prosecution of hate speech, statistics show that there is a very small number of applications relating to criminal offenses of inciting to racial, national or religious hatred, discord or intolerance, a situation which is present across BiH.

In BiH, where hate speech is often manifested through political rhetoric and actions, particularly concerning is the fact that incidents of hate are made by the young persons, who in time of war were still not born. This means that a new generation has grown burdened by nationalism and intolerance towards the other and different.

The established system of social values and the degree of tolerance in BiH is such that the relationship to the other is at least neutral and often violent as well. It produces and outbursts towards different groups that are in the minority or the phenomena that are not in line with the views of the majority.

If energetic steps in combating hate speech are not taken, we will have problems that we have so far - great divisions of society and formation of some closed social groups, who believe they are entitled to be better or different from the rest, - and that one group has the right to manage all other groups in the country. Identifying and tracking crimes of hate provide an opportunity to law enforcement authorities to predict the outbreak of serious incidents, and condemnation of such acts, through joint work of all relevant institutions can significantly contribute to regain trust in the community.

COURT PRACTICE

Article 12 of the Law on Prohibition of Discrimination in Bosnia and Herzegovina provides for ability of judicial protection for persons who have been exposed to any form of discrimination. In order to observe and analyze case law, Ombudsman Institution followed a series of trials in

the reporting period, not excluding the possibility that the courts acted in other cases for protection from discrimination with which the institution of the Ombudsman has not directly informed by the parties concerned.

Institution of Human Rights Ombudsman for Bosnia and Herzegovina was addressed by D.V. from Banja Luka, in order to monitor the trial proceedings from employment area, mobbing case against the respondent JP Radio Television of the Republic of Srpska. Proceedings before County Court of Banja Luka ended in a way that the action was rejected on 04.04.2013¹, but the County Court on 05.12.2014 partially accepted the appeal by the plaintiff, and reversed² the first instance decision in her favor. The County Court, in fact, commit the respondent to return the plaintiff to work that she performed prior to termination of employment contract with an offer of changed employment contract, but at the same time rejected the part of the plaintiff requests that the defendant should be ordered to take effective measures to prevent mobbing and pay non-pecuniary damages on the same basis. The Court stated in the explanation that the employee may terminate the employment contract with an offer for the conclusion of the employment contract under changed conditions only if the worker is no longer needed in the workplace where he/she worked on, from the economic organizational and technological reasons, and if the employee due to his/her professional and working abilities can not successfully perform his/her work duties from the employment contract, and in this case was not conducted procedure to determine these facts. The court rejected allegations of discrimination reasoning that the plaintiff in the grounds of the claim did not call on, nor did it in a credible way, none of the grounds of discrimination, and in the judgment it was also stated that the presented evidence, including recordings sessions of the collegiums, did not prove the existence of mobbing against the plaintiff.

On 02.10.2013 Municipal Court in Sarajevo gave judgement³ in case of discrimination on the claim by D.D. from Žepče, which became a final decision on 23.10.2014. The plaintiff brought an action against the Federation of Bosnia and Herzegovina under the Law on Prohibition of Discrimination, regarding the implementation procedure of filling vacant judicial positions in the Constitutional Court of FBiH. She claim that she did not receive support for the post of judge by the House of Peoples of the FBiH, because as a Croatian candidate she was not suggested by the "legitimate representatives of Croatian, but by illegitimate President of the Federation." In proceedings before the court it was found that the House of Peoples of FBiH Parliament at the 14th session on 21.03.2013 did not confirm the decision of the President of the FBiH adopted in agreement with both Vice-Presidents on the appointment of D.D. for a judge of the Constitutional Court of the Federation from among the Croatian people. The decision of not confirming the plaintiff was made without explanation by the delegates. The Court's reasoning in the judgment stated that the Delegates of the House of Peoples of the FBiH Parliament should explain the decision to reject the appointment of the plaintiff, if they noticed certain obstacles for the appointment that failed to see the High Judicial and Prosecutorial Council, the Federation Constitutional Court, the President and Vice-Presidents of the FBiH, given that plaintiff was the best candidate from among the Croatian people. The Court further found that the very procedure of appointment of judges was in accordance with the Constitution of Bosnia and Herzegovina, and during the confirmation of judges by the delegates in the House of Peoples and they have never put into question the professionalism and the general ability of the plaintiff, yet the court found no grounds to remark that the plaintiff that non-confirmation for appointments was of a political character, given that the House of Peoples

¹ 071 P 031766 08 P

² 71 O P 031766 13 Gž

³ 65 O Rs 347422 13 Rs

delegates did not explain their decision at all. The Court, in addition to the presentation of evidence, based its decision also on the fact that the defendant in response to the Court admitted all the allegations contained in the claim in order to establish discrimination in the election, so the court upheld the requirement that the plaintiff should be paid the difference between the current salary earned and salaries of judges of the Constitutional Court of F BiH, claims the defendant did not object.

The judgment of the Supreme Court of the Federation of Bosnia and Herzegovina of 29.08.2014 abolished Appeal Judgment of the Cantonal Court in Mostar, on the occasion of the Federation of BiH practice according to which the children in primary and secondary schools studied the different curriculum, known as the "two schools under one roof". Federation Supreme Court rejected a second instance decision of the Municipal Court in Mostar, and confirmed the first instance decision, according to which two schools under one roof constitutes an ethnic segregation of pupils and ordered that this practice must be abolished. The judgment of the Supreme Court of the Federation of Bosnia and Herzegovina, no: 58 0 Ps 085653 13 Rev of 29.08.2014 respected the revision of the association "Your Rights of Bosnia and Herzegovina" and the decision of the Cantonal Court in Mostar, no: 58 085 653 12 Ops Pz of 11.06.2013, was modified in a way that defendant's appeal was refused and first instance decision of the Municipal Court in Mostar, no: 58 0 085 653 Ps 11 Ps of 27.04.2012 confirmed, and which established that the first defendant, the Herzegovina-Neretva Cantonal Ministry of Education, Science, Culture and Sports, and the second defendant, Elementary School Stolac, and the third defendant, Elementary School Čapljina, were organizing school on the ethnic principle and adopted and implemented curriculum based on ethnic lines, separating pupils in schools in the Herzegovina-Neretva Canton on the basis of their ethnicity and thereby committed discrimination. By Paragraph 2 of the dictum of the first instance judgment of the Municipal Court in Mostar the first defendant was ordered to end the continued discrimination against children in schools in the Herzegovina-Neretva Canton and no later than 01.09.2012 to set up a uniform integrated multicultural educational institutions-schools for established enrollment areas with uniform teaching and science curriculum, with full respect for the rights of children to education in their native tongue, and the second and third defendant in the same period of time through integration to create schools on the basis of multiculturalism and education of school children regardless of their ethnicity, according to a uniform curriculum in their native tongue.

