COUNTRY FACT SHEET

BOSNIA AND HERZEGOVINA

(October 2014)

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Table of Contents

I. INTRODUCTORY REMARKS .................................................................................................................. 3

II. GENERAL INFORMATION .................................................................................................................... 3
   1. Currency ........................................................................................................................................ 3
   2. Communication ............................................................................................................................... 3

III. PUBLIC ADMINISTRATION IN BOSNIA AND HERZEGOVINA ................................................. 4

IV. SOCIAL SECURITY SYSTEM IN BOSNIA AND HERZEGOVINA ...................................................... 6
   1. Social Welfare ............................................................................................................................... 6
   2. Pensions ....................................................................................................................................... 7

V. EMPLOYMENT IN BOSNIA AND HERZEGOVINA ........................................................................... 8
   1. Labour Market Situation ............................................................................................................... 8
   2. Placement Services ....................................................................................................................... 8
   3. Wages/Salary ............................................................................................................................... 9
   4. Unemployment Assistance ......................................................................................................... 9
   5. Micro Credits .............................................................................................................................10

VI. HEALTH AND MEDICAL CARE IN BOSNIA AND HERZEGOVINA ................................................ 10
   1. Health Insurance ........................................................................................................................10
   2. Organization of the Public Health Care System ......................................................................... 12

VII. EDUCATION IN BOSNIA AND HERZEGOVINA ........................................................................... 13
   1. Federation of Bosnia and Herzegovina ....................................................................................... 13
   2. Republic of Srpska ........................................................................................................................ 15
   3. Private Universities in Bosnia and Herzegovina ....................................................................... 16

VIII. HOUSING IN BOSNIA AND HERZEGOVINA .............................................................................. 17
   1. Repossession Issues .................................................................................................................. 17
   2. Reconstruction/Housing Assistance .......................................................................................... 17
   3. Housing Rental Costs ................................................................................................................... 18
   4. Housing for the Elderly ............................................................................................................... 18

IX. PUBLIC TRANSPORTATION IN BOSNIA AND HERZEGOVINA .................................................... 19
   1. Buses ........................................................................................................................................... 19
   2. Flights .......................................................................................................................................... 19

X. INTERNATIONAL AND NON-GOVERNMENTAL ORGANIZATIONS IN BOSNIA AND HERZEGOVINA .................................................................................................................. 20

XI. LIST OF DIPLOMATIC MISSIONS IN BOSNIA AND HERZEGOVINA ............................................ 22
I. INTRODUCTORY REMARKS

This country Information booklet contains relevant general, social and economic information about Bosnia and Herzegovina and the country and updated information for potential returnees to the country.

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II. GENERAL INFORMATION

1. Currency

The currency that is currently used in Bosnia and Herzegovina is Convertible Mark (BAM/KM). The exchange rate as of October 2014 is: 1 EUR = 1.96 BAM/KM.

Amounts at this brochure are expressed in KM and EUR

2. Communication

The prefix to call to Bosnia and Herzegovina is 00 387.

To call a mobile telephone number the following needs to be dialed:

FEDERATION OF BOSNIA AND HERZEGOVINA (FBIH), REPUBLIC OF SRPSKA (RS) and DISTRICT BRČKO GSM: +387 61, 62, 63 or 65 + phone number.

To call a fix telephone number, the following needs to be dialed: +387, the telephone code of the respective canton and the phone number.

<table>
<thead>
<tr>
<th>Federation Bosnia and Herzegovina</th>
<th>Republic of Srpska</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Canton</strong></td>
<td><strong>Tel.code</strong></td>
</tr>
<tr>
<td>1 UNSKO-SANSKI CANTON</td>
<td>037</td>
</tr>
<tr>
<td>2 POSAVSKI CANTON</td>
<td>031</td>
</tr>
<tr>
<td>3 TUŽLANSKI CANTON</td>
<td>035</td>
</tr>
<tr>
<td>4 ZENIČKO-DOBOJSKI CANTON</td>
<td>032</td>
</tr>
<tr>
<td>5 BOSANSKO-PODRINJSKI CANTON</td>
<td>038</td>
</tr>
<tr>
<td>6 SREDNJO-BOSANSKI CANTON</td>
<td>030</td>
</tr>
<tr>
<td>7 HERCEGOVAČKO-NERETVANSKI C.</td>
<td>036</td>
</tr>
<tr>
<td>8 ZAPADNO-HERCEGOVAČKI C.</td>
<td>039</td>
</tr>
<tr>
<td>9 SARAJEVSKI CANTON</td>
<td>033</td>
</tr>
<tr>
<td>10 HERCEGOVAČKO- BOSANSKI C.</td>
<td>034</td>
</tr>
</tbody>
</table>

DISTRICT BRČKO 049
III. PUBLIC ADMINISTRATION IN BOSNIA AND HERZEGOVINA

The Office of the High Representative (OHR) is the chief civilian peace implementation agency in Bosnia and Herzegovina. The 1995 Dayton Peace Agreement designated the High Representative to oversee the implementation of the civilian aspects of the Peace Agreement on behalf of the international community. He is also tasked with co-ordinating the activities of the civilian organisations and agencies operating in the Bosnia and Herzegovina. For more information visit: www.ohr.int

The political arrangement of Bosnia and Herzegovina was established in the General Framework Agreement for Peace (or the Dayton Accords) signed on 14th December 1995, which introduced a new constitution in Bosnia and Herzegovina. Bosnia and Herzegovina consists of the following entities and District Brčko:

- **Federation of Bosnia and Herzegovina** (51% of the land surface) with their own governments and ministries and the public administration is organized on three levels, on the cantonal (10 cantons) and on the municipal level.
- **Republic of Srpska** (49% of the land surface) with its own government and ministries and the public administration is organized there in two levels – the entity and the municipalities.
- **District Brčko** established by the Office of the High Representative in 1999, as a single administrative unit under the governance of the State Government of Bosnia and Herzegovina.

Some provisions of Brčko District’s Constitution stipulate the following:

- Assembly of the District is responsible for the enforcement;
- Executive board is an executive governmental body;
- District's courts are independent;
- Supervisor for the District establishes and approves members of the commission for the revision of laws;
- Special District police forces are to be established under the control of International Police Task Force
- Citizens take part in both district's and chosen entity's elections;
- Every symbol that represents District Brčko must be politically and ethnically neutral;
- Entity's flag can be displayed but only together with Bosnia and Herzegovina state flag;
- Cyrillic and Latin letters are both officially recognized as legal ones;
- Each citizen can claim issuance of personal documents in any of the three official languages (Bosnian, Serb, and Croat).

The presidency of Bosnia and Herzegovina consists of three members (one Bosnian, one Serb and one Croat), which rotate the position of presidency of Bosnia and Herzegovina. They are elected directly by the people (i.e. the Federation of Bosnia and Herzegovina votes for Bosnian and Croat representatives for the presidency, while Republic of Srpska votes a Serb representative).

According to the last official census, which took place in 1991, Bosnia and Herzegovina had 4.37 million residents. The population consisted of: 43.47% Bosniaks, 31.21% Serbs, 17.38% Croats, 5.54% Yugoslavians, and 2.38% others. In 2000, the CIA Fact Book estimated that population of Bosnia and Herzegovina was 4.02 million and consisted of: 48% Bosniaks, 37.1% Serbs, 14.3% Croats and 0.6% others.

