

**MAPPING OF POTENTIALLY VULNERABLE GROUPS
AND
SOCIAL MONITORING REPORT**

February, 2024

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1. LIST OF ABBREVIATIONS AND ACRONYMS

BiH – Bosnia and Herzegovina

c.m. – cadastral municipality

FBiH – Federation of Bosnia and Herzegovina

FGA – Federal Administration for Geodetic and Real Property Affairs

LC – local community

MoI – Ministry of the Interior

NGO – non-governmental organization

o.s. – old survey

PCF – Penal and Correctional Facility

SWC – Social Welfare Center

2. SUMMARY

This report was prepared as part of the Additional Financing for the Real Estate Registration Project as a continuation of the Real Estate Registration Project in the Federation of Bosnia and Herzegovina. The report presents the analysis, recommendations and findings from the mapping of vulnerable groups and the implementation of social monitoring in fifty-nine political municipalities, with data on 489 cadastral municipalities included in the procedure of systematic harmonization of cadastral and land registry data on real estate in the Federation of Bosnia and Herzegovina. The goal of the vulnerable group mapping process was to identify individuals who may face difficulties in expressing their real estate rights and gaining access to the real estate registration process, i.e., to inform vulnerable groups about activities within the Real Estate Registration Project and Additional Financing for the Real Estate Registration Project. Efforts were made through mapping of vulnerable groups and social monitoring to facilitate the inclusion of vulnerable group members in the process of systematic harmonization of cadastral and land registry data on real estate, as well as to ensure equal treatment of all citizens regardless of their gender, ethnicity or social status. Mapping of vulnerable groups was carried out on the territory of each political municipality, including cadastral municipalities that are part of the procedure of systematic harmonization of cadastral and land registry data on real estate in the Federation of Bosnia and Herzegovina. Reports on the mapping of vulnerable groups were prepared for a total of 59 political municipalities, with data on 489 cadastral municipalities.

3. MAPPING OF POTENTIALLY VULNERABLE GROUPS – METHODOLOGY

Potentially vulnerable groups include members of national minorities (most often Roma), refugees and displaced persons, people with reduced abilities as well as people with special needs, illiterate people, people with severely impaired hearing or vision, deaf and mute people, families of the missing, single mothers, people who own real estate and have been absent from the territory of the cadastral municipality where they own real estate for more than six months.

Two methods were used for mapping potentially vulnerable groups: a qualitative research method and a quantitative research method.

3.1. Qualitative Research Method

The mapping of vulnerable groups using a qualitative research method is performed based on data collected in previous projects by the relevant institutions such as ministries, government institutions, non-governmental organizations, citizens' associations, and others.

The institutions that possess data used in the mapping on certain vulnerable groups, which have previously been defined as groups that require special attention throughout the process of harmonizing cadastral and land registry data, include:

- **BiH Ministry of Human Rights and Refugees (Office for National Minorities)**

The BiH Ministry of Human Rights and Refugees has databases that are relevant for the project of mapping of vulnerable groups. The Office for National Minorities of the aforementioned ministry focuses on the Roma population, which is the largest non-constituent national group in BiH. The Ministry carried out the activity of recording Roma and Roma families in BiH. The results were published in the "Analysis of Identifying Roma Needs".¹ According to these findings, 16,771 Roma live in BiH in a total of 4,308 households.

- **FBiH Ministry of Displaced Persons and Refugees**

Databases containing the needed data are available on the website. The data available to the Ministry were used in the preparation of the report on the mapping of vulnerable groups. Furthermore, the data were verified at the municipal level by the Social Affairs Service or the Service for Veterans and Disability Protection and General Administration.

- **FBiH Ministry of Labor and Social Policy (Department of Social Welfare and Family and Children Protection)**

Data on the total number of social welfare beneficiaries by municipality for a specific year were provided for the purposes of this research. The data were verified at the municipal Social Welfare Centers.

- **Missing Persons Institute**

The Institute has data on missing persons from 1992 to 1995, which was useful in mapping vulnerable groups.

- **Union for Sustainable Return and Integrations (USRI BiH)**

This institution carries out activities aimed at creating conditions for sustainable return of refugees and displaced persons and their integration into social and economic life in the places of return, strengthening cooperation between the private, public and non-governmental sectors, monitoring

¹ Emir Vajzović, Analysis of Identifying Roma Needs, Ministry of Human Rights and refugees, Sarajevo, 2011

the work of all levels of government, and establishing a civil dialogue. The data provided by the Union were used in the mapping of vulnerable groups.

- The Institution of the Human Rights Ombudsman of BiH

The Institution of the Human Rights Ombudsman is an independent institution working to protect the rights of natural and legal persons in accordance with the Constitution of Bosnia and Herzegovina and international treaties included in the annex to the Constitution.

3.2. Quantitative Research Method

Quantitative research method is a technical research method that implies collecting data from the “field”, in this case at the local level, from local institutions and organizations such as social welfare centers, citizens’ associations, representatives of local communities, and individuals who might have specific data on vulnerable groups.