On 17 July 2014 the Supreme Court of the Federation of BiH took decision⁴ in the case of nun J.M.K. who was in dispute with the municipality. The essence of the judgment was that the Court concluded that in case of lawsuits by J.M.K. against the municipality did not contain elements of discrimination based on religious affiliation, although the Municipal Court found discrimination, and the Cantonal Court upheld the first instance decision. The claimant at the end of the mandate on the position of Director of kindergarten applied for the vacancy notice of the municipality for the same position and was the only candidate. However, its mandate was not renewed because, as the claimant states, she is a nun. According to the interpretation of the Supreme Court of the Federation of BiH, the claimant could not be discriminated against because she was the only candidate for the said job. According to the explanation of the decision, the claimant was a victim of possible discrimination and, accordingly, was required to convince the court that the defendant committed an act for which the claim was filed against, and the likelihood of the omission for non-adoption of disputed Decision was an act of direct or indirect discrimination, or that because of her religious orientations and its uniform by the made a difference in her disfavor in relation to another person or a protected group. In the view of

⁴ 68 0 P 017661 13 Rev

the court, if the claimant wanted to prove that she was discriminated against because of her religious backgrounds when looking for work, there needed to be a different person of the same or similar qualifications as hers, who was reported in the same competition and who got the job because only then is likely to prove discrimination. On the claimant was burden of proof that there were certain facts on which to establish a presumption of the existence of direct or indirect discrimination in which way occurred violation of equal treatment. After that, the burden of proof is on the defendant to prove that there was no breach of the principle of equal treatment. In finding that the claimant was employee of kindergarten since 2000, that she performed duties of educator, then from 2002 to 2006 was the Director, and after the term of affairs acting director, as well as to take on a job vacancy for director occurred as the only candidate, the fact that the respondent has not approved the Decision of the Board of kindergarten for the appointment of the claimant to the position of director of the kindergarten in the mind of the court is not evidence that the defendant acting thus violated her right to the appointment because of religious backgrounds, and its resist, which is why the claimant was not entitled to protection in terms of Article 12 of the Law on Prohibition of Discrimination in Bosnia and Herzegovina.

On 2 March 2011 Association Q filed an appeal to the Constitutional Court for failure of public authorities to take the necessary, reasonable and adequate legal and practical measures for the protection and preservation of the rights protected by the Constitution of BiH and the European Convention, in connection with the organization of the first Queer Sarajevo Festival. The Constitutional Court found a violation of the right to freedom of assembly under Article II / 3 b) of the Constitution of Bosnia and Herzegovina and Article 11 of the European Convention. The first Queer Sarajevo Festival, organized by the Association Q, was to be held in Sarajevo from 24 to 28 September 2008, but was interrupted on the first day due to protests of religious organizations, as well as right-wing and sports fan groups, which ultimately led and to the violence as a result of eight people got injured. Even before it happened, and it was planned to take place in the month of Ramadan, the festival faced the resistance from political parties, religious leaders, the media, other right-wing and nationalist groups, sports fans ..., which contributed to the negative sentiment of the public. Then two indictments were issued against two attackers charged with violent behavior and preventing an officer in the performance of his duties. One attacker was acquitted, while the other conditionally sentenced. The appeal to the Constitutional Court was filed after these events. Six years after the appeal was filed, the Constitutional Court of Bosnia and Herzegovina on 25 September 2014 at its 88th plenary session partially accepted the appeal of the Association Q for promotion and protection of culture, identity and human rights of queer persons. Ruling⁵ of the Constitutional Court adopted on the aforementioned session included the Decision on admissibility and merits which partially accepted the appeal of the Association Q and established a violation of the right under Article II/3.i) of the Constitution of Bosnia and Herzegovina and Article 11 of the European Convention for the Protection of Human Rights and Fundamental Freedoms. According to this judgment the Government of the Federation of BiH was ordered to pay to the Association Q "within three months from the date of delivery of this decision, the sum of 3,000 BAM as non-pecuniary damages for the established violation of a constitutional right." Furthermore, the same is ordered to the Government of the Sarajevo Canton, which is also obliged to pay, within three months the same amount to the Association Q. Government of the Federation of Bosnia and Herzegovina and Government of Sarajevo Canton according to this Judgment have the obligation "within three months from the date of delivery of the decision notify the Constitutional Court of Bosnia and Herzegovina on the measures taken to implement

⁵ AP-1020-11-ODM

this Judgment, in accordance with Article 72, paragraph 5 of the Rules of the Constitutional Court of Bosnia and Herzegovina". The Constitutional Court rejected the appeal of the Association Q "for violation of the rights of its members and supporters under Article II/3 b), f) and i) of the Constitution of Bosnia and Herzegovina and Article 3, 8 and 11 individually and in conjunction with Article 13 and 14 of the European Convention for the Protection of Human Rights and Freedoms, as inadmissible because it was filed by an unauthorized person" since the appeal related to the individual violent incidences in order to be admissible had to be submitted by the persons that are directly harmed by the acts of violence, and it could not be done by the Association Q on their behalf. The Constitutional Court also rejected the appeal of the Association Q that was filed "for the infringement of rights under Article II/3 b) and f) of the Constitution of Bosnia and Herzegovina and Article 3 and 8 individually and in conjunction with Article 13 and 14 of the European Convention because it is *ratione materiae* incompatible with the Constitution of BiH ", which means that this part of the appeal is not within the jurisdiction of the Constitutional Court. This is the first court decision in BiH which has found that the right of LGBT people to public assembly was violated, but also the first time that the government was ordered to pay money for damages to a LGBTIQ organization in BiH.

Municipal Court in Čapljina on 28 February 2014 issued a judgment⁶ which found MM discriminated against on the basis of his ethnic origin according to the Decision on Conditions and Method of Civil Servants Hire Process in the administrative services of the Municipality of Stolac, on basis of which the public competition for filling the vacancies of civil servants in Stolac Municipality was conducted. In the reasoning of its decision the Court stated that the respondent party while preparing the list of successful candidates failed to apply constitutional and legal principles of national representation of civil servants according to the 1991 census, thus depriving the petitioner of the right to have priority as established by the Constitution and law. Reasoning the ruling, the court made reference to statistical data on composition of the population of the Statistics Bureau, noted that the petitioner was not given priority as a candidate of Bosniak ethnicity in relation to candidates of Croatian nationality, and after the application of the rules related to the burden of proof under Article 15 of the Law on Prohibition of Discrimination, it established the existence of discrimination, canceled the public competition process, ordered the implementation of the principle of national representation of public servants according to the last census and in future restraint from further similar actions, which could be considered discrimination on the basis of national origin.