The legal rights of minorities (i.e. individuals who do not belong to one of Bosnia and Herzegovina's (three constitutionally recognized ethnic groups) are equal to those of all people living in BiH.
Cantons / Municipalities in Bosnia and Herzegovina

Largest cities or towns of Bosnia and Herzegovina (BiH) 2014

<table>
<thead>
<tr>
<th>Rank</th>
<th>Name</th>
<th>Division</th>
<th>Pop.</th>
<th>Rank</th>
<th>Name</th>
<th>Division</th>
<th>Pop.</th>
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<tr>
<td>1</td>
<td>Sarajevo</td>
<td>Federation of BiH</td>
<td>438,443</td>
<td>11</td>
<td>Zvornik</td>
<td>Republika Srpska</td>
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<td>2</td>
<td>Banja Luka</td>
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<td>199,999</td>
<td>12</td>
<td>Živinice</td>
<td>Federation of BiH</td>
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<td>3</td>
<td>Tuzla</td>
<td>Federation of BiH</td>
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<td>Bihać</td>
<td>Federation of BiH</td>
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<td>Zenica</td>
<td>Federation of BiH</td>
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<td>Travnik</td>
<td>Federation of BiH</td>
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<td>Bijeljina</td>
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<td>Gradiška</td>
<td>Republika Srpska</td>
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<td>6</td>
<td>Mostar</td>
<td>Federation of BiH</td>
<td>113,169</td>
<td>16</td>
<td>Sanski Most</td>
<td>Federation of BiH</td>
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<td>7</td>
<td>Prijedor</td>
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<td>Lukavac</td>
<td>Federation of BiH</td>
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<td>8</td>
<td>Brčko</td>
<td>Brčko District</td>
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<td>18</td>
<td>Tešanj</td>
<td>Federation of BiH</td>
<td>46,135</td>
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<td>9</td>
<td>Doboj</td>
<td>Republika Srpska</td>
<td>77,223</td>
<td>19</td>
<td>Velika Kladuša</td>
<td>Federation of BiH</td>
<td>44,770</td>
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<td>10</td>
<td>Cazin</td>
<td>Federation of BiH</td>
<td>69,411</td>
<td>20</td>
<td>Srebrenik</td>
<td>Federation of BiH</td>
<td>42,762</td>
</tr>
</tbody>
</table>
IV. SOCIAL SECURITY SYSTEM IN BOSNIA AND HERZEGOVINA

1. Social Welfare

Legislation

The laws on basic social welfare, social welfare of civil victims of the war and social welfare of families with children in Bosnia and Herzegovina provide social welfare benefits for every person who is unable of taking care of herself or himself or who is without basic financial means and who does not have any relatives to take care of him/her.

Individuals who suddenly find themselves in need due to forced migration, repatriation, deceased family members, illness, natural disaster, and/ or release from prison, are also included in the social welfare system in Bosnia and Herzegovina. Approval of claims and the subsequent social welfare services are provided through the municipal Centers for Social Welfare.

A returnee’s status is equal to that of other citizens of Bosnia and Herzegovina when applying for social welfare benefits. She/he must contact the municipal Centre for Social Welfare in the municipality in which the returnee registered residential status upon return to Bosnia and Herzegovina.

In the Federation of Bosnia and Herzegovina, social welfare benefits include: medical insurance for the claimant and his/ her family members; financial assistance amounting to 114 BAM (57 EUR) for one member household + 10% for each additional household member; 50 BAM (25 EUR) per month for utilities (water, sewage, electricity etc), however, some cantons and municipalities are unable provide such commitments (for example the Centre Municipality of Sarajevo). Additional benefits differ between cantons and municipalities.

In the Republic of Srpska, social welfare assistance includes medical insurance for the claimant and his/ her family members and financial assistance amounts up to 41 BAM (21 EUR) per household member.

Preconditions for Obtaining Social Welfare Benefits

To be eligible for welfare benefits, for example: the Central Municipality of Sarajevo requires recipients have:

a.) usable household surface living space of less than 44M²;
b.) total monthly earnings per household member of less than 58.5 BAM (29 EUR).
The age of the claimant and disability are also taken into consideration.

Decisions are made on a case-by-case basis and, approval can take two months or longer after submission of the required documents in part due to the verification process. Once a claim is approved, payment is sporadic due to lack of funds. As a result of this unreliability, returnees and local citizens are unable to depend on social welfare funds and support as a means of survival.

Competent institutions for further information:

- Federation of Bosnia and Herzegovina,
  Ministry of Labor and Social Policy, Marka Marulića br 2, 71000 Sarajevo, Tel: +387 33 661 772, E-mail: info@fmrsp.gov.ba

- Republic of Srpska,
  Ministry of Health and Social Welfare, Trg Republike Srpske 1,78000 Banja Luka, Tel: ++387 51 339 486, Fax: ++387 51 339 652, E-mail: ministerstvo-zdravlja@mzsz.vladars.net
2. Pensions

Legislation

Every citizen of the Federation of Bosnia and Herzegovina and the Republic of Srpska who obtained a pension in Bosnia and Herzegovina before migration has the right to be included in the pension system upon return to Bosnia and Herzegovina. Returnees who did not obtain a pension before migrating can register and start up the procedure for obtaining pension benefits.

On May 18th, 2002 an agreement outlining mutual insurance rights and obligations to pensioners and invalids in Bosnia and Herzegovina was signed by the Public Fund for the Insurance of Pensioners and Invalids of the Republic of Srpska and the Social Fund for the Insurance of Pensioners and Invalids of the Federation of Bosnia and Herzegovina. The agreement stipulates shared responsibilities among the two institutions in Bosnia and Herzegovina accountable for pension payment, defines the procedure for calculating previous work experience, identifies the formula to determine the corresponding pension, and stipulates the preconditions for obtaining a family pension and pension for invalids. Information and documentation exchange between the entities are also subject to the agreement as are the obligation of sharing costs of pensions approved after the agreement was adopted.

Returnees and other citizens who fulfill the conditions from the Law on Pensions and Insurance of Invalids, which are detailed below, can begin the procedure to obtain a pension.

Preconditions for Obtaining a Pension

Approval of and eligibility for pensions in the Federation of Bosnia and Herzegovina and the Republic of Srpska follows similar guidelines. Pensions in both entities are approved automatically for individuals who have accumulated 40 years of work. At the age of 65, men and women in both entities are eligible for a pension if they have accumulated 20 years of work, in Republika Srpska it is 15 years of work. However, women in the Republic of Srpska are subject to different pension regulations than in the Federation of Bosnia and Herzegovina. Women in the Republic of Srpska are automatically approved for pension payment after 35 years of work and are eligible for a pension at the age of 60.

It is also possible to collect a pension for disability resulting from an occupational accident or illness regardless of accumulated years of work experience. If a pensioner who obtained a disability pension passes away, his/her pension can be transferred to the spouse and child that did not finalize education (if child is a student he/she must provide certificate that he/she has passed exams during the school year).

Competent institutions for further information:

- **Federation of Bosnia and Herzegovina**,  
  Federal Institute for Pension, Bišćeveci bb, 88000 Mostar, Tel: +387 36 504 100 ; Fax: +387 36 504 190 and Ložionička 2 ; 71000 Sarajevo Tel: +387 33 723 100; Fax: +387 33 723 200 , E-mail: info@fzmiopio.ba

- **Republic of Srpska**,  
  Public Pension Fund, Bijeljina, Njegoševa 28a, Tel: +387 55 202 939; +387 55 212 660, E-mail: seko_pop@fondpiors.org and info@fondpiors.org

Voluntary Pension Insurance

The Law on Pensions gives all citizens of Bosnia and Herzegovina the option to pay voluntarily pension insurance provided they meet the following requirements:
Citizenship of Bosnia and Herzegovina, in the Federation of Bosnia and Herzegovina or Republic of Srpska;
- Over the age of 18;
- Mandatory schooling completed;
- Working booklet (i.e. working records);
- Identification document;
- Verification of residential registration form by relevant authority (Ministry of Internal Affairs);
- Presentation of a medical report confirming fitness for work.

The costs of voluntary pension insurance are approximately 214 BAM (107 EUR) per month. Payments of pension insurance have been reliable.

The average pension payment in the Federation of Bosnia and Herzegovina in September 2014 was 326.17 BAM (166 EUR). The average pension payment in Republic of Srpska in June 2014 was 325 BAM (166 EUR).

Competent institutions for further information:

- **Federation of Bosnia and Herzegovina**, Ministry of Labor and Social Policy, Sarajevo, Marka Marulića no 2, Tel: +387 33 661 772; E-mail: info@fmrsp.gov.ba.
- **Republic Srpska**, Ministry of Health and Social Welfare, Banja Luka, Trg Republike Srpske 1, Tel: +387 51 339 486: Fax: +387 51 339 652, E-mail: ministarstvo-zdravlja@mzsz.vladars.net

**V. EMPLOYMENT IN BOSNIA AND HERZEGOVINA**

1. Labour Market Situation

There are few opportunities for returnees to Bosnia and Herzegovina to obtain employment in his/her profession due to the unstable economic situation in Bosnia and Herzegovina. Labour force survey was carried out for the eighth time in B&H in April 2013. In the sample of 10,541 households in B&H, where in Federation B&H were 5,996 households, in Republic of Srpska were 3,527 and in Brcko District were 1,018 households. According to these data in B&H labour force numbered 1,133,091 persons and there were 1,485,032 inactive persons. Among the labour force there were 821,600 persons in employment and 311,491 unemployed persons. Among persons in employment, there were 38,569 unpaid family workers. The unemployment rate was 27.5% (26.5% for men and 29% for women). Many people are employed in private sector although they are registered as unemployed by the Centre for Employment. Therefore statistical data is not fully accurate.

