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## Introduction

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The development of the PRSP/Development strategy BiH in 2002/2003, initiated a new partnership between the government and civil society through establishing mechanisms for civil society input to the policy making. Ahead of us is a new stage in the process with the aim to include and enable civil society organisations for the long-term monitoring of government policies.

This publication is developed within the ICVA project 'Strengthening the role of civil society organisations in monitoring national policies in the area of human rights', aimed to enable civil society organisations to actively participate in monitoring human rights in sectors of environment, social and health protection, and education, where civil society organisations have a longstanding expertise and are engaged in the implementation of activities.

The aim of the publication is to:

- Offer authoritative, detailed human rights indicators to be used by NGOs, government institutions, education institutions, and all others interested, either in human rights, or specific sectoral issues;
- Serve as a tool for active participation of citizens and civil society organisations in monitoring the implementation of policies and activities within the 'Development strategy BiH';
- Initiate a cross-sectoral dialogue within civil society (NGOs, academia/university, organisations for the protection of human rights) resulting in joint efforts in the protection of human rights.

High standards of international documents, general comments and guidelines by the UN human rights treaty bodies, as well as specificities in protecting human rights in the BiH context, were respected in the development of this document.

The following experts, representatives of non-governmental and governmental institutions in the area of human rights and in sectors of environment protection, social and health protection and education, were engaged:

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## **Human rights monitoring of the BiH PRSP**

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*Agnes Picod, UNOHCHR*

The development strategy is a new exercise for BiH and, within this context, the development of a human rights approach is an innovative undertaking. There are no good practices one could rely upon and while this makes the exercise particularly arduous, it also gives much space for creativity.

Beyond the content of the document, the implementation and monitoring phases will constitute the real test for the development strategy, including for the human rights dimension. Independent monitoring by civil society is therefore a crucial element and undertaking to ensure the implementation of a rights-based development strategy and to integrate issues of concern which are not covered by the document itself.

The UN OHCHR Draft Guidelines on a human rights approach to Poverty Reduction link poverty reduction to an obligation, not to charity. A human rights approach presupposes a multi-dimensional definition of poverty. It requires to identify the most vulnerable – those living in poverty as well as those at risk. It aims at the elimination of inequities and discrimination. It looks towards reinforcing or creating mechanisms of accountability. A human rights approach to poverty reduction also requires the inclusion of the most vulnerable for their voice to be heard and for them to be actually empowered to take part in public life and in actions that directly affect them.

Monitoring is fundamental, both to ensure participation of civil society but also to emphasize and foster accountability of those responsible for the protection and realization of all human rights. By monitoring the human rights dimension and implications of the BiH development strategy, civil society aims at reminding duty-holders of their human rights obligations under national and international law, throughout their policies.

This crucial monitoring function can be exercised through a variety of mechanisms. According to their mandate and within their area of responsibility, NGOs which are committed to a human rights monitoring of the Development Strategy will use these indicators to collect information, trace human rights violations and advocate or take appropriate action. Given the lack of data in BiH, the very first step for most NGOS will be to assess the situation on the basis of

this set of indicators. Ulterior phases will be devoted to monitor progress.

This set of indicators should be viewed as an evolving instrument which will be improved as we are building experience.

# **Environment protection**

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Defined priorities within environment protection:

- water resources,
- forest,
- soil,
- public health (food, traffic),
- waste,
- demining/mined areas,
- air,
- natural resources management,
- role of the local institutions in charge for implementation and protection of HR in the environment sector.

## **Common indicators for all priority issues within the environment protection:**

- participation of citizens and their organisations in development and implementation of environment protection policies;
- estimation of the efficiency and responsibility in managing natural resources and the energy;
- existence of the environment protection awareness and education of citizens in the public/media and in educational system;
- percentage of GDP allocated for protection of natural resources;
- number of bodies/positions established for managing the natural resources.

## **Specific indicators:**

### **Water resources:**

1. Percentage of population attached to the water supply system;

2. Percentage population having access to the sewage system;
3. Percentage of territory/population covered with the water purification system;
4. Percentage of communities endangered with the possibility of flood;
5. Size of the area/territory endangered by harmful water influence;
6. Frequency of the water control checks;
7. Envisaged subventions for most vulnerable/poor groups for the access to water supply.