Article 7 paragraph e) provides that the Ombudsman of Bosnia and Herzegovina, within its mandate gathers and analyzes statistical data on cases involving discrimination. In addition to the statistics presented in this chapter, during the reporting period the Ombudsman also collected statistics on discrimination cases before the courts in Bosnia and Herzegovina, according to which: 19 lawsuits was filed for discrimination, out of which in 14 cases the sued party was a legal entity, and in five cases it was a natural person. Discrimination was mentioned in the statement on grounds in petitions filed on other grounds in 18 cases, where in 10 cases such a claim was rejected, in one case adopted, in 3 cases partially adopted, while in 4 cases charges were withdrawn. 14 decisions were adopted on the merits in the first instance, mainly in the field of employment, labor and working conditions of employment, while 10 decisions on the merits were adopted in the second instance, also in the field of employment and labor relations.

⁶ 53 = Rs 047658 12 Rs

ILLUSTRATIVE EXAMPLES

Ž-BL-05-139/14

The Ombudsman of Bosnia and Herzegovina received a complaint of S.A. about the enjoyment of her rights as a civilian victim of war, specifically the fact that her status as a P.O.V. was recognized, but not the status of a survivor of sexual abuse and rape. The process of investigation before the Ombudsman established that the complainant has certificates from two entity P.O.V. associations, but the social welfare center refuses to recognize her status without the similar certificate of a third association. The Ombudsman issued a recommendation to the Social Welfare Centre to abide to the principle of "protection of the rights of the parties" arriving from the Law on Administrative Procedure of Bosnia and Herzegovina and grant the complainant the required status.

The recommendation was not complied with, for which the Ombudsman addressed the Mayor of the municipality to which the social welfare center in question belongs. Meanwhile, based on the recommendations of the Ombudsman the complainant initiated an administrative dispute before the court in which the judgment was adopted and the claim partially accepted so that the petitioner was granted an amount of 10 000 BAM as non-pecuniary damages.

Ž-BL-06-55/14

A returnee to the municipality of Jajce states that his house in his pre-war place of origin was reconstructed in 2010, but the electricity has not been connected yet, so he considers that conditions for normal life do not exist. In the course of investigation the Ombudsman Institution addressed the Electric Distribution Company, Business Unit Jajce on 25 February 2014 asking them to plea as to the allegations of the complainant. Their reply dated 03 October 2014 and signed by the Manager of the Business Unit Electro Jajce stated that the request of the complainant was reviewed as they sought a technical solution how to connect the electricity. They issued necessary paperwork including the appropriate permit, but what is missing is low-voltage network in the length of 500m to the complainant's house. For the implementation of that connection it is necessary to provide funds of about 18,000 BAM. In its recommendation the Ombudsman reminded that the "Memorandum of Understanding on connection of returnees' houses to the electric network in BiH", signed in Sarajevo on 26 January 2004 reconstruction of power grid in the areas of return has priority, while the Agreement on Reconnection of residential buildings of the returnees to the power grid in BiH (act of the Ministry for Human Rights and Refugees No. 01-260/2004 of the same date) stated, among other things, that electricity companies will work closely with the municipalities in order to find the funds and accelerate the process of reconstruction of the network to the locations of return. In response to the recommendation, the Mayor informed the Ombudsman Institution that the procedure for procurement of electrical materials for the connection of the complainant's house to the power grid.

Ž-SA-06-1216/13

An employee of the Office for European Integration complained about the violation of the Law on Prohibition of Discrimination, that is, unlawful processing of his personal data, or the violation of his right to privacy. Namely, the complainant's request to obtain personal identification card without the indication of the entity citizenship was refused as unfounded, the decision which he had appealed to the Appeals Commission of the Brčko District. The first-instance body had an obligation to deliver the first-instance decision to the Appeals Commission, and in no case it could refer his complaint to the institution in which he works.

Having completed its investigation, the Ombudsman found that the unlawful use, dissemination and providing access to the data collected in the course of handling the complainant's request for the issuance of the ID document, one aspect of which request can be considered as a personal belief and opinion (content of the appeal of the first instance decision) is in violation of the complainant's right to privacy, but not discrimination.

Ž-SA-06-317/13

On 18 March 2014 the complainant, a disabled person contacted the Free Legal Aid Institute by phone asking the free legal assistance. They replied that the right to free legal aid have only disabled war veterans. The Ombudsman sent the recommendation to the Cantonal Assembly within 30 days of receipt of the recommendation to take all measures within its mandate to adopt amendments to the Law to enable all the persons with disabilities regardless of the cause of their disability to enjoy equal access to free legal aid. The recommendation is fully implemented and amendments to the Law on Free Legal Aid were adopted.

Ž-SA-06-804/13

In his complaint lodged to the Ombudsman Institution the complainant claims that provisions of the Law on Prohibition of Discrimination are violated in terms of mobbing, which is expressed through the continuous filing of disciplinary charges against the complainant by his direct superior manager. After the investigation, the Institution of the Ombudsman on 09 October 2014 issued a recommendation stating that a large number of disciplinary actions that are not completed by establishing responsibility had ultimately resulted in the existence of mobbing. Ombudspersons have asked the director general of a health care institution to terminate disciplinary proceedings against the complainant as soon as possible explaining that the number of cases⁷ lodged to the Ombudsman indicate the poor quality of human resources management system which should be reviewed to ensure maximum functioning of this institution for the benefit of all citizens with maximally rational use of available human resources. The measures taken to this end should be reported back to the Ombudsman Institution within 30 days. The recommendation was not complied with, nor the Ombudsman received any response.

Ž-BL-06-350/14

The Ombudsman received a complaint of M.P. because her application to sit the bar exam before the Ministry of Justice was rejected. The Decision of the Ministry to reject the applicant's application to sit the bar exam was made on the grounds that her work experience gained in a law firm did not count because she was not working at the status of a lawyer trainee. The Ombudsman in its recommendation indicates that the responsible body prescribed that condition for the bar exam is for the candidate to have "two years of work on legal matters" so it was not prescribed that such legal matters should be dealt with only by lawyer trainees, but it could be any person engaged to deal with general legal matters, such as personnel issues, procurement and other matters of general administration as is the case in other institutions outside judiciary, where such an experience accounts for the purpose of taking the bar exam.