2. Placement Services

The right to employment is guaranteed to every citizen of Bosnia and Herzegovina who is registered as unemployed at the Centre for Employment in the residential municipality and older than 18. A returnee to Bosnia and Herzegovina has the same status and can apply for employment in the Municipal Centre for Employment by submitting following required personal documentation:

- Residential registration form verified by the relevant authority (Ministry of Internal Affairs);
- Working booklet (old one or new one issued at the relevant municipal authority);
- Identity card (copy);
- Diploma or certificate on completed schooling/professional education.
3. Wages/Salary

In Bosnia and Herzegovina in July 2014, the average net salary was 836 BAM (429 EUR), and the average gross salary 1,299 BAM (666 EUR).

4. Unemployment Assistance

Individuals who are registered as unemployed at the municipal Centre for Unemployment are entitled to financial support under the following specific conditions:

- The reason for termination of the previous employment (in Bosnia and Herzegovina) must not have been the claimant’s own fault;
- The claimant must have contacted the Municipal Centre for Unemployment within 30 days of employment cessation;
- The claimant must have paid regularly taxes for unemployment for a period of at least 8 months continuously or for a non-continuous period of 8 months during the 18 months prior to the claim for unemployment assistance.

Unemployment assistance varies with the financial situation of the cantonal municipality. In order to be notified of future employment possibilities (even if he/she does not apply for financial assistance) every citizen in the Federation of Bosnia and Herzegovina and in the Republic of Srpska must be registered at the Centre for Employment.

Competent institutions for further information:

- **Federation of Bosnia and Herzegovina**, Employment Institute, Džoke Mazalića 3, 71 000 Sarajevo, Tel: + 387 33 562 900

Cantonal Employment Institutes:
- **Sarajevo**, Džoke Mazalića 3, (Tel/Fax: + 387 33 251 260; 033 204 177)
- **Zenica**, Dr. Adolfa Goldbergera 6, (Tel/Fax: +387 32 448 200; 032 405 173)
- **Tuzla**, Bosne Srebrenice 31, (Tel/Fax: +387 35 228 568; 035 228 573)
- **Mostar**, Kralja Tvrtka 19, (Tel/Fax: +387 36 321 824;)
- **Bihać**, Branišlava Đurđeva 1, (Tel/Fax: +387 37 229 755; 037 229 756)
- **Orašje**, J.25, (Tel/Fax: +387 31 712 306)
- **Goražde**, Maršala Tita 13, (Tel/Fax: +387 38 221 546)
- **Travnik**, Hadžijalibega Hasanpašića bb, (Tel/Fax: +387 30 518 764; 038 501 843)
- **Livno**, Kralja Tvrtka 5, (Tel/Fax: +387 34 203 306)
- **Gruž**, Trg Herceg-Bosne 1, (Tel/Fax:+387 39 661-396; 039 661 398).

- **Republic of Srpska**, Employment Institute, Pale, Srpskih Ratnika 44, Tel/Fax: +387 57 223 107: E-mail: info@zzzrs.net

Regional offices for Employment:
- **Pale**, Srpskih Ratnika 44, (Tel/Fax: +387 57 223 107; 057 227 531)
- **Banja Luka**, Save Mrkalja 14, (Tel/Fax: +387 51 216 266 ; 051 227 531)
- **Bijeljina**, Karadordeva 15, (Tel/Fax: +387 55 211 192; 055 209 669)
- **Doboj**, Kralja Dražutina 68, (Tel/Fax: +387 53 241 037; 053 242 162)
- **Prijedor**, Oslobodilačka Prijedora 4, (Tel/Fax: +387 52 214 522; 052 212 033)
- **Istočno Sarajevo**, Đanjelija Đokića 11, (Tel: +387 57 448)
- **Trebinje**, Kralja Petra I 34, (Tel/Fax: +387 59 272 311; 059 260 181)
5. Micro Credits

Micro-credit schemes exist in Bosnia and Herzegovina since 1997. Micro-credit has become the most widely available financial service for individuals with small or irregular incomes. As such, these individuals are not eligible for credit lines from commercial banks. Micro-credit institutions differ from classical lending institutions as follows:

- Quick and simple access to the credit;
- Crediting conditions adjusted to the client's needs.

Access

Clients of micro-credit highlight the quick and simple access to credit as one of its most important characteristics, more important than the credit rate and other terms of the loan. In general, micro-credit loans are processed within 48 hours. Micro-creditors have their own unique methodology to evaluate business ideas and the repayment abilities of their clients. This special methodology requires a close relationship between the micro-crediting clerk and the client.

Conditions

Micro-creditors have developed various credit services to respond to the different needs and capabilities of their clients. Credit amounts, grace periods, credit rates, and repayment time lines vary. Micro-creditors ensure the repayment of their loans by using an co-signer who guarantees to repay the credit line if necessary. An alternative to this model is the solidarity group, which consists of three to five clients who between themselves guarantee repayment of the loan. Practical experience shows that the solidarity group model creates both trust due to the number of parties involved in the loan process and positive credit histories among clients. These benefits result in client access to higher credit amounts. However, it should be noted that due to the world recession credit conditions are more rigid and credit rates have increased as compared with prior years.

The disadvantages of the micro credit lines are the extreme high interest rates. For example commercial banks are approving credit lines at an interest rate between 8-10% while the micro credit institutions apply a rate between 15 - 18% and sometimes above.

Services

Micro-creditors offer counselling services to their clients including lessons learned from the experience of other clients; an assessment of the client's proposed business; assistance in preparing a business plan; projections of financial flows; and networking amongst clients.

Since the beginning of the world economic crisis, micro credit organizations are facing loan repayment problems as many people in Bosnia and Herzegovina lost their jobs.

List of micro.crediting organisations is available at at www.profitiraj.ba

VI. HEALTH AND MEDICAL CARE IN BOSNIA AND HERZEGOVINA

1. Health Insurance

Legislation

The right to health insurance is guaranteed to employed individuals, pensioners and their spouses, unemployed individuals and their relatives (married couples and children up to 15 years old who are registered at their municipal Centre for Employment), disabled individuals, agricultural workers, and individuals currently receiving social welfare payments. Due to the difficult economic situation in Bosnia and Herzegovina, medical care in the public health sector is not completely free of charge.
Patients must pay a small fee, the amount of which depends on the medical treatment provided.

Health care is free of charge for individuals in the following categories:

- Children up to the age of 15;
- Children between 16 and 18 years old who attend school; Students up to 25 years old;
- Pregnant women and women after delivery until their baby is one year old;
- Minors over 15 years who do not attend school must pay voluntary insurance if they are not covered by another method;
- Individuals older than 65;
- Social welfare beneficiaries;
- Individuals suffering from tuberculosis and other epidemic diseases;
- Individuals suffering from a mental disorder (eligibility requires examination by a special medical commission);
- Individuals in need of dialyses;
- Patients with diabetes using insulin regularly (eligibility requires completion of an examination of the special medical commission);
- Patients suffering from malignant diseases;
- Transplant patients;
- Individuals suffering from dystrophy.

It is important to note that all individuals who fall in one of the categories mentioned above must contact their municipal or cantonal health insurance office with supporting documentation in order to prove their right to receive free health care.

Mentally disabled individuals, provided they meet eligibility requirements, also receive state health insurance. Eligibility must be confirmed by the State Medical Commission, which consists of medical experts who conduct medical examination of the person.

All citizens of Bosnia and Herzegovina, regardless of whether or not they can obtain health insurance through a pension or social welfare, have the option of purchasing voluntary or voluntary extended health insurance.

**Requirements for Voluntary Health Insurance:**

In order to obtain the right to Voluntary Health Insurance, the following is required:

- At least six months of health insurance payments in the amount of 5% of gross salary;
- Medical exam upon request of Health Insurance Office;
- Presentation of identity card (ID) and residential registration form verified by the Ministry of Internal Affairs;
- Application for health insurance;
- Two witnesses with their IDs as signatories of the health insurance contract.

Depending on cantonal regulations, health insurance may be issued one to three months after submission of the application. The monthly cost of voluntary health insurance in the Federation of Bosnia and Herzegovina is about 5% of the gross salary. Family members of the insured person can be insured as well upon submission of:

- For children: birth certificate;
- For adults: birth certificate, ID and working booklet.