The goal of mapping vulnerable population groups in the territory of political municipalities included in the procedure of systematic harmonization of cadastral and land registry data on real estate in the Federation of Bosnia and Herzegovina within the Real Estate Registration Project and Additional Financing for the Real Estate Registration Project was to collect data on vulnerable groups through previously defined questionnaires: “*Questionnaire for the Mapping of Vulnerable Groups*”, based on the main objectives of this research and the description of the main indicators for the identification of vulnerable groups (Appendix no. 1) and the “*Questionnaire to Identify Difficulties and Proposals for Their Elimination*” (Appendix no. 2) which was used to identify difficulties faced by members of vulnerable groups in connection with the process of systematic harmonization of cadastral and land registry data on real estate, with suggestions on how to facilitate or eliminate the identified difficulties.

In addition to the questionnaire, data on vulnerable groups were collected from the websites of the above institutions and from publications.

3.3. The Questionnaire Method

In the first phase, the Questionnaire for the Mapping of Vulnerable Groups was faxed or e-mailed to state and FBiH institutions, with a request to provide data from their records.

In the first phase of data collection, the following institutions were contacted:

- BiH Ministry of Human Rights and Refugees,
- FBiH Ministry of Displaced Persons and Refugees,
- FBiH Ministry of Labor and Social Policy,
- Missing Persons Institute,
- Union for Sustainable Return and Integrations (USRI BiH)
- Institution of the Human Rights Ombudsman of BiH

In the next phase, data obtained through the Questionnaire from state and FBiH institutions were compared to data obtained from municipal and cantonal services, social welfare centers, and associations. Following telephone conversations, a one-day field visit was organized.

Data were compared to data available from the following institutions:

- Municipal/city/cantonal social welfare centers
- Roma associations active in the municipality/city

- Municipal/city social affairs services
- Municipal/city cadastral offices
- Municipal/city economy and finance services
- Services for veterans and disability protection and general administration
- Local communities within the cadastral municipality
- Municipal courts, departments for execution of criminal and penal sanctions, registry offices
- MoI
- NGOs and citizens' associations

The following chapter presents data on the number of members of vulnerable groups from 59 political municipalities that were included in the procedure of systematic harmonization of cadastral and land registry data on real estate in FBiH within the Real Estate Registration Project and the Additional Financing for the Real Estate Registration Project. This report also includes data on workshops for employees in the land administration sector, public information campaigns, and indicators that will be monitored during the data harmonization process.

The mapping process identified all key authorities, institutions and organizations that provide social assistance and support services in the 59 municipalities. At the outset of the mapping, a socioeconomic analysis of the municipalities was conducted through desk research, determining the number of beneficiaries of the social welfare system, as well as the number of beneficiaries from vulnerable groups.

4. RESULTS OF THE MAPPING OF POTENTIALLY VULNERABLE GROUPS WITHIN THE PROJECT

Nineteen potentially vulnerable categories were identified based on data obtained through the Questionnaire from institutions at the state, FBiH and local level, in 59 political municipalities involved in the process of systematic harmonization of cadastral and land registry data on real estate. (Appendix no. 3)

1. People and families in social need are the most represented category in terms of numbers. (Questionnaire, D.4.)
2. The second most numerous is the category of displaced persons. (Questionnaire, I.6.)
3. People of Roma nationality make up the third largest category. (Questionnaire, D.8.)
4. The fourth category in terms of number of members includes people who require assistance when visiting the cadastral/land registry office. (Questionnaire, P.1.)
5. The fifth category includes people who are without secured livelihood and people unfit for work. (Questionnaire, D.3.)
6. The sixth category in terms of number of members includes elderly people without family care. (Questionnaire, D.2.)
7. The seventh category in terms of number of members includes people with intellectual disability. (Questionnaire, I.4.)
8. The eighth category in terms of number of members includes illiterate people. (Questionnaire, I.1.)
9. The ninth category in terms of number of members includes people who are completely unable to visit the cadastral and/or land registry office. (Questionnaire, P.3.)
10. The tenth category in terms of number of members includes people who need representation. (Questionnaire, P.2.)
11. The eleventh category includes single mothers. (Questionnaire D.7.)
12. The twelfth group includes people who live in a marital union but do not have documents that prove they are married. (Questionnaire, D.5.)
13. The thirteenth category includes people serving a prison sentence. (Questionnaire, P.4.)

14. The fourteenth category includes people who are looking for a missing member of the household. (Questionnaire, D.9.)
15. The fifteenth category includes people who own real estate and who have been absent from the municipality for more than 6 months. (Questionnaire, I.5.)
16. The sixteenth category includes people who live in the municipality and do not have access to the media: newspapers, radio, TV, or the Internet. (Questionnaire, I.3.)
17. The seventeenth category includes people who do not understand the official language used in the municipality. (Questionnaire, I.2.)
18. The eighteenth category includes people who have lost their spouse and do not have real estate ownership documents. (Questionnaire, D.6.)
19. The nineteenth category includes people who do not have identification documents. (Questionnaire, D.1.)

5. SOCIAL MONITORING - METHODOLOGY

The methodological approach for the social monitoring includes:

1. Training of employees in the land administration sector;
2. Public information campaign for all citizens with a focus on vulnerable groups;
3. Monitoring of social monitoring activities using indicators.

5.1. Training of Employees in the Land Administration Sector

The first task under social monitoring activities is to educate employees in the land administration sector about mapping and social monitoring of potentially vulnerable groups. Through a one-day training, the land administration sector staff were presented with the results of the mapping of vulnerable groups, the method by which those results were obtained, and the steps that should be taken to facilitate the inclusion of members of vulnerable groups in the process of harmonizing cadastral and land registry data.

