

BOSNIA AND HERZEGOVINA

| Operational highlights |

- The adoption by the Parliament of Bosnia and Herzegovina (BiH) of the Revised Strategy for the Implementation of Annex VII of the Dayton Peace Agreement was a milestone in the search for durable solutions in the Balkans. The Strategy supports sustainable returns for the 113,400 internally displaced persons (IDPs) in the region while recognizing the need for local integration for those who are unable to return to their areas of origin.
- UNHCR assisted BiH with two major assessments to identify solutions strategies: a participatory assessment in some 160 collective centres hosting 8,000 people of concern, and a survey among the Roma population conducted by the Ministry for Human Rights and Refugees (MHRR). Of the approximately 16,700 Roma who participated in the latter survey, 7 per cent lacked civil or birth registration. In total, the MHRR estimates that there are 30,000 Roma in the country, most of them local Roma who are not displaced. UNHCR estimates that there are up to 5,000 people at risk of statelessness in BiH, including undocumented Roma from Kosovo.
- More than 3,400 people benefited from UNHCR's support in the areas of shelter or self-reliance, the latter through small-scale income generation activities. Some 9,800 people of concern received free legal support, including advice, assistance and representation, in order to improve their access to basic rights.



Persons of concern

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees	Croatia	6,800	1,200	50	12
	Various	180	180	52	45
Asylum-seekers	Serbia	120	120	50	53
	Various	40	40	29	26
IDPs	Bosnia and Herzegovina	113,400	44,800	52	19
Stateless¹	Stateless persons	5,000	100	49	-
Returnees (IDPs)	Various	280	280	49	-
Others of concern	Former internally displaced persons of concern to UNHCR	50,000	-	49	-
	Former Bosnian refugees of concern to UNHCR	2,800	-	49	-
Returnees (refugees)	Various	380	-	49	-
Total		179,000	46,720		

¹ The great majority of this population have yet to have their Bosnian nationality formally recognized.

| Working environment |

Bosnia and Herzegovina (BiH) remains a country characterized by ethno-national political divisions and a complex administrative system. General elections in October were followed by a political stalemate which remains unresolved. Economic development and poverty reduction were hindered by the global economic downturn as well as by local political disputes. The Office of the High Representative (OHR) continued to represent the international community and served as the EU Special Representative for BiH. The mandate of the EU force in the country was extended until the end of 2011.

Slow but steady progress was achieved towards EU accession. BiH's position as a transit country *en route* to the European Union exposed it to mixed flows of migrants and asylum-seekers, albeit to a lesser extent than other countries in the region. However, security concerns appeared to outweigh international protection interests, and asylum space remained weak.

The issue of IDPs, in particular their right to return, and the residual caseload of refugees from Croatia continued to figure prominently in the political discourse. Housing remained a major need, especially for some 8,000 people of concern still living in collective centres. Birth registration and lack of civil-status documentation coupled with an overall lack of awareness on statelessness, hampered access to basic rights for people at risk of statelessness.

| Achievements and impact |

• Main objectives and targets

UNHCR's primary aims in BiH were to improve the capacity of the national authorities to develop a functioning asylum system and reduce statelessness by assisting concerned people to obtain civil documentation. It also sought to strengthen collaboration with the national authorities to end the protracted displacement of more than 113,400 IDPs; help find solutions for some 8,000 vulnerable people residing in collective centres; and reinvigorate efforts to promote durable solutions for the remaining refugees from Croatia. Protection and assistance for victims of gender-based violence was also a priority.

Favourable protection environment

- In June 2010, years of UNHCR advocacy were rewarded by BiH's

adoption of the Revised Strategy for the Implementation of Annex VII of the Dayton Peace Agreement. The Strategy sets the framework for durable solutions for IDPs and proposes measures to support returns while recognizing the need to provide local integration for those unable to return. The achievement was all the more significant given the political instability in the country and the sensitivity of displacement issues.

- UNHCR supported BiH in carrying out a survey among the Roma population as part of the country's Roma Action Plan. Following the survey, an agreement was reached between the MHRR and the NGO *Vasa Prava* to share information in order to promote the identification of people at risk of statelessness. UNHCR provided legal assistance and support to Roma in obtaining civil documentation. A seminar on birth registration provided training for 60 officials and 35 representatives from Roma NGOs.