Ž-SA-06-187/14 and Ž-SA-06-318/14

Both complainants referred to the violation of the provisions of the Law on Prohibition of Discrimination in BiH⁸ in a public competition procedure organized by the Border Police

⁷ Recommendation no. P-84/14

⁸ "Official Gazette of BiH" no.: 59/09

published as an internal advertisement for filling the vacancies for police officers by advancing to the rank of "junior inspector". Complainants claimed that the competition was announced for 38 vacant positions at the level of the entire BiH Border Police and that the officers entitled to apply had to belong to one of the three constituent peoples of Bosnia and Herzegovina, which means only police officers who declare themselves as Bosniaks, Serbs or Croats. Complainants pointed out that the above means that those law enforcement officers who identify themselves as "Others" or any other candidate who does not belong to one of the three constituent peoples can not apply to the disputed competition and that they are thus put in a disadvantageous position in relation to the Croats, Serbs and Bosniaks, or does not have equal opportunities for advancement. After the intervention of the Ombudsman Institution, the Border Police delivered its response, in which, among other things, it stated that the Border Police would publish a new internal advertisement for the vacant positions of police officers through the advancement to two positions of "junior inspector", one to be filled from the ranks of the Others. Consequently, appreciating the fact that in this way the Border Police had shown an example of good co-operation with the Ombudsman and the fact that the Ombudsman's recommendation was implemented, the cases Ž-SA-06-187 / 14 and F-SA-06-318 / 14 were closed.

Ž-SA-06-817/14

Complainant claimed that she was exposed to sexual harassment and mobbing at the workplace while she sought realization of her labor rights by the director of a public institute. After conducted investigation, the Ombudsman issued recommendation to a second-instance disciplinary commission to speed up the procedure for resolving complaints by taking into account the facts presented in the recommendation, and to the Federal Minister of Justice, the Director and Deputy Director of the Sarajevo Prison to take all necessary measures to cease discrimination of the complainant, redress the consequences and prevent further the possibility of any form of discrimination against employees and to prevent victimization of employees who report discrimination, to establish a mechanism for the prevention of all forms of discrimination and protection against discrimination and to ensure that the labor relations with employees comply with the provisions of the Law on Prohibition of Discrimination, to take the necessary measures to protect employees from sexual harassment and mobbing, which may include training of managers or representatives of the HR department, the establishment of an internal appeal mechanism and arbitration, to consider the possibility, together with the complainant, to initiate the mediation procedure within the Association of Mediators in order to resolve all the outstanding issues thus avoid costly court proceedings and protect the dignity of both sides. Recommendation of the Ombudsman was implemented only partially in a way that the case was returned to re-hearing (and repeated procedure only reduced sentence), that measures were taken regarding to the mechanisms and general recommendations, but the complainant's labor rights remained violated so that she ultimately sought court protection.

Ž-SA-06-708/13

This complaint alleged violation of the provisions of the Law on Prohibition of Discrimination in the course of a foreign driver's license replacement. The Ombudsman Institution received the information from the Ministry of Interior that they adopted a decision approving the replacement of a foreign driver's license as its holder in meanwhile was granted residency status given to the persons under the international protection in BiH. Therefore, and since the Ombudsman had issued a recommendation with regard to this case and the competent ministry acted co-operatively informing the Ombudsman that certain measures were taken in

order to realize the rights of the complainant, the Ombudsman Institution closed the case Ž-SA-06-708/13.

Ž-SA-06-895/12

In this case the complainant alleged a violation of the provisions of the Law on Prohibition of Discrimination, in terms of mobbing in recent years against employees of a public sport facility by its director. The Ombudsman have concluded that the director failed to prove that no violation of the principle of non-discrimination took place and issued a recommendation to the Board of Directors of the sports facility in question at the next session of the Board to take measures and actions to eliminate discrimination against the employees and to redress the consequences of discrimination either through an agreement, through compensation or personnel changes in the management of public institutions, to establish a mechanism for the prevention of all forms of discrimination, as well as a mechanism for its identification and elimination and to ensure that the labor relations be organized in compliance with the provisions of the Law on Prohibition of Discrimination and finally to inform the Ombudsman on the measures taken in the period no later than three months.

PROMOTIONAL ACTIVITIES AND CO-OPERATION WITH THE INSTITUTIONS

In the course of 2014 the activities on promotion and information campaigns targeted to the relevant institutions and the public were continued. Limited resources and capacities of the Ombudsman Institution have reduced the ability of the institution to promote, so its action in 2014 and previous years mainly went as part of the activities that were organized by other organizations and institutions. Despite this, the Ombudsman, among other things, managed to organize of its own funds a round table in cooperation with the European Commission against Racism and Intolerance (ECRI) on combating discrimination, as well as a number of office hours in places where there is no office.

On 28 February 2014 representatives of the Department participated at the final Conference entitled "Examples of Best Practices for Roma Inclusion", held in Tirana, Albania, in the framework of the Project "Best Practices for Roma Inclusion" OSCE /Office for Democratic Institutions and Human Rights (ODIHR) and funded by the European Union. As a general conclusion it could be said that the rights of Roma population are at very high level as it comes to the normative framework. Practice, however, does not reflect these norms sufficiently since BiH belongs to the countries with the lowest percentage of Roma attending school and having health care. Roma themselves often do not put enough efforts to improve their situation which indicates to the necessity to continue with campaigns of this format in order to promote the rights of Roma and motivate the responsible institutions to engage in its realization.

On 3 March 2014 representatives of the Department met with representatives of the Ministry for Human Rights and Refugees to discuss the issue of database on cases of discrimination, which should be formed by the Ministry, pursuant to Article 8 of the Law on Prohibition of Discrimination in BiH. In order to implement the Rulebook on the method of data collection in discrimination cases, published in the Official Gazette, no. 27/13 and establishing of a database of reported cases of discrimination it was agreed that both institutions appoint a representative who is responsible for the database in cases of discrimination, as well as representatives who monitors cases of discrimination.

On 2 May 2014 representatives of the Ombudsman attended a meeting in Sarajevo with representatives of the US Department of Homeland Security and the US Department of Justice, which preceded the conference on "Protection of religious freedom and combating violence and discrimination based on religious beliefs," which was held on 22 May 2014. The meeting was held on the initiative and upon invitation of the organizers of the mentioned Conference and its topic was the progress and developments achieved in this field since the Conference held in 2013.

Head of Department for Elimination of All Forms of Discrimination participated in capacity of a panelist in the work of the scientific conference held in Bihać which was entitled: Bosnia and Herzegovina and Euro-Atlantic Integration (7 and 8 May 2014). Professional session of the conference was attended by around 50 panelists and the representative of the Ombudsman presented the paper entitled: Protection of the minorities in Bosnia and Herzegovina according to the international human rights standards. Contributions of all the authors were published in the Proceedings of the conference which was a good opportunity for exchange of experiences on issues related to human rights, European and international standards, the EU accession process and commitments to be honored in this process.