The workshops provided the land administration sector staff with an understanding of the indicators used during the harmonization process to increase the involvement of vulnerable people in the process of data harmonization and registration of ownership and co-ownership in land registries.

The trainings were organized and led by employees of the Federal Administration for Geodetic and Real Property Affairs in accordance with the regular annual training plans within the Real Estate Registration Project and Additional Financing for the Real Estate Registration Project and were conducted following the completion of the mapping of vulnerable groups in each municipality.

Trainings were organized for employees of the competent municipality's cadastral office, project managers for the cadastral part of the process of harmonizing land registry and cadastral data, municipal administration support persons in the process of mapping vulnerable groups and social monitoring, land registry office employees, and temporary land registry assistants in the competent municipal court's land registry office.

During employee training in the land administration sector, a special emphasis was placed on the results of vulnerable group mapping, followed by the activities to be carried out during social monitoring. Employees of the cadastral and land registry offices were given materials in the form of a summary of the results of the mapping of vulnerable groups in the municipality in question, as well as Power Point presentations containing the results of the mapping of vulnerable groups and proposals for eliminating difficulties in the process of harmonizing cadastral and land registry data.

5.2. Public Information Campaign for all Citizens with a Focus on Vulnerable Groups

The second task under social monitoring activities is a public information campaign with a focus on vulnerable groups covering the entire municipality, in which cadastral and land registry data on real estate is systematically harmonized. Electronic media and information campaigns using promotional posters and leaflets were identified as the most effective methods of communicating with vulnerable groups of citizens.

The public information campaign was carried out on two occasions. The first public information campaign ran for ten (10) days before the start of activities in the cadastral offices of municipalities where cadastral and land registry data are harmonized. As part of the activities related to the preparation of data for the implementation of the data harmonization process between the cadaster and the land registry, beneficiaries from the cadastral municipalities included in the harmonization process were invited via local TV stations to check the status of registration in the cadaster and provide more detailed information within the specified deadline. The second public information campaign was carried out after the completion of the activities in the cadastral offices and before the start of the activities related to the land registry offices in the competent municipal courts. As part of the activities related to the initiation of the data harmonization process between the cadaster and the land registry in the land registry office, beneficiaries from the cadastral municipalities included in the harmonization process were invited to report their real estate rights within the specified deadline via local TV stations.

The most effective public information campaign instruments were media campaign (via local radio and TV stations), information through posters (placing posters in the most frequent locations in municipalities where data harmonization activities are carried out), and leaflet distribution (active and passive distribution).

Active distribution refers to the door-to-door distribution of leaflets in settlements where vulnerable groups were identified during the mapping. Passive distribution refers to the placement of information materials in accessible places within local communities, municipal institutions, and citizens' associations.

Religious leaders were also involved in the information campaigns, and in their regular communication with the citizens of a specific municipality, they were able to emphasize the importance of active participation in the activities of harmonizing cadastral and land registry data, as well as to direct them to the competent institutions where the citizens of that municipality could be informed about such activities.

Employees of the Project Implementation Unit were in charge of producing information materials and delivering them to local communities (municipalities).

Employees of the land administration, i.e. project support persons on behalf of the municipal administration, distributed promotional materials to local institutions as part of the process of vulnerable groups mapping and social monitoring, in accordance with the distribution lists submitted by the employees of the Project Implementation Unit and the Agreement on Joint Implementation of the Activities on Systematic Updating and Harmonization of Cadastral and Land Registry Property Data concluded between the local self-government unit and the Federal Administration for Geodetic and Real Property Affairs.

The Project Implementation Unit organized a public information campaign at two levels, as follows:

- medium level – general public information campaign
- local level – local public information campaign

The general public information campaign lasted thirty (30) days, and its primary goal was to inform the public on the significance of real estate registration, real estate owners' rights and obligations to register ownership and co-ownership of real estate, and the importance of keeping up-to-date ownership records. The general public information campaign was implemented through the publication of animated videos about the Project activities on the FTV, BHT, RTRS, NOVA BIH, and OBN television stations, publication of radio clips/jingles about the Project activities on the BH RADIO 1, RADIO FEDERACIJA BIH, Radio RS, RSG, RDV, and Radio Herceg Bosna radio stations, and posting "banners" on the web portals nezavisne.com., bljesak.info, Tuzlanski.ba, krajina.ba and klix.ba.

The local public information campaign lasted 60 days and was carried out after the municipal court issued a notice announcing the establishment of the land registry book. It was implemented through broadcasting radio jingles about the initiated procedures for the replacement and/or establishment of the land registry book on local and national radio stations, as well as publishing information about the deadline for registering real estate rights for the cadastral municipalities in question and posting announcements on web portals. Radio jingles were broadcast twice a day on the local radio station for fifteen days throughout the campaign (3 x 5 days). The radio jingle was then broadcast once a day on national radio stations for 7 days (4 + 3 days).