The additional cost of health insurance for each family member is 5 USD per month.

Private health institutions and clinics in Bosnia and Herzegovina do not have cooperative agreements
with public health institutions. Therefore, the cost of medical treatment in private clinics must be covered fully by the patient.

Pensioners from the Federation of Bosnia and Herzegovina can obtain health insurance in the Republic of Srpska. Similarly, pensioners from the Republic of Srpska are covered by health insurance in the Federation of Bosnia and Herzegovina.

More than 100 medicaments are fully covered by the Funds for Health Insurance in Bosnia and Herzegovina. Medicaments not included in the list must be paid by the patient. Specific medications not available locally may be provided from abroad through an agreement with local pharmacies. Costs of medications obtained from abroad also must be paid by the patient.

2. Organization of the Public Health Care System

The public health care system in Bosnia and Herzegovina is organized on three levels.

The first level of health care is provided by local first aid center (ambulanta) which offers limited medical treatment. These facilities are located in municipalities that are unable to support a community health centre. The staff of the first aid centre (ambulanta) is generally limited to one general practitioner and three or four nurses. The first aid centers (ambulantas) are primarily for first aid and preventative medicine.

The second level of health care is provided by community health centers (dom zdravlja). Usually, "dom zdravlja" are staffed by one team of general practitioners in addition to several specialists and dentists. "Dom zdravlja" often provide services in the following medical fields: general medicine; pediatric; gynecology; tuberculosis control; occupational health; dentistry; epidemic diseases; psychiatric treatments; ears, nose and throat; ophthalmology and radiology. "Dom zdravlja" also offer pre-employment physical examinations, regular medical checkups for workers and assessments of temporary disabilities for workers. Since 2008 a Family Medicine system is in place: every family has its own family doctor that should be approached initially by patients before being referred to a specialist.

The third level of health care is provided by general and specialized hospitals (General Hospital and Clinical University Centre in Sarajevo, Clinical Hospital Centre in Banja Luka and other hospitals at cantonal/regional level). General hospitals provide health care services for individuals suffering from diseases that cannot be treated at health centers. Specialized hospitals provide health care services for individuals of different age groups that focus on a particular medical specialty. Compared with European standards, the equipment of these institutions is satisfactory. All common surgical operations and clinical treatments are available in these facilities.

Patients can be treated by a hospital outside of their canton/region of residence subject to prior approval by the relevant Insurance Funds. The International Organization for Migration in Bosnia and Herzegovina is able to provide useful information, advice and referrals for treatment in Bosnia and Herzegovina.

Competent institutions for further information:

- Federation of Bosnia and Herzegovina:

  Federal Ministry of Health, Sarajevo, Tel: +387 33 664 635; Fax: +387 33 226 637; E-mail kab.moh@bih.net.ba

  Klinički Centar, Sarajevo, (Tel: +387 33 297 000)
  Državna bolnica, Sarajevo, (Tel: +387 33 285 100)
  Unsko-Sanski Kanton, Ministarstvo zdravstva i socijalne politike, Bihac, (Tel: +387 37 222 770)
  Posavski kanton, Ministarstvo zdravstva, Odžak, (Tel: +387 31 713 353; 713 345; 711 990)
**Tuzlanski Kanton**, Ministarstvo zdravstva, Tuzla, (Tel: +387 35 280 182; 280 511)

**Zenicko-Dobojski Kanton**, Ministarstvo zdravstva, Zenica, (Tel: +387 32 244 618; 246 252; 254 640)

**Bosansko-Podrinjski Kanton**, Ministarstvo zdravstva, Goražde, (Tel: +387 38 228 439; 221 224)

**Srednjo-Bosanski Kanton**, Ministarstvo zdravstva, Travnik, (Tel: +387 30 511 536; 511 219; 818 335)

**Hercegovacko-Neretvanski Kanton**, Ministarstvo zdravstva, Mostar, (Tel: +387 36  326 354; 326 355)

**Zapadno-Hercegovacki Kanton**, Ministarstvo zdravstva, zapošljavanja i socijalne skrbi, Grude, (Tel: +387 39 661 675)

**Sarajevski Kanton**, Ministarstvo zdravlja, Sarajevo, (Tel: +387 33 562 089)

**Zapadno-Bosanski Kanton**, Ministarstvo zdravlja, Livno, (Tel: +387 34 352 914)

- **Republic of Srpska:**

  Ministry of Health and Social Protection, Banja Luka, Tel: +387 51 339 458; 339 484; E-mail mszs@mszs.vladars.net

  Public Fund of Health Insurance, Zdravke Korde 4, 78000 Banja Luka, Tel: +387 51 216 377; +387 51 21 65 95; +387 51 216 596; E-mail; javnost@zdravstvo-srpske.org

**VII. EDUCATION IN BOSNIA AND HERZEGOVINA**

1. **Federation of Bosnia and Herzegovina**

   Education is under the jurisdiction of each Canton separately. In Sarajevo, acceptance of pupils to elementary and secondary schools is in accordance with guidelines laid out by the Cantonal Ministry for Education, Science and Information.

   **Conditions to Continue Education in the Sarajevo Canton**

   Pupils arriving from abroad who wish to continue their education in Sarajevo Canton must translate schooling certificates and other relevant documents that attest the level of education obtained abroad. The translation must be in Bosnian or Croatian and completed by a translator registered with the court (the addresses can be obtained at the municipal courts). It is also possible to translate the necessary documents at Bosnia and Herzegovina embassies or consulates abroad.

   **Primary School**

   - If a pupil by age or by education abroad belongs in a primary school, he/she may continue his/her education in a BiH primary school, regardless of the type of school they went to abroad.

   **Secondary School**

   - If a pupil finished the 8th grade abroad, he/she is considered to have finished primary school and may continue his/her education in a BiH high school.

   - If the school attended while abroad provided a general education, there is no examination requirement to test knowledge on various subjects. However, if a pupil decides to continue his/her education at a technical or vocational school, exams covering the difference in curricula must be taken. These exams are taken after enrollment in the 2nd part of the school year at a time determined by the educational board of the school.

     - Example: If a pupil has finished the 8th grade of a vocational school abroad, he/she may continue in the first grade of the secondary school in Canton Sarajevo without being required to take exams, provided that the difference in subjects is not too large. In cases where the difference in curricula is large and it is difficult to follow
classes, the educational board of the school may require that exams are passed.

Higher Education

- If a pupil has finished the 12th grade of a high school abroad without having a matriculation exam, he/she can continue in the first grade of the higher education institution in Bosnia and Herzegovina. After passing the matriculation exam, he/she has the right to continue his/her education at one of the institutions for higher education in the Federation of Bosnia and Herzegovina.

- If a pupil has already finished secondary school abroad, he/she may continue his/her studies in a higher education institute in Federation of Bosnia and Herzegovina, provided there is no significant difference between curricula. If a significant difference in curricula exists, the pupil must take exams to bridge the difference.

In the Federation of Bosnia and Herzegovina a few cantonal ministries do not charge fees to issue certificates attesting to the equivalence of foreign diplomas. Cantonal ministries are charging fees for these certificates between 600 BAM (300 EUR) and 800 BAM (400 EUR). The entity or the cantonal Ministry of Education recognizes the final certificates and other documents related to the continuation of education.

Verification of diplomas/certificates of graduation from higher education institutes/universities abroad is the responsibility of the Federation of Bosnia and Herzegovina Higher Education Institute that are in charge for the relevant field of study. Verification process takes maximum 2 months period. Fees for verification process are between 600 BAM (300 EUR) and 800 BAM (400 EUR).

Necessary Documents for School Enrolment:

- Application and birth certificate;
- Photocopy of the original certificate of the last grade;
- Authenticated translation of the certificate of last grade attended abroad (one copy);
- Authenticated translation of all certificates relevant to the continuation of education.

Required documents for verification of foreign university diplomas:

Written request for verification is to be submitted to the corresponding faculty in the Federation of Bosnia and Herzegovina, including the following documents:

- Original diploma with Apostil stamp;
- Officially verified translation of previous education certificates;
- Translated curriculum of the university attended abroad.

Although it is not always necessary, it is advisable that returnees wanting to continue education in Bosnia and Herzegovina have original diploma notarized prior to actual return.

Scholarship and Tuition

There are almost no opportunities to receive a student loan in the Federation of Bosnia and Herzegovina.