Representatives of the Institution of Ombudsman from the Department for Elimination of All Forms of Discrimination participated on 20 – 22 May 2014 on a three-day seminar held by the US Department of Justice and the US Department of Homeland Security in the United States. The host of the seminar was the Inter-religious Council. The meeting was also attended by the representatives of the entity ministries of interior, prosecutors, the Ministry of Human Rights and Refugees, representatives of religious communities, the Constitutional Court and the representatives of the Institution of the Ombudsman who, through the active participation, informed the participants of the set of specific cases and data in the field of religious and ethnic discrimination on the basis of the annual reports on discrimination from the previous years.

On 14 June 2014, on the premises of the cultural center "Incel" marked was the International Day Against Homophobia and Transphobia in the Banja Luka's Association of Queer activists, in cooperation with the Helsinki Citizens' Assembly Banja Luka, Center for Youth KVART and UNSA Geto. The message of this year's IDAHOT Banja Luka 2014 is that only by strengthening of the engagement of members of the LGBT community significant changes in public awareness of the LGBT population could be achieved and without concrete work on the visibility it is not possible to expect drastic changes. The organizers expressed their satisfaction and gratitude for the fact that the Ombudsman Institution was present at the celebration of this day, especially because they invited many domestic institutions, which did not respond.

The OSCE Mission to Bosnia and Herzegovina has continued to provide strong support to all the activities of the Ombudsman Institution in 2014. On 2 and 3 July 2014 organized was the quarterly meeting of the Department for Elimination of All Forms of Discrimination with representatives of the OSCE Mission to BiH, on the theme "Employment in the public sector in accordance with the 1991 census." During the meeting it was pointed out that the Ombudsman still receives complaints about discrimination on ethnic grounds in employment, yet these are not the most common forms of discrimination compelling the citizens to file complaints. Presented were also the key cases related to Annex 7 in which the Ombudsmen issued recommendations.

On 2 and 3 September 2014, representatives of the Department and the field offices of the Ombudsman attended the quarterly meeting with representatives of the OSCE on Vlačić about the employment in the public sector with particular emphasis on ensuring national balance according to the last census. On 8 September 2014 representatives of the department attended the workshop organized by the OSCE, on the topic "Women's rights and gender equality" in Sarajevo. Representatives of the Ombudsperson Institution participated on 15 October 2014 on anti-discrimination forum organized by the OSCE in Mostar. Guests of the forum were representatives of non-governmental organizations, the centers for social welfare and the Centre for providing free legal aid. Representatives of the Ombudsman institution presented the work of the Institution in discrimination cases, and informed about the mandate and jurisdiction of the institutions on individual complaints of citizens, as well as the characteristic cases from the area covered by the Office of the Ombudsman in Mostar. With support of the above mentioned international missions, representatives of the Institution and the Department for Elimination of All Forms of Discrimination participated in the promotion of the Special Report on the situation of Roma in Bosnia and Herzegovina (Prijedor on 11 November and Bihać on 2 December). The last quarterly meeting with the OSCE in 2014 was held in Čapljina (15 and 16 December), on the issue of reconciliation and harmonization of procedures in all cases of discrimination, as well as standardization and implementation of the recommendations of the conducting of the preliminary complaint admissibility test.

On 12 September a meeting was held with Project Coordinator representing the Mediacenter Sarajevo which supports the development of the independent and professional journalism in Bosnia and Herzegovina. Since its establishment the MC has organized more than 230 training sessions attended by more than 2000 people from Bosnia and Herzegovina and the region. The meeting was held on the topic of a possible future cooperation Media Center and the Ombudsman Institution.

On 18 September 2014 representatives of the Ombudsman Institution from the Department for elimination of all forms of discrimination participated in the one-day training on "Strategic Litigation in cases of human rights violations based on sexual orientation and gender identity", in Sarajevo. This training is organized within the project "Enhancing Lesbian, Gay, Bisexual and Trans Rights in BiH in line with EU standards", financed by the European Union and Astraea Foundation and implemented by the Open Centre in cooperation with Media Centar Sarajevo. The workshop was attended by employees of the "Your rights BiH" and lawyers from Bosnia and Herzegovina (Banja Luka, Livno, Sarajevo ...). The goal of this training, according to the organizers, was to acquaint employees of the organizations and centers providing free legal aid and lawyers with the goals and reasons for conducting strategic litigation in cases of human rights violations based on sexual orientation and/or gender identity

Representatives of the Ombudsman Institution attended the round table held in Sarajevo on 22 September 2014 on "The exercise of property claims of victims of crimes committed during the war – problems and prospects", TRIAL (Track Impunity Always). Expressed were general objections such as lack of systematic approach to resolution of the above issues, outdated regulation governing this field, primarily the Law on Contracts and Orientation criteria for establishment of the amount of just compensation for non-pecuniary damage.

On 25 September 2014 in Sarajevo, representatives of the Ombudsman Institution from the Department for elimination of all forms of discrimination participated in a two-day conference on the Rights of LGBT people in the Western Balkans: Is a new approach possible? The

conference was jointly organized by the Heinrich Böll Foundation, with partner organizations Sarajevo Open Centre and the CURE Foundation in the framework of the Project Coming out! Advocacy and Protection of the Rights of LGBT people, funded by the European Union, and the focus was on human rights of LGBT people, not only in Bosnia and Herzegovina, but also in the countries of the region. The conference was held under the auspices of the Institution of the Ombudsman of Bosnia and Herzegovina.

On 29 September 2014 on the premises of the institution of Ombudsman in Sarajevo a meeting was held with the Commissioner for the Protection of Equality of Serbia, who visited the Institution and exchanged experiences in combating all the forms of discrimination. It was concluded that there is scope for strengthening the regional cooperation and exchange of experiences of the two institutions in combating all the forms of discrimination in the future and this co-operation should in future go through concrete projects.

On 22 October 2014 in Brčko of a round table was organized on "Institutional protection of LGBT persons in the region and BiH" where the panelists were the representatives of the Ombudsman Institution in charge for the issues of discrimination participated as panelists along with Gender Equality Ombudsman of the Republic of Croatia and Commissioner for Equality of the Republic of Serbia. The aim of organizing of such an event was to gather the institutions dealing with equality in the region, together with other progressive social forces, government bodies, civil society organizations, and the media which are natural allies in combating discrimination in order for them to join forces in order to decrease discrimination which includes the protection of rights LGBT persons.