5.3. Monitoring of Social Monitoring Activities using Indicators

The third task under the social monitoring activities is the monitoring of indicators. The indicators refer to the number of workshops held by employees in the land administration sector, the activities undertaken to mobilize citizens, the passive distribution of information materials, the number of information materials distributed, the number of meetings held with the aim of informing citizens, the number of applications submitted for registration of real estate ownership by people who identified as vulnerable, the number of objections to the harmonization results by people who identified as vulnerable, the number of consultations with representatives of Roma citizens' associations, the number of consultations with citizens' associations from vulnerable groups, and information on the availability of wheelchair access in cadastral and land registry offices.

During the process of harmonizing real estate data between the cadaster and the land registry book, indicators were collected and reported on a quarterly basis. Regular updating of indicators was carried out by a consultant for social affairs, as shown in the table List of Indicators for Social Monitoring (Appendix no. 4), with the assistance of employees from municipal administrations and the land registry office who support the Project.

Records on the number of real estate registration applications submitted by people who identified as members of vulnerable groups (Appendix no. 5) as well as records on the number of complaints filed by people who identified as members of vulnerable groups (Appendix no. 6) were made by temporary land registry clerks at municipal courts.

Municipal administration officers presented quarterly indicators on:

1. the number of mobilization activities undertaken for people from vulnerable groups,
2. the number of information desks set up in the municipality,
3. the number of distributed information materials,
4. the number of meetings held with the aim of informing citizens about the benefits of the data harmonization process,
5. the information on whether a person has been appointed in the municipality to assist vulnerable groups.

Temporary land registry clerks presented quarterly indicators on:

1. the number of applications submitted for registration of real estate ownership by people who identified as vulnerable;
2. the number of complaints filed against harmonization results and decisions on registration of rights by people who identified as vulnerable;
3. the number of information materials distributed.

Social monitoring was conducted concurrently with real estate data harmonization activities with the goal of monitoring the participation of potentially vulnerable groups in real estate data harmonization activities; therefore, an effort was made to ensure that the real estate data harmonization process between the cadaster and the land registry book is inclusive of members of vulnerable groups who are recorded in the municipality's territory.

6. SOCIAL MONITORING RESULTS ACHIEVED UNDER THE PROJECT

Following the collection of data on potentially vulnerable categories, 59 reports on the mapping of potentially vulnerable groups were prepared for 59 political municipalities, which were included in the procedure of systematic harmonization of cadastral and land registry data on real estate in the Federation of Bosnia and Herzegovina as part of the Real Estate Registration Project and Additional Financing for the Real Estate Registration Project, followed by activities defined by the previously adopted social monitoring methodology.

a) Training conducted for employees in the FBiH land administration sector

Employees of the Federal Administration for Geodetic and Real Property Affairs organized trainings for employees in the land administration sector in accordance with the regular annual training plans implemented within the Real Estate Registration Project and Additional Financing for the Real Estate Registration Project. Within the Real Estate Registration Project and Additional Financing for the Real Estate Registration Project, as the continuation of the parent project in the Federation of Bosnia and Herzegovina, a total of 16 trainings related to the mapping results and the goals and activities of social monitoring of potentially vulnerable groups were held with 511 participants from land registry offices, cadastral offices, spatial planning departments, municipalities and municipal courts in the Federation of Bosnia and Herzegovina.

In accordance with the training plan, trainings were held in February, June and October 2015 to present mapping results to temporary land registry assistants, land registry clerks, managers of land registry offices of municipal courts, and employees in municipal departments involved in the second and third phases of data harmonization.

In accordance with the training plan, trainings were held in March and April 2016 to present mapping results to temporary land registry assistants, land registry clerks, managers of land registry offices of municipal courts, employees of cadastral offices, project managers for the cadastral part of the process of harmonization of cadastral and land registry data in municipalities involved in the fourth phase of data harmonization.

In accordance with the training plan, a training was held in March 2017 to present mapping results to temporary land registry assistants, land registry clerks, managers of land registry offices of municipal courts, employees of cadastral offices, project managers for the cadastral part of the process of harmonization of cadastral and land registry data in municipalities involved in the fifth phase of data harmonization.

The COVID-19 pandemic influenced activity dynamics and the Training Plan's implementation in 2020. In September 2020, the Project Implementation Unit organized a three-part online training for land administration employees on mapping results, goals, and activities of social monitoring of potentially vulnerable groups for municipalities and courts involved in the eighth and ninth phases of data harmonization.

In November 2021, land administration employees received online training on mapping results, goals, and activities of social monitoring of potentially vulnerable groups. The employees were provided with the results of the mapping of potentially vulnerable groups for municipalities included in the first phase of the Additional Financing for the Real Estate Registration Project, as well as the steps that needed to be taken to facilitate the inclusion of vulnerable group members in the process of harmonizing land registry and cadastral data.

In May 2022, an online training on mapping results, goals, and activities of social monitoring of potentially vulnerable groups was held for employees of the cadastral office and project managers for the cadastral part of the data harmonization process. Participants were provided with the results of the mapping of potentially vulnerable groups for municipalities included in the second phase of Additional Financing for the Real Estate Registration Project, as well as the steps that needed to be taken to facilitate the inclusion of vulnerable group members in the process of harmonizing land registry and cadastral data. In October 2022, as part of the workshop "Exchange of Experiences and Best Practices under the Additional Financing for the Real Estate Registration Project", a presentation and training on the results of mapping of vulnerable groups was held for land registry office managers.

