



## Project Partners

United Nations  
Development  
Programme (UNDP)

Municipalities and civil  
society organisations

Entity associations of  
municipalities and cities

Directorate for  
European Integration

## Facts and Figures

- EU Contribution: € 3 million
- Duration: November 2008 - March 2011
- Civil society organisations trained on project proposal writing and reporting
- 114 municipal officials trained on project cycle management
- 67 sub-projects implemented by civil society organisations
- 28,000 direct and indirect beneficiaries

# Reform of public administration

## Reinforcement of Local Democracy

### Bosnia and Herzegovina

*“Our primary goal has been to provide better service to our citizens. Thanks to this project we have strengthened our capacities by improving procedures in line with ISO standards, and the project has helped us to involve the general public in the process of decision making. As a result, we have signed cooperation agreements with 67 NGOs and implemented five projects.”*

Damir Hadzic, Mayor of the Novi Grad  
Municipality, Sarajevo

## Context

Citizens often have their least satisfactory experiences with the government when they encounter poor service, corruption or failure to foster safe communities at municipal level. The Reinforcement of Local Democracy project was launched to address these issues and strengthen the cooperation between local authorities and the citizens.

## Objectives

- Encourage local authorities to engage in a meaningful way with local stakeholders by establishing a dialogue with civil society organisations.
- Introduce mechanisms to increase municipal transparency.
- Convince citizens and municipal officials that dialogue should be the norm not the exception.
- Demonstrate that cooperation between municipalities and civil society delivers tangible benefits to all citizens.

## Impact

- 29 municipalities introduced transparent mechanisms for the disbursement of funds to civil society organisations, which were encouraged to raise their professional standards.
- Civil society organisations and municipal officials are better prepared to manage projects.
- More sub-projects are implemented by civil society organisations, with a focus on poverty reduction, social inclusion, gender equality, human rights, the environment, and improving the situation of minorities and vulnerable groups.