On 26 November 2014 in the common institutions premises a consultative meeting was held with service providers in the areas of prevention and protection of gender-based violence. The meeting was organized by the Gender Equality Agency and UN Women Bosnia and Herzegovina as a part of the international campaign "16 days of activism against gender-based violence" within the joint project "Basic Study on services for the prevention and fight against gender-based violence".

The European Commission against Racism and Intolerance (ECRI) and the institution of Ombudsman for Human Rights organized a round table on 19 November 2014 in Sarajevo under the title "The fight against racial discrimination and intolerance in BiH." In addition to representatives of the institution of the Ombudsman, the round table was attended by representatives of the Ministry for Human Rights and Refugees, representatives of ECRI, entity ministries of education, courts, NGOs, the Communications Regulatory Agency, the Press Council, embassies, centers for training of judges and prosecutors and representatives of various international organizations. The round table was dedicated to the implementation of the recommendations of ECRI addressed to Bosnia and Herzegovina, the issue of institutional protection from discrimination, hate speech and the elimination of discrimination in education. Work of the seminar was followed by numerous local media, with the accent on of positive progress that Bosnia and Herzegovina has made in meeting obligations arising from its membership in the Council of Europe.

On 4 and 5 December 2014 in Banja Luka was held a Conference with a topic: Influence of EU integration to respect and protect the human rights of LGBT persons. A representative of the Department participated as panelists and talked about the experience of working on cases of discrimination against LGBT people. The conference, among other things, pointed out that the

Ombudsman institution is one of the few in which the members of this population can trust, because so far their addressing the other law enforcement agencies have not resulted in concrete actions.

On 12 November 2014 the Ombudsman's representatives participated in the conference in Banja Luka on "How to achieve effective protection of women against discrimination in institutions" Discussion was organized by representatives of the Initiative and civil action in partnership with the Association "Zemlja djece/Land of Children" Tuzla. The conference presented results of the project involving training of women on their rights in particular the women in rural areas. It was pointed out that the Project trained much less women than planned, because a large number of women did not show up. It was noted that the level of awareness of the above laws is very low, women have emphasized that one of the obstacles is mentality of women in rural areas. It was concluded that it is necessary to work on raising awareness of citizens, particularly of vulnerable groups, hold seminars and organize training sessions as to which institutions they should address in case of discrimination.

During the reporting period, representatives of the Department for Elimination of All Forms of Discrimination did monitoring of the trials and disciplinary procedures, made field visits in order to promote the activities of mediation between the parties with a view to an amicable resolution of the dispute mainly in public institutions in the areas of health and education. Promotion of the Ombudsman's work on combating discrimination was done through the press and radio and TV shows in which the representatives of the Ombudsman participated, by giving statements, by submitting information to various scientific research centers in the country and abroad, giving responses to the inquiries of media, by providing access to information to all interested parties, as well as delivering completed questionnaire to the Ministry for Human rights and Refugees in connection with the statistics of discrimination based on gender and sexual orientation.

STRENGTHENING OF CAPACITY FOR THE PROTECTION FROM DISCRIMINATION

In previous annual reports on the work of the Institution and the Department for the elimination of discrimination listed are and explained in detail all the limitations of the Department caused by its being incapacitated in financial sense and from the aspect of human resources. This have an impact on the implementation of the legally granted mandate of the Ombudsman, and the situation in this regard has not changed 2014 compared to the previous years. However, there are some positive developments compared to the year 2013, such as the steps taken by the Ministry for Human rights and Refugees on establishing a unified database on cases of discrimination and the start of building up the case-law of the court as explained in more detail in the previous sections of this report.

The essential challenge in the work of the Ombudsman is the lack of clarity of the anti-discrimination law, because Article 7 provides that the Ombudsman Institution is a "central institution for protection from discrimination," but it remains unclear what that means, or the extent to which other agencies and institutions are obliged to respect the opinion of the Ombudsman, which, for instance, is not the currently the case with courts. In practice, it happens that some courts do not respect recommendations of the Ombudsman comprising the

opinion that a person was a victim of discrimination⁹, which can discourage trust Institution in the effectiveness of legal remedies available to victims.

Ombudspersons of BiH would particularly wish to point out the necessity of ensuring the application of Article 24, paragraph 2 of the Law, which stipulates that all laws and general regulations should be made consistent with the provisions of this Law within one year from the date of its entry into force. Therefore, it is necessary that all the bodies of the executive and legislative authorities at all levels understand the importance of the above provisions, and as soon as possible start to review the laws and general regulations within its jurisdiction in light of the bringing these acts in line with the Law on Prohibition of Discrimination.

Article 16 of the Law on Prohibition of Discrimination provides for the possibility for the Ombudsman to participate in court proceedings as a third party on the side of persons who are victims of discrimination, but it is not clear whether in the capacity of "intervener" or "amicus curiae" which implies a different level of involvement in the process. For this reason, the Ombudsman Institution plans to deepen cooperation with NGOs in the field of strategic litigation in accordance with the provisions of the Law on Prohibition of Discrimination.

Finally, the Ombudspersons could establish that the cooperation with institutions at all levels of government is more formal, while the will to fully implement recommendations is still missing on the part of the responsible public authorities. In terms of responding to letters and to provide requested information cooperation with institutions at all levels of government is almost absolutely satisfactory, but from the aspect of number of recommendations complied with, particularly where a violation of rights or law is established on the merits to the detriment of the individual, this co-operation is at a low level. The Ombudsman is a preventive mechanism to protect human rights and implementation of its recommendations is primarily in the interest of the public authorities because it represents the best guarantee that costly and harmful processes and compensations based on judgments of national courts and the European Court of Human Rights in Strasbourg will be avoided.