In February and March 2023, in the land registry offices of the municipal courts in Živinice, Tuzla, Kalesija, Lukavac, Gradačac, Srebrenik, Orašje, Mostar, Čapljina, Čitluk, Ljubuško, Široki Brijeg and Zenica, training sessions with presentations on the topic "Mapping of Vulnerable Groups and Social Monitoring under the Additional Financing for the Real Estate Registration Project" were held for land registry clerks and temporary land registry assistants. Participants were presented with the results of the mapping of vulnerable groups for the municipality in question, the method by which those results were obtained, and the steps that should be taken to facilitate the inclusion of members of vulnerable groups in the process of harmonizing cadastral and land registry data.

In February 2024, training was held for temporary land registry assistants and land registry clerks in the land registry office of the Municipal Court in Sarajevo, as well as for employees of the cadastral office of the Municipality of Ilidža. The results of the mapping of vulnerable groups for this municipality were presented as part of the third phase of Additional Financing for the Real Estate Registration Project.

b) Implemented public information campaigns for citizens

As part of the Project activities, three national (general) public information campaigns were carried out as well as 158 local public information campaigns for 489 cadastral municipalities that were the subject of systematic harmonization of real estate data between the land registry book and the cadaster in the Federation of Bosnia and Herzegovina.

- 1) The first general public information campaign was conducted in October 2015.
- 2) The second general public information campaign was completed in October 2017.
- 3) The third general public information campaign was conducted from October 18 to November 16, 2021.

The first and second general public information campaigns were carried out as part of the Real Estate Registration Project, while the third general public information campaign was carried out as part of Additional Financing for the Real Estate Registration Project.

The campaigns were carried out with the aim of informing the public about the importance of real estate registration, the rights and obligations of real estate owners and co-owners, and the importance of keeping up-to-date ownership records.

The campaigns were implemented through the publication of animated videos about the Project activities ([URL1](#), [URL2](#), [URL3](#)) on the FTV, BHT, RTRS, NOVA BIH, and OBN television stations, publication of radio clips/jingles about the Project activities on the BH RADIO 1, Radio Federacija BIH, Radio RS, RSG, RDV, and Radio Herceg Bosna radio stations, publication of TV reports/interviews, press conferences and posting “banners” on the web portals nezavisne.com., bljesak.info, Tuzlanski.ba, krajina.ba and klix.ba.

Local public information campaigns covered 489 cadastral municipalities from the area of 59 political municipalities included in the systematic harmonization of real estate data between the land registry book and the cadaster through nine phases of the Real Estate Registration Project, three phases of the Additional Financing for the Real Estate Registration Project, and three phases of transferring real estate cadaster data into the land registry; two under the Real Estate Registration Project and one under the Additional Financing for the Real Estate Registration Project.

As part of the Real Estate Registration Project, 32,000 leaflets were printed and distributed to potentially vulnerable groups, 1,000 posters on the cadaster and land registry book, 16,350 leaflets on the cadaster and land registry book, as well as 200 copies of the Booklet on the Implementation of the Real Estate Registration Project in FBiH.

As part of the Additional Financing for the Real Estate Registration Project, 2,500 [leaflets on the cadaster](#), 2,500 [leaflets on the land registry book](#), 10,000 [leaflets for potentially vulnerable groups](#) in Bosnian, Croatian and Romani languages and 300 [posters on the cadaster and land registry book](#) were printed and distributed.

c) Social monitoring through indicators

During the implementation of project activities, persons were appointed to assist vulnerable groups in the process of harmonizing cadastral and land registry data on real estate in municipalities and cities in the Federation of Bosnia and Herzegovina that participated in the Real Estate Registration Project and Additional Financing for the Real Estate Registration Project.

Consultations with Roma association representatives during data harmonization were held on 58 occasions in municipalities and cities where such associations exist.

Furthermore, on 21 occasions, consultations were held with representatives of other associations from municipalities involved in the process of systematic harmonization of cadastral and land registry data on real estate.

All cadastral and land registry offices have accessible entrances for land administration service users who have mobility difficulties.

31 active citizen mobilizations were conducted to participate in the activities of harmonizing cadastral and land registry data on real estate.

Promotional materials and leaflets about the project were distributed to 572 locations in 59 political municipalities that are part of the Real Estate Registration Project and Additional Financing for the Real Estate Registration Project, while posters were distributed to 195 locations. In the municipalities involved in the harmonization process, 185 information desks with promotional materials were set up in easily accessible locations within the institutions. As part of the information campaigns, 42,000 leaflets were distributed for potentially vulnerable groups, 1,300 posters on the cadaster and the land registry book, and 21,350 leaflets on the cadaster and the land registry book.

115 information meetings were held to inform citizens about the benefits and advantages of the procedure for harmonizing real estate data between the land registry book and the cadaster.

Out of a total of thirty courts involved in the procedure of systematic harmonization of cadastral and land registry data on real estate in the Federation of Bosnia and Herzegovina as part of the Real Estate Registration Project and Additional Financing for the Real Estate Registration Project, only temporary land registry clerks in the Municipal Court in Goražde received 347 applications for registration of ownership of real estate by people who identified as members of vulnerable groups, and the Municipal Court in Srebrenik received six.