### **Forests:**

1. Percentage of land covered with forest ;
2. Percentage of newly planted forest;
3. Percentage of mined/demined area covered with forest;
4. Percentage of territory with natural inheritance protected;
5. Existence of efficient institutions for control and protection of forest.

### **Soil:**

1. Estimated percentage of arable land transformed into construction land;
2. Estimated percentage of arable but non-usable land due to mines;
3. Estimated percentage of territory/lands exposed to industrial waste (types of waste: generally toxic, chemical);
4. Estimated percentage/number of zones contaminated with uranium;
5. Estimated percentage of human settlements in exposed zones (presence of waste, risks of landslides, etc.);
6. Estimated percentage of cultivated land in exposed zones.

### **Existence of measures taken by the authorities to address the issues:**

7. Availability of information on presence of dangerous products, on toxic impact of certain factories on environment, on natural environmental risks);
8. Existence and frequency of controls of quality of soil (including checking presence of toxic substances);

9. Existence of special measures and places to collect, transport and isolate dangerous, toxic, polluting substances;
10. Control of soil where livestock is raised;
11. Legislative provisions and sanctions envisaged against companies responsible for soil contamination through waste dumping;
12. Existence of measures for demining;
13. Estimation/measurement of poor people's vulnerability to risks and exposure to dangerous substances: desegregation of population living in risky/exposed areas;
14. Existence of projects for revitalisation of degraded/devastated, demined areas and waste dumps;
15. Existence of the urban plans/plans for urban development.

### **Public health:**

1. Transparent, efficient and regular management of veterinary services (number veterinary ambulances, number of controls);
2. Existence of information to the public on quality of food, domestic food and imported products;
3. Activities of consumers' associations on protection and improvement of quality of food;
4. Existence of information to the public on health risks and hazards due to the environment\*;
5. Existence of systematic and free medical examination of populations who are particularly exposed to hazardous environments (in settlements close to a factory, waste disposals)\*.

*(\*listed in the health protection as well)*

### **Waste:**

1. Estimated territory covered with organised collection, transport, and disposal of wastes;
2. Number of illegal waste dumps;
3. Number of illegal waste dumps located in less than five kilometres distance from human settlements;
4. Existence of waste dumps located in proximity of potable water springs/sources;
5. Existence of activities on dislocation/removal of illegal waste dumps;

6. Estimated percentage of population endangered/under risk because of illegal waste disposal or because of the proximity of the waste dumps;
7. Existence of stimulative measures which encourage collection and recycling of different wastes;
8. Existence of studies on waste, including illegal dumping and their effect on the environment;
9. Existence of specific measures concerning dangerous wastes (including collection and transportation processes);
10. Existence of the registry of polluters/waste producers (factories, companies);
11. Existence of legislative provisions against illegal dumping of waste.

### **Area covered with mines/demining:**

1. Estimated percentage of mined territory (type: arable lands, forests, private properties, national parks, rivers, etc.);
2. Percentage of demined areas per year;
3. Number of people suffered from mines, annually;
4. Number of properly marked mine areas;
5. Existence/quantity of educational mine awareness programmes;
6. Estimated percentage of population under the risk of mines.

### **Air:**

1. Estimated percentage of territory covered by monitoring of the quality of air;
2. Existence of the monitoring of polluters;
3. Estimated percentage of consumption of high smoke fuels (thermoelectric power plants, heating plants);
4. Control of the consumption of fossil fuels and emission of carbon dioxide.

## Social and health protection

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The focus in monitoring should be on specially vulnerable groups, such as:

- returnees
- children
- persons with disabilities
- elderly
- unemployed
- Roma (or national minorities)
- *each group will have a gender balanced approach.*

Indicators should be linked to HR related to social and health protection, such as:

- right to housing;
- right to social security;
- right to employment;
- right to health;
- right to adequate food/nutrition;
- right to education within social protection.