A family in Zvornik affected by flooding received aid from UNHCR.

Fair protection processes

- UNHCR continued its efforts to support BiH in strengthening its asylum system, and its advocacy led the BiH Constitutional Court to proclaim that the right to seek asylum was a constitutional right. UNHCR monitored and trained legal-aid providers, border police and other public officials. Some 360 asylum-seekers received information on asylum procedures and their rights and obligations; 320 people were represented during asylum procedures; and 13 victims of trafficking were identified and provided with legal advice. The two reception centres for asylum-seekers and refugees largely met international standards; however not all asylum-seekers received timely accommodation.
- Access to rights such as health care, social protection, employment and education, all contingent on civil-status documentation, remained a major problem for people at risk of statelessness, primarily Roma. Significant progress was made in helping undocumented people at risk of statelessness, particularly among the Roma minority, to obtain civil-registration documents. Almost 240 people obtained identification or travel documentation; 610 individuals were assisted with their requests for documentation; and 100 government officials were trained in related areas.

Security from violence and exploitation

- UNHCR worked to ensure access to the national justice system for people of concern by providing legal support and advice. Some 9,800 individuals were assisted, including 430 refugees and asylum-seekers, 1,480 people at risk of statelessness and over 7,900 vulnerable returnees and displaced people. More than 920 interventions in court cases were made in support of 470 IDPs, 440 returnees and 10 Roma at risk of statelessness.

Basic needs and services

- UNHCR met the costs for the management, care and maintenance and community services at the two reception centres hosting asylum-seekers and refugees in BiH. Ninety individuals received basic food parcels and complementary food and 50 received micronutrients. Primary education support and adult vocational, literacy and numeracy training were provided to 160 people in the two centres.
- Psychological support benefited 260 refugees and asylum-seekers, particularly among women, victims of torture, survivors of sexual and gender-based violence and families at risk. Some 90 per cent of the people with psychosocial needs or disabilities improved their level of independence. Specialized assistance was provided to 90 extremely vulnerable older displaced persons.
- Housing support also targeted IDPs and returnees. It was possible to close one collective centre as a result of a UNHCR-led social housing project which benefited 10 displaced people. In addition, 80 people received reconstruction assistance. The electrification of one returnee village and the reconnection of two villages to the local water-supply system were implemented.

Community participation and self-management

- UNHCR undertook a major participatory assessment in the 156 remaining collective centres spread across the country. The result, expected in early 2011, will inform UNHCR's future planning on durable solutions for the 8,000 displaced people still living in collective centres.
- Poor economic conditions and high unemployment rates remained the major obstacles to self-reliance. UNHCR supported the local integration of IDPs through income-generation activities. More than 3,260 people benefited from labour projects in 40 municipalities. Interventions included support to agricultural cooperatives or the provision of greenhouses, seeds, tools, etc. In addition, five local small- to medium-sized enterprises were supported. Nonetheless, 80 per cent of IDPs and returnees continue to live below the poverty line.

Durable solutions

- UNHCR monitored the sustainability of returns among some 4,000 returnees and facilitated their reintegration into their communities through support with housing and income generation, as well as advocacy and other interventions.

Constraints

The internal political situation continued to warrant international attention. Ethno-national political divisions and the complex administrative system made effective governance problematic. The global economic crisis further impoverished the economic environment. Unemployment rates remained high, and close to 20 per cent of the population lived below the national poverty line. BiH's position as a transit country close to the external border of the European Union exposed the country to mixed-migration flows and illegal trafficking and smuggling. The asylum system was managed within the broader context of national security. Roma from Kosovo continued to be marginalized. Even when they were recognized refugees and entitled to the same rights as citizens in employment, education, health care and social welfare, they were not included in the BiH Roma Action Plans.

Financial information

The funding of the operation covered just 40 per cent of the comprehensive needs. Some activities were therefore drastically curtailed. Continuous exchange-rate fluctuations and losses challenged the stability of the operation. Partial compensation, careful implementation and proactive resource mobilization allowed UNHCR to deliver on all key activities, albeit on a reduced scale.