We are of the opinion that the relatively smaller number of persons who, in the process of harmonizing real estate data within the Project, declared themselves to be members of vulnerable groups, is the result of the fact that members of vulnerable groups who were identified during mapping in the 59 local self-government units that were included in the Project most often they do not have real estate or do not claim real estate in the area of cadastral municipalities that are included in the process of harmonizing real estate data between the cadastre and the land register.

None of the citizens who identified as members of potentially vulnerable groups filed a complaint against the results of data harmonization, i.e. technical data and decisions on real estate registration rights.

Approximately 80% of project activities have been completed in 394 cadastral municipalities from the area of 59 political municipalities, which are included in the procedure of systematic harmonization of cadastral and land registry data on real estate in the Federation of Bosnia and Herzegovina within the Real Estate Registration Project and the Additional Financing for the Real Estate Registration Project.

Appendix no. 1. Questionnaire for the Mapping of Vulnerable Groups

		Federal Administration for Geodetic and Real Property Affairs / Project Implementation Unit for the Real Estate Registration Project								
		<i>Hamdije Kreševljakovića 96, 71 000 Sarajevo</i>								
		<i>Phone: +387 33 586-064 / Fax: +387 33 586-067</i>								
		<i>e-mail: rerp_fbih@fgu.com.ba</i>								
		<i>web: www.fgu.com.ba</i>								
								Cadastral office (Yes/No)	Land registry office (Yes/No)	
		Does the office have a ramp for people with limited mobility or wheelchairs?								
		Is it possible to contact the office by e-mail?								
		Does the office have an information desk where people can get information?								
		Is there free legal aid for people in the municipality where the office is located?								
		Questionnaire for the Mapping of Vulnerable Groups - name of the LSGU								
			Number	Which settlements (villages, neighborhoods, and streets) do people live in?	Institution/organization that has data on the number of people mentioned?			The best way to become acquainted with their rights pertaining to the activities of harmonizing cadastral and land registry data	Are there any protection or aid programs in the municipality for those who engage in similar or identical activities?	
					Name of the institution	Data source	Contact person	Phone		
I - Information	I.1.	How many people in the municipality are illiterate (unable to read, write, or understand what they read)?								
	I.2.	Number of people who do not understand the official language used in the municipality?								
	I.3.	How many people in the municipality do not have access to the media: newspapers, radio, television, or the internet?								

	I.4.	Number of people in the municipality who have intellectual disabilities and are represented by other people or mental health institutions?								
	I.5.	Number of people who own real estate but are absent (for more than six months) from the municipality's territory?								
	I.6.	Number of displaced persons from the municipality?								
P - Access	P.1.	Number of people who require assistance while visiting or calling the cadastral/land registry office (people with limited mobility, hearing problems, extremely ill people, and the elderly)?								
	P.2.	Number of people who need representation because they are unable to speak, hear, or understand the terminology?								
	P.3.	Number of people who are entirely unable to visit the cadastral and/or land registry office (extremely ill people, very old people, people with physical disabilities)								
	P.4.	Number of people who are serving a prison sentence?								
D - Documents	D.1.	Number of people who do not have identification documents?								
	D.2.	Number of elderly people without family care?								
	D.3.	People without secured livelihood and people unfit for work?								
	D.4.	People and families in social need?								
	D.5.	People who live in a marital union but do not have documents that prove they are married?								
	D.6.	Number of people who have lost their spouse and do not have real estate ownership documents?								
	D.7.	Number of single mothers in the municipality?								
	D.8.	Number of Roma people living in the municipality?								
	D.9.	Number of families searching for a missing household member?								

Appendix no 2. Questionnaire to Identify Difficulties and Proposals for Their Elimination

**Federal Administration for Geodetic and Real Property Affairs /
Project Implementation Unit**

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Questionnaire: Identifying difficulties in the process of harmonization of cadastral and land registry data, establishment and replacement of the land registry book and proposals to eliminate the identified difficulties

The Federal Administration for Geodetic and Real Property Affairs conducts activities aimed at mapping vulnerable groups and recording the difficulties that vulnerable group members may face in the process of harmonizing cadastral and land registry data, as well as establishing and replacing the land registry book. In addition, the Federal Administration for Geodetic and Real Property Affairs is attempting to collect proposals for mitigating or eliminating the identified difficulties.

As a result, we kindly ask you to answer the questions listed in the questionnaire. All collected data will be strictly protected and used exclusively to improve the position of vulnerable group members during the cadastral and land registry data harmonization process, as well as the establishment and replacement of the land registry book. The questionnaire is anonymous, which helps to secure your identity.

Date:	
Municipality:	
Belonging to a vulnerable group: (write the name of the vulnerable group)	
Name of the association (if the questions are answered by an association representative):	

1. In your opinion, are members of vulnerable groups in your municipality predominantly men, women, or both men and women equally?
 - a. Men
 - b. Women
 - c. Men and women equally

2. Do you believe that members of vulnerable groups in your municipality face difficulties in the process of harmonizing cadastral and land registry data, establishing and replacing the land registry book?
 - a. Yes
 - b. No

If the answer to the preceding question is YES, move on to question 3. If the answer is NO, move on to question 6.

3. What difficulties do members of vulnerable groups in your municipality face when it comes to harmonizing cadastral and land registry data and establishing and replacing the land registry book. (Write down the answer!)