Each faculty at the beginning of the school year, depending on available funds, offers to new students an opportunity to apply for a scholarship. Selection is based on the school results, minimum average grade required 4.0 out of maximum 5.0. Also, some universities may additionally require a preliminary exam.

In a small number of cases it is possible to obtain a scholarship from a humanitarian NGO (e.g. children without parents) or from a municipality (i.e. in general the student must be at the top of
his/her class with an evaluation of 9.5 and live with his/her family under the poverty line).

A state-funded student (whose costs of education are covered by the Government of the Federation of Bosnia and Herzegovina) should pay a small tuition-fee for his education. Depending on the discipline studied, the tuition fee is different and can range from 100 BAM (50 EUR) for one year for a Student on scholarship to 3000 BAM (1500 EUR) per year for a self-payer student.

Competent institutions for further information:

**Federacija Bosne i Hercegovine**, Ministarstvo obrazovanja, nauke, kulture i sporta, Ante Starčevića bb, Mostar; Tel +387 36 355 700, Fax: +387 36 355 742, Web: www.fmon.gov.ba, E-mail: info@fmon.gov.ba, kabinet@fmon.gov.ba

**Unsko-Sanski Kanton**, Ministarstvo obrazovanja, nauke, kulture i sporta, Alije Đerzeleza br. 6, 77 000 Bihać, Tel: +387 37 222 784, Fax: +387 37 223 004 E-mail:ministarstvo.obrazovanja@vladausk.ba

**Posavski Kanton**, Ministarstvo obrazovanja, nauke, kulture i sporta, Treća ulica 27; 76 000 Orašje Tel: +387 31 713 356 ; +387 31 713 356 ; E-mail: minist.prosvjete.zup.posavske@tel.net.ba

**Tuzlanski Kanton**, Ministarstvo obrazovanja, nauke, kulture i sporta, Slatina 2, 75000 Tuzla;Tel: +387 35 281 296 +387 35 281 296, Fax: +387 35 281 340, E-mail: ministarstvo@monkstk.ba

**Zeničko-Dobojski Kanton**, Ministarstvo obrazovanja, nauke, kulture i sporta, Zmaja od Bosne bb; Zenica, Tel: +387 32 243 120, +387 32 243 120 E-mail: min.obrazovanje@zdk.ba

**Bosansko-Podrinjski Kanton**, Ministarstvo obrazovanja, nauke, kulture i sporta, 1. slavne višegradske brigade 2a; 73 000 Goražde, Tel: +387 38 224 259, Fax: +387 38 220 934, E-mail: obrazovanje@bpkg.gov.ba

**Srednjo-Bosanski Kanton**, Ministarstvo obrazovanja, nauke, kulture i sporta, Stanična br. 43; Travnik, Tel: 030 518 675 , +387 30 518 675, E-mail: minobsbk@bih.net.ba

**Hercegovačko-Neretvanski Kanton**, Ministarstvo obrazovanja, S.Radića 3/III; Mostar, Tel: ++387 36 312 186 , ++387 36 312 186 E-mail: monks@bnpk.gov.ba web: www.monks.ba

**Hercegovačko-Bosanski Kanton**, Ministarstvo obrazovanja, nauke, kulture i sporta, Stjepana Radića 37b; 88 220 Široki Brijeg, Tel: +387 39 703 230, Fax: +387 39 703 235, E-mail: min.prosv.-zh@tel.net.ba

**Sarajevski Kanton**, Ministarstvo obrazovanja, Reisa Džemaludina Čauševića 1; Sarajevo Tel: ++387 33 562 128, Fax: +387 33 562 218 E-mail: monks@ks.gov.ba web: www.monks.ba www.škole.ba

**Hercegovačko-Bosanski Kanton**, Ministarstvo obrazovanja, nauke, kulture i sporta, Stjepana III Kotromanića; 80 000 Livno, Tel: +387 34 200 900, E-mail: minpro_li@net.hr

2. Republic of Srpska

**Conditions to Continue Education in the Republic of Srpska**

Pupils who have finished the 1st to 4th classes of a primary school abroad may continue their education in Republic of Srpska without additional requirements. If a pupil completed his/her 5th to
8th class of a primary school abroad or 1st to 4th class of a high school abroad, exams covering the difference in curricula must be taken.

When the difference in curricula is significant and it would be difficult for the student to follow lessons, the educational board of the school may require exams. Requests to continue schooling in Republic of Srpska are approved within 2 to 10 working days. Pupils from abroad who did not have BIH language classes in their previous school must pass a language exam.

Verification of diplomas/certificates of graduation from higher education institutes/universities abroad is the responsibility of the Republic of Srpska Higher Education Institute that is in charge for the relevant field of study. Verification process takes maximum 3 months period. Fees for verification process are between 600 BAM (300 EUR) and 800 BAM (400 EUR).

**Necessary Documents for School Enrolment:**

- Application and birth certificate;
- Photocopy of the original certificate of the last grade;
- Authenticated translation of the certificate of last grade attended abroad (only one copy);
- Authenticated translation of all certificates relevant to the continuation of education.

**Required documents for verification of foreign university diplomas:**

Written request for verification is to be submitted to the corresponding faculty in Republic of Srpska including the following documents:

- Original diploma with Apostil stamp;
- Officially verified translation of previous education certificates;
- Translated curriculum of the university attended abroad.

It is important to note that there is no state regulations on the fees charged for diploma notification. Each faculty may determine its own fees. Fees for certification vary from one faculty to another; for example, the University in East Sarajevo charges a tax of 400 BAM (200 EUR).

**Scholarship and Tuition**

There are almost no opportunities to receive a student loan in the Republic of Srpska.

Each faculty at the beginning of the school year, depending on available funds, offers to new students an opportunity to apply for a scholarship. Selection is based on the school results minimum average grade required 4.0 out of maximum 5.0. Also, some universities may additionally require a preliminary exam.

In a small number of cases it is possible to obtain a scholarship from a humanitarian NGO (e.g. children without parents) or from a municipality (i.e. in general the student must be at the top of his/her class with an evaluation of 9.5 and live with his/her family under the poverty line).

**Competent institution for further information:**

**Republic of Srpska,** Ministry of Education and Culture, Trg republike Srpske 1, 78000 Banja Luka, Tel: +387 51 338 461; Fax: +387 51 338 853 E-mail: mp@mp.vladars.net

**3. Private Universities in Bosnia and Herzegovina**

Conditions for enrolment in private universities in Bosnia and Herzegovina are the same as for those funded by the government (depending in which entity the university is registered).
The costs of studying in private universities in Bosnia and Herzegovina are between 2500 KM and 10000 KM (1250 EUR and 5000 EUR) per year.

VIII. HOUSING IN BOSNIA AND HERZEGOVINA

Implementation of the property laws in Bosnia and Herzegovina has been finalized in more than 95% of the cases. In some municipalities, the current implementation ratio is lower than in others but in general it is completed.

The Federal Ministry for Housing Issues (Federation of Bosnia and Herzegovina) and the Ministry for Refugees and Displaced Persons of Republic of Srpska still have ministerial departments for housing issues in each municipality wherever needed.

1. Repossession Issues

There is no statute limitation for filing a valid repossession claim for private property. Once the decision to repossess an apartment/house is issued by the municipal authorities to the pre-war owner, the temporary occupant of the apartment receives an eviction order. In the case that the temporary occupant does not have a right to alternative accommodation, a 15 day grace period is provided to leave the occupied property. In the Federation of Bosnia and Herzegovina, the deadline for state owned property repossession claims was October 1999, and June 2000 in the Republic of Srpska.

The property repossession process in Bosnia and Herzegovina is considered largely complete. Guidelines for substantial completion of the property law implementation can be found on http://www.ohr.int/plip.

2. Reconstruction/Housing Assistance

It is difficult to estimate the costs for post war reconstruction of a house. For example, a 9 x 8 m² house with a usable foundation requires approximately 60.000 BAM (30.000 EUR) for reconstruction materials.

In order to receive housing assistance, the returnee has to contact and register with local authorities. It is also recommended that returnees register and stay in contact with the Municipal Department for Refugees. This office provides returnees in need of housing reconstruction with concrete information on new reconstruction programmes and organizations who offer reconstruction assistance.