Organization and implementation

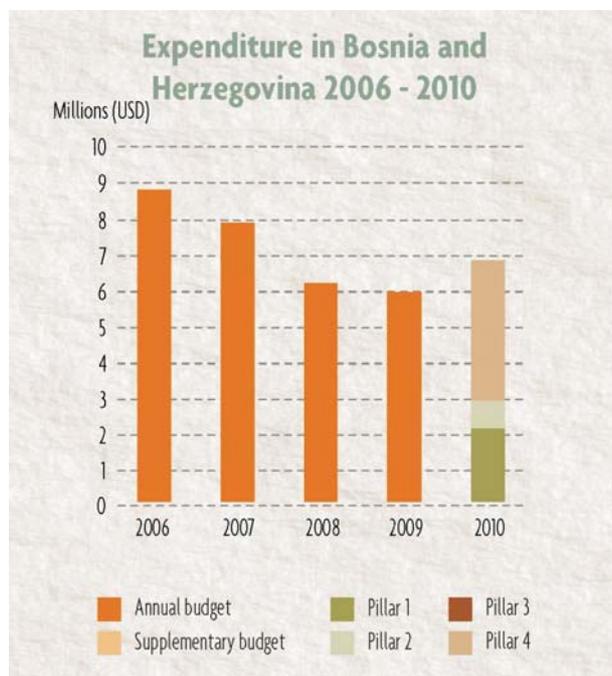
UNHCR operations in BiH were managed by the country office in Sarajevo with the support of a field unit in Banja Luka and a total of 39 staff.

| UNHCR's presence in 2010 |

□ Number of offices	2
□ Total staff	39
International	4
National	28
JPOs	1
UNVs	4
Others	2

| Working with others |

UNHCR worked closely with the BiH ministries dealing with refugee, IDP and statelessness issues, and continued to participate in the State Commission for Refugees and Displaced Persons in an advisory role. Partnerships were also developed with Roma NGOs, the National Minority Council and the Office of the National Coordinator for Anti-Trafficking and Illegal Migration. Collaboration was maintained with the EU Delegation, the Council of Europe Development Bank (CEB), BPRM, EUFOR and the UN Resident Coordinator, NATO, the IMF and the World Bank. UNHCR was an active member of the UN Country Team and participated in the Social Inclusion, HIV and AIDS and DevInfo Working Groups. It was also part of the Annex VII Working Group to develop a joint proposal with UNDP and UNICEF within the framework of the Revised Strategy. UNHCR also collaborated with the governments of Switzerland, Liechtenstein and the Netherlands.



| Overall assessment |

In 2010, UNHCR improved access to asylum procedures by providing all asylum-seekers with relevant protection information and by training 110 officers and inspectors of the Border Police. In addition, the Office strove to make refugee status determination (RSD) procedures fairer and more efficient through advocacy and interventions, assistance and representation, legal and technical support interventions, as well as capacity-building and the training of lawyers and legal counsellors. UNHCR supported voluntary return by providing transport, repatriation grants, legal aid and counselling to those who wished to return to their country of origin.

By the end of the year, more than 4,800 legal actions (including documentation support) had been undertaken on behalf of beneficiaries and over 1,700 necessary documents obtained. UNHCR and the competent authorities agreed to establish a referral mechanism for Roma in need of assistance with birth and civil registration. The agreement will enable municipal centres for social welfare to share relevant data from MHRR on Roma needs with UNHCR's implementing partners in order to provide free legal aid to Roma at risk of statelessness. The signing of the agreement on the referral mechanism is expected to take place in 2011.

UNHCR pursued its advocacy regarding the importance of finding durable solutions beyond return, which culminated in the adoption of the Revised Strategy, and allowed the Office to focus on assisting the authorities in developing and implementing tangible durable solutions. In parallel, UNHCR provided direct assistance to IDPs and returnees. More than 3,800 people were given support to improve their housing and self-reliance through income generation measures. Ensuring access to legal remedies was another high priority in 2010; close to 8,000 IDPs and returnees received free legal aid through interventions in court cases and advocacy.