⁹ in 2013 it happened with the Municipal Court in Zavidovići, and in 2014 the Municipal Court in Livno

ANNEX I ISSUED RECOMMENDATIONS IN THE FIELD OF DISCRIMINATION

Recommendation no.	File no.	Responsible body	Type of violation	Date of issuing recommendation	Implementation status	Answer received
P-1/14	Ž-SA-06-788/13,	CLINICAL CENTER OF THE UNIVERSITY IN SARAJEVO MANAGEMENT BOARD	01 - DISCRIMINATION	6.1.2014	COMPLIED WITH	YES
P-2/14	Ž-SA-06-737/13,	MINISTRY OF ECONOMY OF CANTON SARAJEVO ATTN. MINISTER, SARAJEVO CANTONAL ADMINISTRATION FOR FORESTRY SARAJEVO	01 - DISCRIMINATION -- 01-03 - MOBBING	6.1.2014	COMPLIED WITH	YES
P-20/14	Ž-SA-06-506/13,	MINISTRY OF COMMUNICATION AND TRANSPORT OF BOSNIA AND HERZEGOVINA SARAJEVO ATTN. MINISTER	01 - DISCRIMINATION -- 01-03 - MOBBING	18.2.2014	COOPERATION ESTABLISHED	YES
P-26/14	Ž-SA-06-895/12,	PI "SPORTS AND RECREATION CENTER" SARAJEVO MANAGEMENT BOARD	01 - DISCRIMINATION -- 01-03 - MOBBING	18.2.2014	COOPERATION ESTABLISHED	YES
P-37/14	Ž-BL-06-365/12,	MUNICIPALITY OF ZENICA GENERAL ADMINISTRATION AND HOUSING SERVICE OF THE MINISTRY OF LANDSCAPING, TRAFFIC, COMMUNICATIONS AND ENVIRONMENTAL PROTECTION OF ZENICA-DOBOJ CANTON ZENICA	01 - DISCRIMINATION -- 01-14 - BASED ON POLITICAL OR OTHER BELIEF	10.3.2014	COMPLIED WITH	YES
P-38/14	Ž-BL-06-115/14,	RADIO TELEVISION OF THE REPUBLIC OF SRPSKA BANJA LUKA	01 - DISCRIMINATION -- 01-03 - MOBBING	10.3.2014	COOPERATION ESTABLISHED	YES
P-54/14	Ž-LI-06-34/14,	P.C. ELEKTROPRIVREDA HZ HB D.D. MOSTAR	01 - DISCRIMINATION -- 01-16 - BASED ON MEMBERSHIP IN TRADE UNION OR OTHER ASSOCIATION	2.4.2014	COOPERATION ESTABLISHED	YES
P-55/14	Ž-SA-04-1020/13,	UNIVERSITY IN SARAJEVO FACULTY OF ECONOMY SARAJEVO	01 - DISCRIMINATION	7.4.2014	COMPLIED WITH	YES
P-68/14	Ž-BL-06-192/14,	MINISTRY OF INTERIOR OF CANTON 10 LIVNO	01 - DISCRIMINATION -- 01-12 - BASED ON NATIONAL OR SOCIAL ORIGIN	8.4.2014	NOT COMPLIED WITH	YES
P-69/14	Ž-SA-06-317/14,	CANTON SARAJEVO ASSEMBLY SARAJEVO	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS AND GENDER	8.4.2014	COMPLIED WITH	YES
P-75/14	Ž-SA-06-992/13,	MINISTRY OF EDUCATION, SCIENCE AND YOUTH OF CANTON SARAJEVO	01 - DISCRIMINATION	8.4.2014	NO ANSWER	NO
P-77/14	Ž-SA-06-1331/13,	MINISTRY OF TRAFFIC AND COMMUNICATIONS OF FBiH ATTN MINISTER MOSTAR	01 - DISCRIMINATION -- 01-03 - MOBBING	8.4.2014	COOPERATION ESTABLISHED	YES
P-83/14	Ž-SA-06-187/14, Ž-SA-06-318/14,	MINISTRY OF SAFETY OF BOSNIA AND HERZEGOVINA BORDER POLICE	01 - DISCRIMINATION -- 01-11 - BASED ON ETHNIC ORIGIN	15.4.2014	COMPLIED WITH	YES

P-84/14	Ž-SA-06-280/14,	CLINICAL CENTER OF THE UNIVERSITY IN SARAJEVO	01 - DISCRIMINATION -- 01-03 - MOBBING	18.4.2014	COMPLIED WITH	YES
P-95/14	Ž-BL-06-216/14,	BANKING AGENCY OF THE REPUBLIC OF SRPSKA	01 - DISCRIMINATION	19.5.2014	COOPERATION ESTABLISHED	YES
P-96/14	Ž-BL-06-209/14,	MINISTRY OF EDUCATION, SCIENCE, CULTURE AND SPORTS OF TUZLA CANTON TUZLA	01 - DISCRIMINATION -- 01-03 - MOBBING	19.5.2014	COMPLIED WITH	YES
P-97/14	Ž-BL-06-164/14,	PRIMARY SCHOOL "PETAR KOČIĆ" MRKONJIĆ GRAD	01 - DISCRIMINATION -- 01-03 - MOBBING	22.5.2014	COMPLIED WITH	YES
P-98/14	Ž-BL-04-253/14, Ž-BL-06-190/14, Ž-BL-06-292/14,	HIGH SCHOOL DORM BANJA LUKA ATTN. PRESIDENT OF THE MANAGING BOARD, ATTN. PEDGOGUIC BOARD	01 - DISCRIMINATION -- 01-01 – HARASSMENT AND 10 - EMPLOYMENT	19.5.2014	COMPLIED WITH	YES
P-99/14	Ž-BL-06-568/13,	MANAGEMENT BOARD OF TRIGLAV INSURANCE	01 - DISCRIMINATION -- 01-03 - MOBBING	19.5.2014	COOPERATION ESTABLISHED	YES
P-102/14	Ž-SA-06-199/13,	PRIVATIZATION AGENCY IN BOSNA-PODRINJE CANTON, MANAGEMENT BOARD GORAŽDE	01 - DISCRIMINATION -- 01-03 - MOBBING	20.5.2014	COOPERATION ESTABLISHED	YES
P-121/14	Ž-BL-06-178/14,	FEDERAL INSURANCE INSTITUTE SARAJEVO	01 - DISCRIMINATION -- 01-03 - HARASSMENT	11.6.2014	COOPERATION ESTABLISHED	YES
P-129/14	Ž-SA-06-442/14,	POLICE BODIES COORDINATION DIRECTION IN BOSNIA AND HERZEGOVINA SARAJEVO	01 - DISCRIMINATION -- 01-01 - UZNEMIRAVANJE	12.6.2014	COMPLIED WITH	YES
P-130/14	Ž-SA-06-179/14,	EKONOMSKI FACULTY OF ECONOMY OF THE UNIVERSIY IN SARAJEVU SARAJEVO	01 - DISCRIMINATION -- 01-03 - MOBBING	13.6.2014	COOPERATION ESTABLISHED	YES
P-135/14	Ž-BL-06-350/14,	APPEALS COUNCIL OF THE COUNCIL OF MINISTERS OF BOSNIA AND HERZEGOVINA	01 - DISCRIMINATION -- 01-17 - BASED ON EDUCATION	17.6.2014	NO ANSWER	NO
P-136/14	Ž-SA-06-511/14,	-MINISTRY OF INTERIOR OF BOSNA-PODRINJE CANTON, POLICE ADMINISTRATION GORAŽDE ATTN. POLICE COMMISSIONER OF GORAŽDE	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS AND GENDER	18.6.2014	COOPERATION ESTABLISHED	YES
P-144/14	Ž-BL-06-139/14,	SOCIAL WELFARE TUZLA	01 - DISCRIMINATION -- 01-11 - BASED ON ETHNIC ORIGIN	29.7.2014	COOPERATION ESTABLISHED	YES
P-153/14	Ž-BL-06-401/14,	ELEKRO UTILITY OF THE REPUBLIC OF SRPSKA	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS AND GENDER	1.8.2014	COOPERATION ESTABLISHED	YES
P-156/14	Ž-BL-06-178/14,	CANTONALN COURT IN SARAJEVO	01 - DISCRIMINATION -- 01-03 - MOBBING	26.8.2014	COMPLIED WITH	YES
P-174/14	Ž-SA-06-804/13,	CLINICAL CENTER OF THE UNIVERSITY IN SARAJEVO ATTN. OF THE GENERAL DIRECTOR	01 - DISCRIMINATION -- 01-03 - MOBBING	15.9.2014	NO ANSWER	NO
P-176/14	Ž-BL-06-40/14,	MINISTRY OF EDUCATION AND CULTURE OF THE REPUBLIC OF SRPSKA BANJA LUKA	01 - DISCRIMINATION -- 01-17 - BASED ON EDUCATION	11.9.2014	NO ANSWER	NO
P-177/14	Ž-BL-06-55/14,	MUNICIPALIZY OF JAJCE P.C. ELECTRO DISTRUBUTION OF THE CROATIAN COMMUNITY HERCEG-BOSNA LTD. MOSTAR	01 - DISCRIMINATION -- 01-11 - BASED ON ETHNIC ORIGIN	16.9.2014	COOPERATION ESTABLISHED	YES
P-192/14	Ž-BL-06-357/14,	MINISTRY OF INTERIOR AOF THE TUZLA CANTON	01 - DISCRIMINATION -- 01-12 - BASED ON	16.9.2014	NO ANSWER	NO