The final decision on who receives reconstruction assistance is contingent upon criteria of the project donor and the list of candidates for reconstruction available at the municipal Office for Refugees, which is in charge of implementation of reconstruction projects. However, the number of reconstruction projects financed by international donors is steadily decreasing and consequently most current reconstruction projects are now funded largely by BIH state funds. An application for reconstruction assistance does not guarantee that reconstruction aid will be granted.

Priority is given to internally displaced persons (IDPs) and refugees. A large number of IDPs and refugees face eviction from occupied property or have already been evicted and live in rented premises provided by the Municipal Offices of the Ministry for Refugees and Displaced Persons in Republic of Srpska or the Cantonal Ministries ofLabour, Social Welfare, Refugees and Displaced Persons in the Federation of BiH.

Municipal offices are able to provide additional information about opportunities for reconstruction assistance. It is important that returnees contact these offices as soon as possible to be included in ongoing reconstruction programs. A precondition of eligibility for reconstruction assistance is to be registered as a resident of the municipality where reconstruction assistance is being requested.
The Ministry of Refugees and Displaced Persons selects recipients for housing reconstruction assistance in each municipality based on the Government and donor requirements. Ministerial departments for housing issues in each municipality collect reconstruction assistance applications.

Competent institutions for further information:

- **Federation of Bosnia and Herzegovina,**
  Ministry of Labour and Social Policy, Marka Marulića 2, Sarajevo; Tel +387 33 661 772, +387 33 650 685 Fax: +387 33 255 462, Web: [www.fmrs.gov.ba](http://www.fmrs.gov.ba), E-mail: info@fmrs.gov.ba
  Ministry for Refugees and Displaced Persons, Alipašina 41, Sarajevo, Tel: +387 33 663 977, Fax: +387 33 204 552, E-mail: kabinet@fmroi.gov.ba

- **Republic of Srpska,**
  Ministry for Refugees and Displaced persons, Trg Republike Srpske 1, 78000 Banja Luka, Tel: +387 51 338 642, Fax: +387 51 338 847, E-mail: mirl@mirl.vladars.net

3. **Housing Rental Costs**

Housing rental costs in Bosnia and Herzegovina vary depending on location and size of apartment. In some major cities in the Federation of Bosnia and Herzegovina (e.g. Sarajevo) the cost for renting a two-room apartment is between 350 BAM (175 EUR) and 1000 BAM (500 EUR) per month. In the suburbs of major cities and in the centre of smaller towns, rent varies between 200 BAM (100 EUR) and 350 BAM (175 EUR).

In the Republic of Srpska rent is the highest in Banja Luka region where renters pay between 350 (175 EUR) and 600 (300 EUR) BAM per month, while in smaller towns rent for a two-room-apartment ranges from 200 BAM (100 EUR) to 350 BAM (175 EUR).

Rental or purchase of real estate is generally conducted through private real estate agencies or on individual basis. Relevant information on available houses/apartments is available through advertisements in daily/weekly local newspapers, internet adds, local radio and TV stations, etc.

4. **Housing for the Elderly**

Accommodation in nursing home is not free of charge. An elderly person is only accepted if he/she is able to cover his/her expenses and special or medical treatment. Nursing homes are rehabilitated largely through donations. All nursing homes provide living conditions as required by BiH standards.

The Sarajevo Nursing Home charges between 370 BAM (185 EUR) and 570 BAM (285 EUR) per month for a two-bedroom unit and approximately 700 BAM (350 EUR) per month for a single room. Twenty-four hour medical service is provided. Medical treatment home must be covered by health insurance or paid privately. These rates are high compared to the average pension received in BiH. For disabled individuals, the nursing home costs 700 BAM (350 EUR) per month for a single room with intensive medical care. Since there are only a few nursing homes and many demands, it is hard to get accommodation. A list of NGOs dealing with elderly people is listed on pages 26 -27.

Several nursing homes exist in BiH:

<table>
<thead>
<tr>
<th>City</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sarajevo</td>
<td>+387 33 777-260, +387 33 777 237</td>
</tr>
<tr>
<td>Travnik</td>
<td>+387 30 517 530, +387 30 517 520</td>
</tr>
<tr>
<td>Banja Luka</td>
<td>+387 51 300 368, +387 51 305 399</td>
</tr>
<tr>
<td>Prijedor</td>
<td>+387 52 233-750, +387 52 233 751</td>
</tr>
<tr>
<td>Tuzla</td>
<td>+387 35 270 005, +387 35 270 002</td>
</tr>
<tr>
<td>Mostar</td>
<td>+387 36 576-361, +387 36 331 341</td>
</tr>
<tr>
<td>Gorazde</td>
<td>+387 38 228-443, +387 38 240 660</td>
</tr>
</tbody>
</table>
IX. PUBLIC TRANSPORTATION IN BOSNIA AND HERZEGOVINA

Almost every town in Bosnia and Herzegovina has been reconnected with land roads after the war. Responsible public institutions are constantly making efforts in improving their quality.

Railway is still not fully recovered, working with only limited capacity at the local level. There is a railway line Ploce-Mostar-Sarajevo-Zagreb. There is connection from Zagreb to Ljubljana, Budapest, Munich, Vienna, etc.

Bus transport has been established between all cities in Bosnia and Herzegovina.

1. Buses

Ticket prices for some destinations are as follows:

<table>
<thead>
<tr>
<th>Destination</th>
<th>Ticket costs:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sarajevo - Banja Luka</td>
<td>29 BAM (15 EUR)</td>
</tr>
<tr>
<td>Sarajevo - Jajce</td>
<td>24 BAM (12 EUR)</td>
</tr>
<tr>
<td>Sarajevo - Tuzla</td>
<td>20 BAM (10 EUR)</td>
</tr>
<tr>
<td>Sarajevo - Bihać</td>
<td>41 BAM (21 EUR)</td>
</tr>
<tr>
<td>Sarajevo - Mostar</td>
<td>15 BAM (8 EUR)</td>
</tr>
<tr>
<td>Sarajevo - Međugorje</td>
<td>20 BAM (10 EUR)</td>
</tr>
<tr>
<td>East Sarajevo - Srebrenica</td>
<td>18 BAM (9 EUR)</td>
</tr>
<tr>
<td>East Sarajevo - Trebinje</td>
<td>20 BAM (10 EUR)</td>
</tr>
<tr>
<td>East Sarajevo – Vise grad</td>
<td>14 BAM (7 EUR)</td>
</tr>
</tbody>
</table>

2. Flights

The main International Airport is the airport in Sarajevo. There are three more small airports; Banja Luka, Mostar, Tuzla.

The International airport in Banja Luka currently offers regular flights to/from Zurich and Belgrade. The International airport in Mostar currently offers only charter flights to/from Turkey. International airport in Tuzla currently offers summer charter flights to/from Antalya.

Below are estimates of air ticket costs:

<table>
<thead>
<tr>
<th>Destination</th>
<th>Ticket cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vienna/Sarajevo direct flight</td>
<td>582 BAM (291 EUR)</td>
</tr>
<tr>
<td>Vienna/Sarajevo via Ljubljana</td>
<td>674 BAM (344 EUR)</td>
</tr>
<tr>
<td>Munich/Sarajevo direct flight</td>
<td>340 BAM (170 EUR)</td>
</tr>
<tr>
<td>Munic/Sarajevo via Ljubljana</td>
<td>594 BAM (297 EUR)</td>
</tr>
<tr>
<td>Praha/Sarajevo via Budapest</td>
<td>872 BAM (436 EUR)</td>
</tr>
<tr>
<td>Istanbul/Sarajevo direct flight</td>
<td>454 BAM (227 EUR)</td>
</tr>
<tr>
<td>Zagreb/Sarajevo</td>
<td>308 BAM (154 EUR)</td>
</tr>
<tr>
<td>Ljubljana/Sarajevo</td>
<td>395 BAM (198 EUR)</td>
</tr>
<tr>
<td>Belgrade/Sarajevo</td>
<td>205 BAM (103 EUR)</td>
</tr>
<tr>
<td>Zurich/Sarajevo direct flight</td>
<td>420 BAM (215 EUR)</td>
</tr>
<tr>
<td>Geneva/Sarajevo via Vienna</td>
<td>596 BAM (298 EUR)</td>
</tr>
</tbody>
</table>
An important number of International Organizations (IOs), Development Cooperation Agencies and Non Governmental Organizations (NGOs) are still present and operating in Bosnia and Herzegovina.

Below is a list of the main IOs, Development Cooperation Agencies and NGOs. The Municipalities are able to provide the complete list of associations and agencies in a given city or area.

