REGIONAL WORKSHOP
Local Governance in Service of Citizens:
Initiative to Strengthen Social Accountability
Skopje, 19.03.2013.
BASIC INDICATORS

- 310.571 inhabitants
- Most prominent minority groups: Roma, Serbs, Croats, Jews
- High number of refugees and internally displaced inhabitants
- 35.7% unemployment rate
- No official figures on current levels of poverty and extreme poverty
- Long process of post-conflict recovery and reconstruction
- Complicated self-governance system (Canton, the City, municipalities and local communities i.e. mjesne zajednice)

Vulnerable groups
- Unemployed,
- Youth (15-25)
- Persons with disabilities
- Employed with low-income
- Roma
- Women
- Pensioners and elderly
The unclear division of jurisdictions between municipalities, the City and the Canton are negatively affecting the quality of local self-governance in Sarajevo, both the delivery of public services and the public participation in decision-making. Furthermore, the local administration is large and relies on the public budget to finance it.
Much of its city infrastructure had to be reconstructed, while even today certain systems remain damaged and need repair (water supply, sewage, roads, etc.). So, need for costly infrastructure investments.

High unemployment and consequently higher poverty rates among vulnerable groups and socio-economic inequalities between different populations.
KEY FINDINGS

- Low social accountability in Sarajevo
- Infrequent and minor citizen demand (protests as forms of dissatisfaction; no regular monitoring mechanisms; project-driven civil society; lack of use of formal procedures in civic initiatives)
Overall...

- Citizens are primarily dissatisfied with services of cantonal public companies and institutions (public transportation, heating, sewage, water supply, housing management, etc.)

- Positive evaluation of municipal administration, but dissatisfaction with the bureaucracy and lack of communication
Corruption

Corruption heavily relies on informal mechanisms that are not accessible to anybody who is outside of certain family and political groups.

The vulnerable groups are especially affected by corruption in the health care system, higher education and by usual employment methods (nepotism or “buy your job”).
Lack of informatization and digitalization of public services

- Municipal registrars, the police and judicial databases, the land property database, the data of centers for social affairs and employment institutes, etc. are not harmonized and connected. System not citizen-friendly.

- “How many times I have to prove I am alive??!!”

- “Why do I have to submit statement that I am not prosecuted by the Hague Tribunal, I was 3 years old when the war ended?”
Audit, monitoring, complaint and evaluation mechanisms
Legal and institutional mechanisms in place but no implementation

- Inclusion of minority groups in city/municipal councils
- Urban development strategies
- Inclusion of citizens and NGOs in local decision-making processes
- Law on Local Self-Governance has not been adopted by the Sarajevo Canton Government
Revitalization of Local Communities Through Establishing Citizen Information Centers in Municipality of Ilidza Sarajevo
Why?

- Although local communities (mjesne zajednice) are the most important mechanism for public participation in decision-making in local governance, most of them are inactive.

- Majority of citizens in FGs stated that they are not aware whether a local community exists where they live, while others stated that most decisions in these communities are made behind closed doors.

- Lack of two-way communication and trust between representatives of local governance and citizens.

- Too much bureaucracy.

- System remote from citizens.
What?

- Revitalize local communities as a public participation mechanism
- Improve information provision and communication between citizens and local governance
- Strengthen social accountability on the local level
- Engage youth in local policies and work
Establish Citizen Information Centers in 16 local communities in Ilidza Municipality that will provide information and certain public services close to citizens;

Hold regular public consultations and/or meetings in local communities on policy issues relevant and tailored to citizens’ needs in given local communities;

Hold periodic meetings between citizens, NGOs and local governance representatives (mayor, civil servants, councilors);

Develop internship and volunteering opportunities for young plp in LC secretariats.
Aida Lušničkić, Assistant to Mayor for Education, Culture, Sport and Communications, Municipality Ilidža Sarajevo

Almasa Zubović, Secretary General, Ministry of Housing Affairs of Sarajevo Canton

Damir Mehmedbašić, Executive Director, Center for Public Interest Advocacy (CPI)

Elvir Kazazović, Councilor at the Municipality Council, Municipality Ilidža Sarajevo

Ernad Deni Čomaga, President, Youth Council of Novo Sarajevo Municipality / President, Democratic Youth Movement

Slaviša Prorok, Project Manager, Center for Promotion of Civil Society (CPCD)

Zdenka Boričić Jagar, Assistant to Municipal Mayor for Administration and Social Issues, Municipality Vogošća

Zlata Hašimbegović, Head of Office for Quality Control of Sarajevo Canton
Thank you!

Questions?