### **Common indicators for rights/issues within social and health protection:**

- Existence of legislative provisions relating to implementation of the right to social and health protection (at all levels);
- Proportion of people below general poverty line (for BiH 1,700 KM/year):
  - a) Share of the richest fifth in national expenditure;
  - b) Share of the poorest fifth in national expenditure;
- Percentage of GDP allocated for social protection programmes;
- Level of social disintegration as a concept - either leading towards polarisation, or towards social society (lowest/highest salary, privatisation, living standard).

## Specific indicators within each right:

### Right to adequate housing:

1. Estimated percentage of households without adequate housing:
  - a) percentage of households without any housing;
  - b) percentage of households without adequate housing (over-crowded, damp, structurally unsafe housing or other conditions which affect health);
2. Existence of funds for subvention for housing/rent;
3. Existence of housing programmes for socially vulnerable;
4. Access to housing for persons with physical disabilities;
5. Existence of housing and sanitary inspection;
6. Percentage of households with no access or poor access to basic amenities such as adequate sanitary, safe drinking water, electricity, heating, waste disposal, etc.;
7. Percentage of people/families living in informal/illegal settlements (Roma, DPs);
8. Existence of housing programmes for the poorest (budget allocations);
9. Number of persons on waiting lists for obtaining accommodation including/average length of waiting; (time/measures taken to assist those on such lists in finding temporary housing);
10. Percentage/number of persons in different types of housing tenure by: social or public housing; private rental sector; owner-occupiers; "illegal" sector; and other;
11. Existence of any laws affecting the realisation of the right to housing, including:
  - a) legislation relevant to land use,
  - b) land distribution;
  - c) land allocation,
  - d) expropriations including provisions for compensation;
  - e) land planning, including procedures for community participation;
12. Legislation concerning the rights of tenants:
  - a) to security of tenure;
  - b) to protection from eviction;
  - c) to housing finance and rental control (or subsidy);
  - d) housing affordability, etc;
13. Legislation prohibiting discrimination in the housing sector, including against groups not traditionally protected (Roma);

14. Legislation and measures concerning environmental planning and health in housing and human settlements.

### **Right to social security:**

Social security in the broad sense would encompass medical care as well as benefits or indemnities for economic, social or health situation (e.g. unemployment, retirement, age, maternity, war veterans, illness, invalidity).

1. Percentage of GDP devoted to social security (plus regional distribution);
2. Existence of universal social security;
3. Percentage of population which realises/enjoys the right to permanent social aid;
4. Percentage of population which realises/enjoys the right to temporary and one off support;
5. Non-discriminatory legislation;
6. Issues of implementation (actual discrimination, exclusion, marginalisation in practice);
7. Existence of regional disparities and gaps in level of coverage;
8. Type of social benefits/indemnities provided by government;
9. Number of government institutions within each type of social services/social protection;
10. Number of social protection services provided by NGOs;
11. Number of social workers per 1000 citizens;
12. Number or social programmes for people above 65;
13. Access to financial support/social protection to women during pregnancy and after;
14. Access to social protection to returnees;
15. Existence of, type of and percentage of population excluded from social security/protection;
16. Level of realisation of administrative and judicial decisions consecrating the right to social security;
17. Percentage of children under 15 who work;
18. Percentage of children working on jobs damaging to their moral, health, life threatening, or threatening their development;
19. Existence/type of special prevention and protection measures for children, especially measures to prevent their employment in jobs harmful to their moral or health, or dangerous to life, or likely to hamper their normal development;

20. Access of disabled persons to:
  - a) adequate assistance tools/aids,
  - b) transport,
  - c) housing,
  - d) public institutions.

### **Right to employment:**

1. Official unemployment rate;
2. Share of informal sector in total employment;
3. Existence of assistance programmes for the unemployed (indemnities, training and retraining, education);
4. Estimated percentage of officially registered unemployed persons excluded from social security schemes/social protection/unemployment fees (reasons);
5. Percentage of unemployed benefiting from assistance programmes (existence of criteria for benefiting from such programmes);
6. Equal remuneration and treatment for same work for men and women;
7. Characteristics of employment discrimination;
8. Percentage of population covered with pension/invalid insurance to the total percentage of employed population ;
9. Number of realised rights to previous jobs, according to the 'Law on returnee re-employment (article 143/ FBiH);
10. Percentage of returnees having employment in the place of the return ;
11. Percentage of employed women of the total number of employed ;
12. Percentage of employment of Roma ;
13. Percentage of employment of people with disabilities ;
14. Percentage of disabled persons who have had training/education which improved their access to employment;
15. Existence of programmes and measures to facilitate hiring persons with disabilities.