<table>
<thead>
<tr>
<th>International Organizations</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agency</strong></td>
<td><strong>Address</strong></td>
</tr>
<tr>
<td>Council of Europe (CE)</td>
<td>71000 Sarajevo; Fra Grge Martica 2; ++ 387 33 264 360</td>
</tr>
<tr>
<td>European Commission (EC)</td>
<td>71000 Sarajevo; Skenderija 3; ++387 33 254 700</td>
</tr>
<tr>
<td>European Bank for Reconstruction and Development (EBRD)</td>
<td>71000 Sarajevo; Fra Andjela Zvizdovica; ++ 387 33 667 945</td>
</tr>
<tr>
<td>International Commission on Missing Persons (ICMP)</td>
<td>71000 Sarajevo; Alipasina 45a; ++ 387 33 280 800</td>
</tr>
<tr>
<td>International Committee of Red Cross (ICRC)</td>
<td>71000 Sarajevo; Soukbunar 5; ++ 387 33 565 650</td>
</tr>
<tr>
<td>International Demining Fund (ITF)</td>
<td>71000 Sarajevo; Tesanja 1; ++ 387 33 261 180</td>
</tr>
<tr>
<td>International Labor Organization (ILO)</td>
<td>71000 Sarajevo; Zmaja od Bosne bb; ++ 387 33 293 585</td>
</tr>
<tr>
<td>International Monetary Fund (IMF)</td>
<td>71000 Sarajevo; Marsala Tita 25; ++ 387 33 668 167</td>
</tr>
<tr>
<td>International Organization for Migration (IOM)</td>
<td>71000 Sarajevo; Zmaja od Bosne bb; ++ 387 33 293 400</td>
</tr>
<tr>
<td>International Criminal Tribunal for the Former Yugoslavia (UNICTY)</td>
<td>71000 Sarajevo; Aleja Bosne Srebren 3; ++ 387 33 568 530</td>
</tr>
<tr>
<td>NATO Headquarter (NATO HQ) Sarajevo</td>
<td>71000 Sarajevo; Hamdije Kreševljakovića 98; ++ 387 33 495 000</td>
</tr>
<tr>
<td>Office of the High Representative (OHR)</td>
<td>71000 Sarajevo; Emerika Bluma 1; ++ 387 33 283 500</td>
</tr>
<tr>
<td>Organization for Security and Cooperation in Europe (OSCE)</td>
<td>71000 Sarajevo; Fra Andjela Zvizdovica 1; ++ 387 33 752 100</td>
</tr>
<tr>
<td>Regional Environmental Centre (REC)</td>
<td>71000 Sarajevo; Dervisa Numica 6/III; ++ 387 33 713 110</td>
</tr>
<tr>
<td>United Nations International Children’s Emergency Fund (UNICEF)</td>
<td>71000 Sarajevo; Zmaja od Bosne bb; ++ 387 33 293 600</td>
</tr>
<tr>
<td>United Nations Development Programme (UNDP)</td>
<td>71000 Sarajevo; Zmaja od Bosne bb; ++ 387 33 293 450</td>
</tr>
<tr>
<td>United Nations Educational, Scientific and Cultural Organization (UNESCO)</td>
<td>71000 Sarajevo; Zmaja od Bosne bb; ++ 387 33 293 588</td>
</tr>
<tr>
<td>United Nations Women (UNW)</td>
<td>71000 Sarajevo; Zmaja od Bosne bb; ++ 387 33 293 400</td>
</tr>
<tr>
<td>United Nations High Commissioner for Refugees (UNHCR)</td>
<td>71000 Sarajevo; Fra Andjela Zvizdovica, Tower B; ++ 387 33 290 314;</td>
</tr>
<tr>
<td>World Bank Country Office Bosnia and Herzegovina (WB)</td>
<td>71000 Sarajevo; Fra Andjela Zvizdovica 17/B; ++387 33 251 500</td>
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<tr>
<td>International Development Cooperation Agencies</td>
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<tr>
<td><strong>Agency</strong></td>
<td><strong>Address</strong></td>
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<tr>
<td>UK Department For International Development (DFID)</td>
<td>71000 Sarajevo; Hamdije Cemerlica 39a; ++ 387 33 282 200</td>
</tr>
<tr>
<td>Italian Development Cooperation</td>
<td>71000 Sarajevo; Cekalusa 51; ++387 560 170</td>
</tr>
<tr>
<td>Japan International Cooperation Agency (JICA)</td>
<td>71000 Sarajevo; Bistrik 9; ++ 387 33 220 190</td>
</tr>
<tr>
<td>Swiss Development Cooperation (SDC)</td>
<td>71000 Sarajevo; Zmaja od Bosne 11; ++ 387 33 254 030</td>
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<tr>
<td>United States Agency for International Development (USAID)</td>
<td>71000 Sarajevo; Robert Frasure 1; ++ 387 33 704 000</td>
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<th>NGOs dealing with vulnerable groups</th>
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<td><strong>NGO</strong></td>
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<tr>
<td>Medica Zenica</td>
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<tr>
<td>HO Merhamet MDD</td>
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<tr>
<td>Red Cross (Federation of BiH)</td>
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</tbody>
</table>
### Municipal office of the Red Cross.

**Red Cross (Republic of Srpska)**

Dobrovoljnih davalaca krvi 71420 Pale
Tel:+387 57 223 533
Fax:+387 57 223 534
Red Cross of Republic of Srpska has 9 regional offices and 63 local branches

- Social humanitarian activities
- Health care and education
- First Aid
- Blood donations
- Elderly and disabled housing
- Youth
- Counselling services
- Mine awareness

**Ruhama Zenica**

Zije Dizdarevica 30, 32000 Zenica
Tel/Fax: +387 32 246 665.

- Support for vulnerable individuals (e.g. the elderly) including the medical and psychological assistance.

**Woman BiH**

Trg Ivana Kmdelja 3 36000 Mostar
Tel/Fax: +387 36 550 334/550 339

- Care to the elderly and vulnerable (e.g. medical services, socialization, daily meals, travels, social worker assistance etc)
- In-home assistance to non-ambulatory individuals

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### XI. LIST OF DIPLOMATIC MISSIONS IN BOSNIA AND HERZEGOVINA

List of Embassies in Bosnia and Herzegovina
(Please visit [www.embassypages.com/bosnia](http://www.embassypages.com/bosnia))