4. What do you think is causing these problems? (Write down the answer!)

5. In your opinion, have these problems persisted for a long time, not so long, or are they current problems?

- a. For a long time
- b. Not so long
- c. These are current problems

6. Is there free legal aid in your municipality?

- a. Yes
- b. No
- c. He/she does not know

If the answer to the preceding question is “No” or “He/she does not know”, move on to question no. 7. If the answer is “yes”, move on to question no. 8.

7. Do you believe that free legal aid is required in your municipality?

- a. Yes
- b. No

8. In your opinion, what kind of aid should be provided to members of this vulnerable group during the process of harmonizing cadastral and land registry data and the establishment and replacement of the land registry book by the institutions that carry out the aforementioned activities, i.e. the cadastral and land registry offices? (Write down the answer!)

Appendix no 3. Data on the number of members of vulnerable groups by city/municipality

Municipality Čitluk 2021/2022	City of Ljubuški 2021/2022	City of Čapljina 2021/2022	City of Mostar 2021/2022		
	68	40		I.1.	Number of illiterate people (unable to read, write, or understand what they read) in the municipality?
				I.2.	Number of people who do not understand the official language used in the municipality?
				I.3.	Number of people in the municipality who do not have access to the media: newspapers, radio, television, or the internet?
83	55	13	93	I.4.	Number of people in the municipality who have intellectual disabilities and are represented by other people or mental health institutions?
	6			I.5.	Number of people who own real estate but are absent (for more than six months) from the municipality's territory?
39	13	1151	541	I.6.	Number of displaced persons from the municipality?
	134		200	P.1.	Number of people who require assistance while visiting or calling the cadastral/land registry office (people with limited mobility, hearing problems, extremely ill people, and the elderly)?
	134			P.2.	Number of people who need representation because they are unable to speak, hear, or understand the terminology?
	120			P.3.	Number of people who are entirely unable to visit the cadastral and/or land registry office (extremely ill people, very old people, people with physical disabilities)?
1		2	27	P.4.	Number of people who are serving a prison sentence?
	1			D.1.	Number of people who do not have identification documents?
10	79	76	32	D.2.	Number of elderly people without family care?
73	145	8	279	D.3.	People without secured livelihood and people unfit for work?
46	170	421	922	D.4.	People and families in social need?
	4			D.5.	People who live in a marital union but do not have documents that prove they are married?
				D.6.	Number of people who have lost their spouse and do not have real estate ownership documents?
33	5	13		D.7.	Number of single mothers in the municipality?
		40	236	D.8.	Number of Roma people living in the municipality?
				D.9.	Number of families searching for a missing household member?

Municipality Doboј Jug 2017	Municipality Dobretići 2019	Municipality Bugojno 2015	Municipality Novi Travnik 2022	Municipality Travnik 2021/2022	Municipality Busovača 2021/2022	City of Široki Brijeg 2021/2022	City of Stolac 2021/2022	Municipality Posušje 2016
	20					8		26
2								
	997		1365	1473	427	41		
	52		309		3			5
								25
			332					
	16		8	12	2	4		4
			105	90	7	137	83	132
	3		90	71		230	63	132
	23		976	370	96	320		86
			22				24	13
			12	450	148			
5	40				63			

Municipality Ilijaš 2021/2022	Municipality Iliđa 2023	Municipality Centar 2021/2022	Municipality Novi Grad 2016	City of Gorazde 2021/2022	Municipality Novo Sarajevo 2021/2022	Municipality Foča in FBiH 2021/2022	Municipality Domaljevac Šamac 2017	Municipality Doboj Istok 2016
10	91	173	151	70	184	4	15	20
672	250	155	417	632	408			229
60		50	160	839	70	90		
40								
5		127		1	127			3
101	21	74		63	110	8		
45	73			113	94	12	15	92
300	2130	82		327	2297	61	120	92
50				50		10		
300	398	351		53	620			
							8	

Municipality Ključ 2017	Municipality Ravno 2017	Municipality Usora 2017	Municipality Sapna 2017	Municipality Vitez 2016	Municipality Breza 2020	Municipality Vareš 2022	Municipality Vogošća 2021/2022	Municipality Stari Grad 2021/2022
	0				11	26		
	0							
	0							
21	0	12	16	17	13	7	51	112
	0	100						
95	0	24		126	3	179	202	163
37	0		165	456	5		25	35
3	0		16		3	16		
	0	37	200		6			
5	0	1		10	9	2	14	
1	0				1		1	
48	0	48	22	15		15	85	200
43	0	130	42	57	33	34	11	77
745	0	65	350		241	56	1122	140
	0	8	15	520	5	3		
	0	4	6					
30	0		35		48		2	
151	0	18	36	570	96		155	32
92	0							

Municipality Sanski Most 2022	Municipality Bosanski Petrovac 2016	Municipality Bosanska Krupa 2019	City of Bihac 2021/2022	City of Cazin 2015	Municipality Donji Vakuf 2016	Municipality Fojnica 2019	Municipality Gornji Vakuf 2016	Municipality Neum 2017
1109								
67								
118	13	339	150	119		32	50	
	16	314	102		1341	117	516	
435	32			340	12		360	
7				86				
89	60						173	
12	1			11	2	2	1	
22	2	3	45	68	51		95	
35	16	23		12	87	25	12	51
171	150			83	127	290	201	
				38	9			
					61			
	12			16	53			
		118	301	9	148	53	35	
					63			