### **Right to health and health protection:**

1. Percentage of population with access to primary health care facilities;
2. Access to health protection of returnees;
3. Access to health protection of the Roma minorities;

4. Proportion of budget devoted to health/percentage of GDP (distribution at all levels);
5. Existence of a national public health strategy/plan of action;
6. Mortality of children under 5 per 1,000;
7. Infant mortality, under one year, per 1,000;
8. Percentage of children under one year of age immunised against smallpox;
9. Maternal deaths, per 100,000 live-born children;
10. Birth-rate per thousand;
11. Mortality per thousand;
12. Natural growth rate per thousand;
13. TBC cases and rate deaths/100,000;
14. Number of people with AIDS;
15. Number of institutions providing anonymous HIV testing;
16. Treatment of HIV positive related to rights:
  - a) to employment;
  - b) to social security;
  - c) education;
17. Number of hospital beds per 1,000 population;
18. Number of physicians per 1,000 population;
19. Number of realised provisions of orthopaedic aids for people with disabilities;
20. Access to/availability/affordability of essential drugs;
21. Percentage of school-aged children (under 18) covered by free medical checks;
22. Existence of systematic and free medical examination of populations who are particularly exposed to hazardous environments (in settlements close to a factory, waste disposals);
23. Existence of regular and free medical checks for children under 18, for workers exposed to hazards, for women, for the elderly;
24. Existence and availability of education and information concerning the main health issues;
25. Existence of public information on health risks and hazards due to the environment;
26. Health at work:
  - a) existence of measures to improve environmental hygiene,
  - b) existence of measure to improve industrial hygiene;
27. Existence of programmes for prevention of addiction (toxic), specially youth;
28. Existence of counselling services for sexual and reproductive health;
29. Existence of counselling services for youth;
30. Number of institutions specialized in mental care;
31. Number of institutions for the elderly;

32. Number of paediatric institutions;
33. Existence of regional disparities;
34. Existence of urban/rural disparities;
35. Existence of services such as ambulant doctors covering remote areas – especially mountainous zones;
36. Existence of systematic immunization programmes;
37. Percentage of infants covered with systematic immunization programmes (desegregate urban/rural and by sex);
38. Measures to prevent, treat and control epidemic, endemic, occupational and other diseases;
39. Measures to enable or maximize community participation in the planning, organization, operation and control of primary health care;
40. Existence of studies or investigations linking health deficiencies to the quality of environment (diseases related to water or food contamination, air pollution, soil pollution, including the presence of toxic wastes).

#### **Right to adequate food/nutrition:**

1. Percentage of malnourished children below 5 years of age;
2. Percentage of people below daily energy needs;
3. Existence and frequency of quality checks, including veterinary services, check of cultivable lands, etc.

#### **Right to education (within social protection):**

1. Percentage of children with problems in their physical and psychological development or with disability caused by injury or sickness who realise their right to education in regular or specialised schools ;
2. Percentage of children with problems in their physical and psychological development age of 15/18 who realise their right to education either through regular or specialised schools.

# Education

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Indicators within the education are related to rights and ground principles such as:

- Right to equal access to education for all;
- Right of the individual to develop his/her potentials to the maximum;
- Right to independently form the opinion in the process of education;
- Right to life-long education;
- Openness of the educational process to all actors in the society.

## **Common indicators within the education sector:**

- Percentage of GDP devoted to education (division for primary, secondary and high education);
- Level of harmonisation of entity and cantonal laws (for primary and secondary education) with the framework law (Law on primary and secondary education BiH);
- Existence of the common core curricula based on European human rights standards on the whole BiH territory;
- Level of realisation of standards in pre-school and school institutions on issues of:
  - a) safety,
  - b) hygienic conditions,
  - c) equipment and learning materials.