			NATIONAL OR SOCIAL ORIGIN			
P-223/14	Ž-SA-05-657/14,	DRŽAVNA AGENCIJA ZA ISTRAGE I ZAŠTITU BIH REGIONALNI URED TUZLA N/R NAČELNIKA	01 - DISCRIMINATION -- 01-03 - MOBBING	29.10.2014	COMPLIED WITH	YES
P-224/14	Ž-SA-06-817/14,	SECOND-INSTANCE DISCIPLINARY COMMISSION FOR THE ADMINISTRATION BODIES OF FBIH ATTN. PRESIDENT OF SECOND-INSTANCE DISCIPLINARY COMMISSION OF THE SEMI-OPEN PRISON IN SARAJEVO ATTN. DIRECTOR, ATTN. VICE-DIRECTOR, FEDERAL MINISTRY OF JUSTICE, ATTN. MINISTER	01 - DISCRIMINATION -- 01-03 - MOBBING	29.10.2014	PARTIALLY COMPLIED WITH	YES
P-226/14	Ž-SA-06-890/14,	FEDERAL MINISTRY OF ISSUES OF WAR VETERANS AND DISABLED BY WAR SARAJEVO ATTN. MINISTERA	01 - DISCRIMINATION -- 01-12 - BASED ON NATIONAL OR SOCIAL ORIGIN	29.10.2014	COOPERATION ESTABLISHED	YES
P-237/14	Ž-BL-06-640/14,	BAKERY „FJOLA“ GRADIŠKA	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS AND GENDER	6.11.2014	NO ANSWER	NO
P-249/14	Ž-SA-06-947/14,	MUNICIPALITY OF STARI GRAD SARAJEVO ATTN. THE MAYOR	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS AND GENDER	28.11.2014	COOPERATION ESTABLISHED	YES
P-251/14	Ž-SA-06-665/14, Ž-SA-06-843/14,	PRIMARY SCHOOL ŠKOLA „SAVFET-BEG BAŠAGIĆ“ SARAJEVO	01 - DISCRIMINATION -- 01-03 - MOBBING I 01-17 - BASED ON EDUCATION	1.12.2014	NO ANSWER	NO
P-258/14	Ž-SA-06-487/14,	PARLIAMENTARY ASSEMBLY OF BIH SARAJEVO	01 - DISCRIMINATION	1.12.2014	NO ANSWER	NO
P-260/14	Ž-SA-06-1009/14, Ž-SA-06-1042/14, Ž-SA-06-1043/14, Ž-SA-06-1044/14, Ž-SA-06-1073/14, Ž-SA-06-944/14,	MINISTRY OF EDUCATION, SCIENCE AND YOUTH OF CANTON TUZLA TUZLA	01 - DISCRIMINATION	1.12.2014	COMPLIED WITH	YES
P-273/14	Ž-MO-06-67/14,	SEMI-OPEN PRISON MOSTAR MOSTAR	01 - DISCRIMINATION -- 01-13 - BASED ON AFFILIATION WITH NATIONAL MINORITY	3.12.2014	NO ANSWER	NO
P-281/14	Ž-SA-06-934/14,	MINISTRY OF INTERIOR OF SARAJEVO CANTON SARAJEVO POLICE ADMINISTRATION ATTN. POLICE COMMISSIONER	01 - DISCRIMINATION -- 01-03 - MOBBING	11.12.2014	COMPLIED WITH	YES
P-286/14	Ž-SA-06-1176/13,	UNIVERSITY CLINICAL CENTER SARAJEVO	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS AND GENDER	11.12.2014	NO ANSWER	NO
P-298/14	Ž-SA-06-471/14,	BORDER POLICE OF BIH SARAJEVO	01 - DISCRIMINATION -- 01-09 - BASED ON LANGUAGE	17.12.2014	NO ANSWER	NO
P-323/14	Ž-BL-06-553/14,	MINISTRY OF EDUCATION, SCIENCE AND YOUTH OF CANTON SARAJEVO SARAJEVO	01 - DISCRIMINATION -- 01-18 - BASED ON SOCIAL STATUS AND GENDER	30.12.2014	NO ANSWER	NO
P-324/14	Ž-BL-06-743/14,	ORPHANAGE FOR CHILDREN AND YOUTH WITHOUT PARENTAL CARE „RADA VRANJEŠEVIĆ“ BANJA LUKA	01 - DISCRIMINATION -- 01-03 - MOBBING	30.12.2014	NO ANSWER	NO