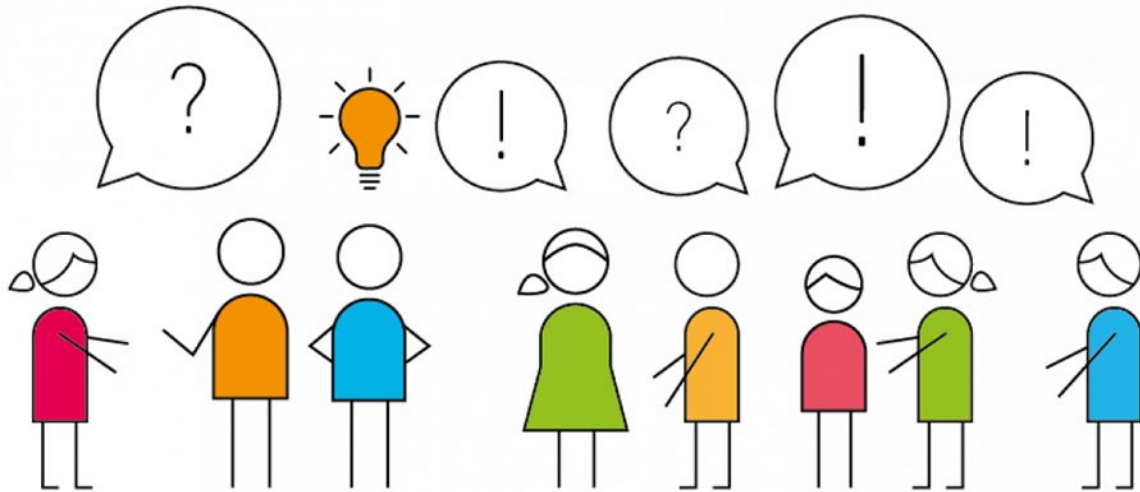


# PROJECT FACTSHEET

Ozone – Open and Accountable Municipalities  
(Small Action Project)

Bosnia and Herzegovina – February 2022



The project provides support to Mayors and municipal staff in establishing specific and measurable goals during the first 2 years of the mandate. It places special emphasis on better communication with citizens regarding their needs and expectations and the progress made by the municipality.

Mayors and the municipal staff of the selected municipalities receive support by experts with governance experience in analysis and setting a New Policy Programme (NPP) with specific and measurable goals during the first 2 years of their mandate. Each NPP includes goals in the areas of communication and participation, budget, social welfare, anti-corruption measures, environmental protection and sustainable development, gender and excluded group analysis. The content of NPP is consistent with existing local development strategies, but also includes internal administrative changes, savings and new practices to strengthen openness and accountability of the municipality towards citizens. Integration of new practices in the municipalities will be supported through a training programme customised for each municipality (e.g., internal and external communication, proactive transparency). Communication platforms (phone, social media, apps) will be established or strengthened for citizen concerns to be easily communicated and responded to in a timely manner, as well as providing frequent and clear updates towards citizens about the progress of the municipality towards the established goals.

The project complements and builds on existing work regarding municipal development planning and citizen participation. Its value is in innovative policies and efforts to strengthen communication regarding municipal policies in an easily understood and accessible way, thus building constituencies for further reforms.

## PROJECT IN BRIEF

### NAME:

Ozone – Open and Accountable Municipalities  
(Small Action Project)

### DOMAIN: LG&MS

### LAND/REGION:

Bihac, Gradiska, Modrica, Centar Sarajevo, Ilidza,  
Novo Sarajevo, Bosnia and Herzegovina

### PARTNERS:

Institute for Development and European Integration  
(IREI)

Local governments

### STARTING POINT / BACKGROUND INFORMATION:

The Ozone Project aims to achieve progress on a persistent gap unaddressed by many governance programmes in Bosnia-Herzegovina – namely to generate and support the political will for more citizen-centred policy at the level of municipalities.

### PROJECT OBJECTIVE:

Mayors' offices in selected municipalities consider citizens' needs and quality of services has improved.

### COSTS: CHF 181.000

### DURATION: 01.05.2021-28.02.2023

## Together, we move forward

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