## **Right to equal access to education for all:**

1. Percentage of children covered with pre-school education;
2. Enrolment rate in primary school;
3. Existence of areas deprived of schools such as remote zones, mountainous areas (If so, what measures are taken to ensure enrolment of children living in such areas?);
4. Literacy rate – total population;
5. Literacy rate in the age 15-12 (desegregate by gender);

6. Enrolment rate to secondary schools;
7. Enrolment rate to high education;
8. Rate of accomplished students to enrolled ones for primary, secondary and high education (desegregate by gender);
9. Percentage of primary school pupils who repeated one or more classes/years;
10. Number of public schools in relation to private schools;
11. Respect of the principles of free education for all;
12. Existence of school/university grants;
13. Existence of transparent criteria applied to allocate grants;
14. Percentage of students/grantees in relation to total number of students:
  - a) percentage of students having international grants;
  - b) percentage of students having national grants;
  - c) percentage of students being on study/research visits;
15. Number of 'Two school under one roof' schools;
16. Existence of legislative and practical measures to prohibit discrimination in access to education and schools.

### **The right of an individual to develop his/her capacities and educational potentials to the maximum:**

1. Percentage of national minority children who attend schools/curricula adjusted to their needs;
2. Percentage of children who attend single-nationality schools in multi-ethnic communities;
3. Existence of insulting/insensitive texts (for a national group of pupils) in school textbooks;
4. Percentage of children with special needs who attend regular schools;
5. Existence of particularly vulnerable and disadvantaged groups who are, or might be marginalised from the regular education system (Roma population, returnees, the most indigent);
6. Existence of legislative and practical measures to prohibit discrimination at schools;
7. Ratio of number of teachers to number of students;
8. Ratio of number of students to number of classrooms;
9. Percentage of GDP devoted to scientific-research work;
10. Number of countries that recognise BiH diploma (*though not necessarily a human rights issue*);
11. Level of implementation of standards related to safety, hygiene, equipment, didactic material in pre-school institutions and primary schools ;

12. Existence of mechanisms for upgrading teachers/professors skills/knowledge and mechanisms for adoption of innovative methods in practice.

**The right to freely/independently form the opinion in the education process (related to the aim ‘depolitisation of schools and education process’):**

1. Existence of mechanisms for inclusion of parents and community in the decision-making processes in schools;
2. Number of actively engaged ‘Parents councils’ in relation of the number of primary and secondary schools;
3. Existence of democratic mechanisms in the election of school principals and members of the school board.

**The right for life-long education:**

1. Existence of legislation to ensure conditions for education of the adults, based on life-long studies/education;
2. Existence of re-training and additional training programmes for the unemployed;
3. Existence of literacy programmes for adults.

**Principle of the openness of the educational process to all actors in the society:**

1. Number of public discussions on school curricula for primary, secondary and high education within one school year (related to the quality of the curricula);
2. Existence of material signs/types of corruption in education (‘black price lists’ for marks, instruction/some types, diploma);
3. Existence of non-material signs/types of corruption (gaining references, sexual harassment/blackmail);
4. Number of public debates, newspaper articles, public reports related to the transparent work of educational institutions;
5. Existence of transparent, non-discriminatory and authoritative procedures for the recruitment and promotion of teachers (at all levels);
6. Number of NGOs included in the education process.

## **International and national documents, relevant for all sectors**

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### **Binding international documents ratified by BiH:**

- The Universal Declaration of Human Rights (1948);
- The European Convention for the Protection of Human Rights and Fundamental Freedoms (1950) and Optional Protocols;
- International Covenant on Civil and Political Rights and Protocols (1966 and 1989);
- International Covenant on Economic, Social and Cultural Rights (1966);
- Convention on the Elimination of All Forms of Discrimination Against Women (1979);
- Convention on the Rights of the Child (1989);
- Framework Convention for the Protection of National Minorities (1995);
- European Charter for Regional and Minority Languages (1992);
- International Convention on the Elimination of All Forms of Racial Discrimination (1965);
- Guiding Principles on Internal Displacement (1998).

### **Other important documents relevant for all sectors:**

- UN Millennium Development Goals;
- Poverty Reduction Strategy Programme/Development Strategy BiH;
- Law on Gender Equality;
- Law on the Protection of the Minority Rights;
- Law on Employment FBiH and RS;
- Law on the Access to Information;
- Krakow Declaration for Democratic Society.