<table>
<thead>
<tr>
<th>Embassy</th>
<th>Address</th>
<th>Contact Information</th>
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<tr>
<td>Embassy of the Republic of Austria</td>
<td>71000 Sarajevo; Džidžikovac 7;</td>
<td>tel: 033 279 400; fax: 033 668 339</td>
</tr>
<tr>
<td></td>
<td>tel: 033 279 400; fax: 033 668 339</td>
<td><a href="mailto:sarajewo-ob@bmeia.gv.at">sarajewo-ob@bmeia.gv.at</a></td>
</tr>
<tr>
<td>Belgium Diplomatic Bureau</td>
<td>71000 Sarajevo; Grbavička 4</td>
<td>tel: 033 208 362; fax: 033 207 462</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:sarajevo@diplombe.fed.be">sarajevo@diplombe.fed.be</a></td>
<td></td>
</tr>
<tr>
<td>Embassy of the Republic of Bulgaria</td>
<td>71000 Sarajevo; Radnička 30;</td>
<td>tel: 033 668 191; fax: 033 668 182</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Embassy.Sarajevo@mfa.bg">Embassy.Sarajevo@mfa.bg</a></td>
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<tr>
<td>Embassy of the People’s Republic of China</td>
<td>71000 Sarajevo; Braće Begić 17;</td>
<td>tel: 033 215 102; fax: 033 215 108</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:cnembbh@gmail.com">cnembbh@gmail.com</a></td>
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</tr>
<tr>
<td>Embassy of the Republic of Croatia</td>
<td>71000 Sarajevo; Mehmeda Spahe 16;</td>
<td>tel: 033 444 330/1;fax: 033 472 434</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:croemb.sarajevo@mvpei.hr">croemb.sarajevo@mvpei.hr</a></td>
<td></td>
</tr>
<tr>
<td>Embassy of the Czech Republic</td>
<td>71000 Sarajevo; Franjevačka 19;</td>
<td>tel: 033 447 525, 033 446 966; fax: 033 447</td>
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<table>
<thead>
<tr>
<th>Embassy Name</th>
<th>Address in Sarajevo</th>
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<th>Email Address</th>
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<tbody>
<tr>
<td>Embassy of the Arab Republic of Egypt</td>
<td>71000 Sarajevo; Nurudina Gackića 58; tel: 033 666 498; fax: 033 666 499 <a href="mailto:eg_em.sa@bih.net.ba">eg_em.sa@bih.net.ba</a></td>
<td><a href="mailto:sarajevo@embassy.mzv.cz">sarajevo@embassy.mzv.cz</a></td>
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<tr>
<td>Embassy of the French Republic</td>
<td>71000 Sarajevo; Mehmed-bega Kapetanovića Ljubušaka 18; tel: 033 282 050; fax: 033 282 052 <a href="mailto:sarajevo.consulaire@diplomatie.gouv.fr">sarajevo.consulaire@diplomatie.gouv.fr</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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<tr>
<td>Embassy of the Federal Republic of Germany</td>
<td>71000 Sarajevo; Skenderija 3; tel: 033 565 300; fax: 033 203 512 <a href="mailto:info@sarajewo.diplo.de">info@sarajewo.diplo.de</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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<tr>
<td>Embassy of Greece</td>
<td>71000 Sarajevo; Obala Maka Dizdara 1; tel: 033 560 550; fax: 033 203 512 <a href="mailto:greekemb@bih.net.ba">greekemb@bih.net.ba</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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<tr>
<td>Embassy of the Republic of Hungary</td>
<td>71000 Sarajevo; Splitska 2; tel: 033 208 353; fax: 033 268 930 <a href="mailto:hung.emb@bih.net.ba">hung.emb@bih.net.ba</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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</tr>
<tr>
<td>Embassy of the Islamic Republic of Iran</td>
<td>71000 Sarajevo; Obala Maka Dizdara 6; tel: 033 650 210; fax: 033 663 910 <a href="mailto:iries2@bih.net.ba">iries2@bih.net.ba</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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</tr>
<tr>
<td>Embassy of the Italian Republic</td>
<td>71000 Sarajevo; Čekaluša 39; tel: 033 712 100; fax: 033 659 368 <a href="mailto:amb.sarajevo@esteri.it">amb.sarajevo@esteri.it</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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<tr>
<td>Embassy of Japan</td>
<td>71000 Sarajevo; Bistrik 9; tel: 033 209 580; fax: 033 209 583 <a href="mailto:japanbih@bih.net.ba">japanbih@bih.net.ba</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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<tr>
<td>Embassy of the People’s Bureau of the Great Socialist People’s Libyan Arab Jamahiriya (Libya)</td>
<td>71000 Sarajevo; Patriotske lige 45; tel: 033 200 621; fax: 033 226 146 <a href="mailto:libyan_emb_sarajevo@hotmail.com">libyan_emb_sarajevo@hotmail.com</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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<tr>
<td>Embassy of the Republic of Macedonia</td>
<td>71000 Sarajevo; Splitska 57; tel/fax: 033 810 760 <a href="mailto:sarajevo@mfa.gov.mk">sarajevo@mfa.gov.mk</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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<tr>
<td>Embassy of Malaysia</td>
<td>71000 Sarajevo; Radnička 4a; tel: 033 201 578; fax: 033 667 713 <a href="mailto:mwsrijevo@malbih.com.ba">mwsrijevo@malbih.com.ba</a></td>
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<tr>
<td>Embassy of Montenegro</td>
<td>71000 Sarajevo; Talirovića 4; tel: 033 239 925; fax: 033 239 927 <a href="mailto:ambc.zdravkoj@bih.net.ba">ambc.zdravkoj@bih.net.ba</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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<tr>
<td>The Royal Netherlands Embassy</td>
<td>71000 Sarajevo; Grbavića 4; tel: 033 562 600; fax: 033 223 413 <a href="mailto:sar@minibuza.nl">sar@minibuza.nl</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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<tr>
<td>Embassy of the Islamic Republic of Pakistan</td>
<td>71000 Sarajevo; Emerika Bluma 17; tel: 033 211 836; fax: 033 211 837 <a href="mailto:parepsarajevo@yahoo.com">parepsarajevo@yahoo.com</a></td>
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<tr>
<td>Embassy of Palestine</td>
<td>71000 Sarajevo; Dzinina 33; tel: 033 571 446; fax: 033 237 312 <a href="mailto:palesambih@yahoo.com">palesambih@yahoo.com</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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<tr>
<td>Embassy of the Republic of Poland</td>
<td>71000 Sarajevo; Dola 13; tel: 033 201 142; fax: 033 226 844 <a href="mailto:amsar@bih.net.ba">amsar@bih.net.ba</a></td>
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<tr>
<td>Diplomatic Mission of Portugal</td>
<td>71000 Sarajevo; Čobanja 12; tel: 033 200 835; fax: 033 443 117 <a href="mailto:embaport@bih.net.ba">embaport@bih.net.ba</a></td>
<td><a href="mailto:eq.em.sa@bih.net.ba">eq.em.sa@bih.net.ba</a></td>
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<tr>
<td>Embassy of Romania</td>
<td>71000 Sarajevo; Tahtali sokak 13-15; tel: 033 207 447; fax: 033 668 893 <a href="mailto:rumunska@bih.net.ba">rumunska@bih.net.ba</a></td>
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<td>Embassy of the Russian Federation</td>
<td>71000 Sarajevo; Urijan Dedina 93-95; tel: 033 668 147; fax: 033 668 148 <a href="mailto:rusembbih@lsinter.net">rusembbih@lsinter.net</a></td>
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<td>Embassy of the Kingdom of Saudi Arabia</td>
<td>71000 Sarajevo; Kosevo 44; tel: 033 211 862; fax: 033 212 204 <a href="mailto:saudiembassy@epn.ba">saudiembassy@epn.ba</a></td>
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<td>71000 Sarajevo; Obala Maka Dizdara 3a; tel: 033 260 080; fax: 033 221 469 <a href="mailto:srbamba@bih.net.ba">srbamba@bih.net.ba</a></td>
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<tr>
<td>Embassy of the Slovak Republic</td>
<td>71000 Sarajevo; Skopljanska 7; ++ 387 33 716 440 Trnovska 6; tel: 033 716 441; fax: 033 716 410 <a href="mailto:emb.sarajevo@mzv.sk">emb.sarajevo@mzv.sk</a></td>
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<tr>
<td>Embassy of the Republic of Slovenia</td>
<td>71000 Sarajevo; Bentbaša 7; tel: 033 271 261, 033 251 796; fax: 033 271 270, 033 204 318</td>
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<tr>
<td>Embassy of the Kingdom of Spain</td>
<td>71000 Sarajevo; Maguda 18; tel: 033 584 000; fax: 033 539 155 <a href="mailto:emb.sarajevo@mae.es">emb.sarajevo@mae.es</a></td>
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<tr>
<td>The Royal Swedish Embassy</td>
<td>71000 Sarajevo; Ferhadija 20; tel: 033 276 037; fax: 033 276 060 <a href="mailto:ambassaden.sarajevo@foreign.ministry.se">ambassaden.sarajevo@foreign.ministry.se</a></td>
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<tr>
<td>Embassy of the Swiss Confederation</td>
<td>71000 Sarajevo; Zmaja od Bosne 11; tel: 033 275 850; fax: 033 570 120 <a href="mailto:vertretung@sar.eda.admin.ch">vertretung@sar.eda.admin.ch</a></td>
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<td>Embassy of the Republic of Turkey</td>
<td>71000 Sarajevo; Vilsonovo Setaliste bb; tel: 033 568 750; fax: 033 267 261 <a href="mailto:turska@bih.net.ba">turska@bih.net.ba</a> <a href="mailto:turkemb.sarajevo@mfa.gov.tr">turkemb.sarajevo@mfa.gov.tr</a></td>
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<td>Embassy of Ukraine</td>
<td>71000 Sarajevo; Fra Andela Zvizdovića 1; ++ 387 33 295 156</td>
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<td>Embassy of the United Kingdom of Great Britain and Northern Ireland</td>
<td>71000 Sarajevo; Hamdije Cemerlica 39a; tel: 033 282 200; fax: 033 666 131 <a href="mailto:britemb@bih.net.ba">britemb@bih.net.ba</a></td>
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<tr>
<td>Embassy of the United States of America</td>
<td>71000 Sarajevo; Roberta C. Frasure 1; tel: 033 704 000; fax: 033 659 722</td>
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