Partners

Implementing partners

Government: Ministry for Human Rights and Refugees, Ministry of Security
NGOs: *Hilfswerk* Austria International, Catholic Relief Services, Bosnia and Herzegovina Women's Initiative, *Vasa Prava BiH*, Foundation for Local Democracy, Bosnia and Herzegovina Humanitarian Logistics Services, UNV

Operational partners

Government: Federation Ministry for Displaced Persons and Refugees, Republika Srpska Ministry for Refugees and Displaced Persons
Others: Council of Europe Development Bank, BPRM, European Commission, World Bank, UNDP, UNICEF, IOM

Budget, income and expenditure in Bosnia and Herzegovina | USD

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 4 IDP projects	Total
FINAL BUDGET	5,959,717	778,718	12,903,279	19,641,714
Income from contributions ¹	374,368	493,703	307,879	1,175,949
Other funds available	1,710,781	263,128	3,595,369	5,569,278
TOTAL FUNDS AVAILABLE	2,085,148	756,831	3,903,248	6,745,227
EXPENDITURE BREAKDOWN				
<i>Favourable protection environment</i>				
International and regional instruments	9,149	8,225	0	17,374
National legal framework	32,227	14,410	71,527	118,164
National administrative framework	6,020	0	13,841	19,861
Policies towards forced displacement	0	0	26,143	26,143
National and regional migration policy	4,107	0	0	4,107
Prevention of displacement	0	0	98,990	98,990
Prevention of statelessness	0	20,039	0	20,039
Co-operation with partners	22,806	9,787	26,381	58,973
National development policies	4,107	0	17,100	21,207
Public attitudes towards persons of concern	14,601	29,963	18,704	63,268
<i>Non-refoulement</i>	15,201	0	0	15,201
Subtotal	108,217	82,423	272,686	463,326
<i>Fair protection processes and documentation</i>				
Reception conditions	139,510	0	46	139,556
Registration and profiling	10,193	0	71,754	81,947
Access to asylum procedures	100,372	0	0	100,372
Fair and efficient status determination	97,005	0	0	97,005
Family reunification	3,753	0	0	3,753
Individual documentation	57,514	262,774	0	320,287
Civil status documentation	7,076	17,648	0	24,724
Subtotal	415,422	280,422	71,801	767,645
<i>Security from violence and exploitation</i>				
Gender-based violence	26,914	11,184	67,819	105,917
Access to legal remedies	84,993	58,297	156,797	300,086
Subtotal	111,907	69,480	224,616	406,003
<i>Basic needs and essential services</i>				
Nutrition	80,099	0	0	80,099
Shelter and other infrastructure	54,641	0	840,707	895,348
Basic domestic and hygiene items	24,753	0	452,895	477,648
Primary health care	0	21,520	24,545	46,065
HIV and AIDS	3,478	0	0	3,478
Education	8,374	0	0	8,374
Services for groups with specific needs	168,312	0	124,951	293,263
Subtotal	339,658	21,520	1,443,098	1,804,276

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 4 IDP projects	Total
<i>Community participation and self-management</i>				
Participatory assessment and community mobilisation	26,345	34,613	35,010	95,968
Community self-management and equal representation	6,408	0	0	6,408
Self-reliance and livelihoods	169,015	0	1,022,127	1,191,142
Subtotal	201,768	34,613	1,057,137	1,293,517
<i>Durable solutions</i>				
Durable solutions strategy	9,681	0	0	9,681
Voluntary return	385,304	0	138,837	524,141
Rehabilitation and reintegration support	17,831	0	43,545	61,376
Resettlement	31,629	0	0	31,629
Local integration support	45,253	56,585	68,231	170,069
Reduction of statelessness	0	21,183	0	21,183
Subtotal	489,698	77,768	250,613	818,079
<i>External relations</i>				
Donor relations	25,778	17,324	48,166	91,268
Resource mobilisation	19,641	15,226	51,476	86,343
Partnership	8,890	0	24,230	33,120
Public information	23,208	16,307	46,690	86,205
Subtotal	77,516	48,857	170,562	296,936
<i>Logistics and operations support</i>				
Supply chain and logistics	57,865	28,282	36,390	122,537
Programme management, coordination and support	227,879	104,565	338,860	671,303
Subtotal	285,744	132,846	375,250	793,840
Instalments to implementing partners	55,220	8,900	37,486	101,606
Total	2,085,148	756,831	3,903,248	6,745,227

¹ Income from contributions includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) reserve. Contributions towards all pillars are included under Pillar 1.