## Documents within specific sectors:

### Environment

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#### International documents:

- Stockholm Declaration on Human Environment (1972);
- Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environment Matters (1998), *in the process of ratification*;
- Vienna Convention on the Protection of the Ozone Layer (1985), *Official Gazette BiH 13/94*;
- Framework Convention on Climate Change, Rio de Janeiro (1992), *Official Gazette BiH 19/00*;
- Convention on Biological Diversities, Rio de Janeiro (1992), *BiH signed, ratification in process*;
- Declaration on environment and development, Rio de Janeiro (1992);
- Draft Declaration of Principles on Human Rights and the Environment (1994);
- Kyoto Protocol (1997), *not ratified yet*;
- Paris Convention on Protection of Global Cultural and Natural Heritage (1972), *not ratified yet*;
- Athens Protocol on Protection of the Mediterranean from the Pollution from the Land (1980), *Official Gazette BiH 13/94*;
- London Protocol on Water and Health (1999), *not ratified yet*;
- Basel Convention for Control of Cross-Border Traffic of Hazardous Wastes (1989), *Official Gazette BiH 31/00*;
- UN Resolution on Effects of Illegal Handling and Disposal of Harmful and Dangerous Products and Wastes (2000).

#### National documents:

- National Environmental Action Plan;
- BiH Strategy of Solid Waste;
- Law on the Environment F BiH and RS;
- Law on Air Protection F BiH and RS;
- Law on the Protection of Waters;
- Law on Waste Management F BiH and RS;
- Law on the Environment Fund F BiH and RS.

## Social and health protection

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### International documents:

- The Convention Relating to the Status of Refugees (1951) and Optional Protocol (1967);
- Revised European Social Charter (1961) and Optional Protocol (1996);
- International Convention in the Area of Employment and Profession, ILO (1958);
- Standard Rules for Equal Rights for Disabled People, UN (1993);
- Social Security (Minimum Standards) Convention (1951);
- Geneva Convention on Protection at Work, Health Protection and Working Conditions and Working Environment, (1981), *not ratified yet*;
- Convention on Human Rights and Bio-Medicine (related to protection of human rights and human dignity in relation to biological and medical treatment (1998);
- Declaration on Promotion of Patients Rights in Europe (1994);
- UN Declaration on the Survival, Protection and Development of Children (1990);
- UN Declaration on the Right to Development (1986);
- Alma Ata Declaration – Health for All (1978);
- Declaration on the Rights of Mentally Disabled Persons (1971);
- UN Resolution on Human Rights and HIV/AIDS (1999);
- UN Declaration of Commitment on HIV/AIDS (2000);
- South-Eastern Europe Declaration on HIV/AIDS Prevention and Care (2002);
- UN Resolution on the Rights of People with Special Needs (2000);
- UN Resolution on the Right to Food (2000).

### National documents:

- Law on the employment procedures and social security in the period of seeking employment FBiH and RS;
- Law on Health Protection FBiH and RS;
- Law on Health Insurance FBiH and RS;
- Cantonal Law on Health Protection in FBiH;
- Cantonal Laws on Health Insurance in FBiH;

- Law on social protection, protection of civilian war victims, and on protection of children on the cantonal level in FBiH;
- Law on Social Protection RS;
- Law on the Rights of War Invalids and veteran rights FBiH;
- Law on Rights of War Invalids and Civilian War victims;
- Law on children protection RS;
- Law on pension-disability insurance FBiH and RS;
- Resolution on the Health Policy for All citizens of BiH (*House of Peoples, April 2002*);

# Education

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## International documents:

- Joint Declaration of the Minister's of Education, Bologna (1999);
- Convention Against Discrimination in Education, UNESCO (1960);
- Recommendation concerning Education for International Understanding, Co-operation and Peace and Education relating to Respect of Human Rights and Fundamental Freedoms (1974);
- International Covenant on Economic, Social and Cultural Rights (ICESCR), Articles 13. and 14.;
- Memorandum on Life-long Learning, European Commission (1995);
- Declaration on Principles for Tolerance, UNESCO (1995);
- Framework for Action on Special Needs Education, UNESCO (Salamanca 1994).

## National documents:

- National Plan of Action for Children (2002-2010);
- Interim Agreement on accommodation of specific needs and rights of returnee children (2002);
- Framework Law on Primary and Secondary Education in BiH (*Official Gazette BiH, 18/03*);
- Agreement on the Common Core Curriculum, Entity and Cantonal Ministers and Director of the Department for Education Brčko District, (2003);
- Education Reform Strategy, Peace Implementation Council, Brussels (2003);
- Shared Modernisation Strategy for Primary and General Secondary Education in BiH, EC TEAR (2003);
- NGO Comments and Recommendations for the PRSP, ICVA (2003).

## **Possible sources of information for monitoring (institutions and organisations)**

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### **Common sources of information for all sectors:**

- Statistical institutions;
- Relevant ministries at all levels;
- Ministries of Justice at all levels;
- Ministry for Human Rights and Refugees BiH;
- Ministry for Civil Affairs BiH;
- Courts (municipal and cantonal);
- Media;
- Non-governmental organisations;
- International organisations;
- Institutions and organisation for human rights protection (Ombudsman Offices);
- NGOS for human rights protection;
- Educational institutions;
- Scientific/research institutions;
- Consumers associations;
- Unions;
- Public opinion polls.

### **Sources of information for specific sectors:**

#### **Environment protection**

- Ministries for environment protection at all levels;
- Ministry for urban planning;
- Local government institutions (communities, municipalities);
- Municipal services for building/construction and urban planning;
- Municipal services for infrastructure;
- Public companies for water management (supply and distribution);
- Public companies for forest management;
- Public companies for waste collection, disposal and treatment;
- Public companies, producers of waste, and air pollution;

- Economic system dependent on water supply;
- Institutions for health protection and public health;
- Institute for the protection of cultural, historical and natural heritage;
- Civil protection units, at all levels;
- Faculties for forestry, institutes for forestry;
- Veterinarian faculties, veterinarian institutes (public health);
- Agriculture faculties, agriculture institutes;
- Curricula an primary and secondary schools;
- NGOs engaged in the environment protection and demining;
- Demining agencies (MAC);
- Land-registry/land books;
- Defence ministries (demining);
- SFOR (demining);
- Inspection services.

## **Social and health protection:**

- Ministries for veteran-disability protection;
- Ministries for urban planning;
- Ministries for work, social and children protection;
- Ministry of eternal affairs (police stations at all levels);
- Centres for social work;
- Health insurance funds;
- Institutes for health protection and public health;
- Municipal services for demobilised soldiers and disabled war veterans;
- Services for urbanism and building/construction;
- Municipal services for housing and housing issues;
- Municipal services for infrastructure;
- Offices/departments for returnee's issues;
- NGOs with activities in social and health protection, dealing with the protection of vulnerable groups (children, youth, people with disability, persons with special needs, elderly, Roma minority) and dealing with issues of violence in the family;
- UNHCR;
- Red Cross BiH;
- Associations of returnees;
- Gender centres;
- Building/infrastructure/sanitary inspections;
- Municipal inspection services;

- Work inspections;
- Institutions responsible for the distribution of humanitarian aid in places of return;
- Public transport companies;
- Employment Bureaus;
- Institutions having educational programmes for adults (such as 'Bosanski kulturni centar');
- Institutions/organisations for rehabilitation vocational training of disabled persons;
- Chambers of Commerce,
- Companies for production and distribution/sale of aids for the disabled;
- Pharmacies.

## **Education:**

- Entity and cantonal ministries of education;
- Pedagogic institute RS and other relevant educational institutions;
- Entity institutions for school books and school equipment;
- State agencies for education;
- Municipal offices for education;
- Institutions for special education (children with special needs);
- Special schools (for children with special needs);
- Pre-school institutions;
- Education-pedagogic institutions;
- Universities;
- Secondary schools;
- Primary schools;
- NGOs in the education sector;
- Parent's School Councils;
- Municipalities;
- UNICEF;
- OSCE;
- Scientific- research institutes;
- Polls/questionnaires among students.