Municipality Odžak 2021/2022	City of Orašje 2021/2022	City of Srebrenik 2021/2022	City of Gračanica 2021/2022	City of Gradačac 2021/2022	City of Lukavac 2021/2022	City of Živinice 2021/2022	City of Tuzla 2021/2022	Municipality Kalesija 2022	Municipality Velika Kladuša 2021/2022
407						108			
						13			
		41				40			
	12			9	40	432	299		43
13						11			
	134	230		639	214	2365	1317		76
241		520		316	293	127	100	490	15
		77				90	50	15	3
50								136	43
3		9		1		14	68		23
30	126	10	198	224	42		147	245	
531	220	336	321		221	135	757	207	
1024	320		80	486	582	863	1000	269	608
10								40	
						4			
10	9	331				3	111	67	
30	20	5780	273		511	135	1230	320	

Municipality Tomislavgrad 2021/2022	City of Livno 2023	Municipality Kiseljak 2023	Municipality Grude 2021/2022	City of Zenica 2021/2022	Municipality Kakanj 2021/2022	City of Zavidovići 2021/2022	Municipality Tešanj 2021/2022	Municipality Maglaj 2021/2022
70			160			1000		
			5					
		44	74	110	39	20	13	29
				54				
6	198		30	21	251	712	100	111
			320	222	668			395
		41	45	238				
			110			500		227
3			2		41	22		7
3								
9	71		150	135	88	2	270	64
127	93		336	596	128	140	93	65
127	5	382	320	596		318	590	
29	13	34	15	74			40	
		403		1492	2169	133	12	
			6					

Appendix no 4. List of indicators for social monitoring

List of indicators for social monitoring

Municipality: _____

Quarter: _____

		Indicator:	Total:	Description:			Data source/Competent person in the field	Competent person for data collection
INFORMATION	1	Number of trainings held for employees in the land administration sector on mapping and social monitoring of vulnerable groups					Report of the consultant for mapping and social monitoring in the Project Implementation Unit - FGA FBiH	Consultant for mapping vulnerable groups and social monitoring in the Project Implementation Unit - FGA FBiH
	2	Number of mobilization activities for people from vulnerable groups	0	Number of personal invites	Number of special meetings	Number of special info-sessions	Municipal administration support person in the process of mapping vulnerable groups and social monitoring / Report of the consultant for mapping and social monitoring in the Project Implementation Unit - FGA FBiH	Consultant for mapping vulnerable groups and social monitoring in the Project Implementation Unit - FGA FBiH
	3	Number of info desks with information materials distributed in the municipality					Municipal administration support person in the process of mapping vulnerable groups and social monitoring	Consultant for mapping vulnerable groups and social monitoring in the Project Implementation Unit - FGA FBiH
	4	Number of distributed information materials related to the harmonization of cadastral and land registry data	0	Posters	Leaflets	Radio/TV commercials	Municipal administration support person in the process of mapping vulnerable groups and social monitoring	Consultant for mapping vulnerable groups and social monitoring in the Project Implementation Unit - FGA FBiH
PARTICIPATION	5	Number of information meetings for citizens on the benefits of the data harmonization process					Municipal administration support person in the process of mapping vulnerable groups and social monitoring	Consultant for mapping vulnerable groups and social monitoring in the Project Implementation Unit - FGA FBiH
	6	Number of submitted applications for registration of ownership of real estate by people who identified as members of vulnerable groups	0				Temporary land registry clerk/Records on the participation of members of vulnerable groups in the data harmonization process_Application	Consultant for mapping vulnerable groups and social monitoring in the Project Implementation Unit - FGA FBiH
	7	Number of complaints filed against harmonization results and decisions on registration of rights by people who identified as members of vulnerable groups	0				Temporary land registry clerk/Records on the participation of members of vulnerable groups in the data harmonization process_Complaint	Consultant for mapping vulnerable groups and social monitoring in the Project Implementation Unit - FGA FBiH
ACTIVITIES OF PROVIDING SUPPORT TO PEOPLE REGISTERED AS VULNERABLE	8	Is there a designated person (e.g., a social worker) who will provide assistance to vulnerable groups during data harmonization in the municipality?	YES		NO	Municipal administration support person in the process of mapping vulnerable groups and social monitoring / Report of the consultant for mapping and social monitoring in the Project Implementation Unit - FGA FBiH		Consultant for mapping vulnerable groups and social monitoring in the Project Implementation Unit - FGA FBiH
	Specify the institution, level of competence and current position:							
	9	Were any consultations held with a Roma population representative during the data harmonization process?	YES	NO		Report of the consultant for mapping and social monitoring in the Project Implementation Unit - FGA FBiH		Consultant for mapping vulnerable groups and social monitoring in the Project Implementation Unit - FGA FBiH
	10	Were any consultations held with the offices/associations of other vulnerable groups designated in the municipality?	YES		NO	Report of the consultant for mapping and social monitoring in the Project Implementation Unit - FGA FBiH		Consultant for mapping vulnerable groups and social monitoring in the Project Implementation Unit - FGA FBiH
State which ones:								
11	Is there access for people with limited mobility (people in wheelchairs)?	LR office YES	LR office NO	Cadastral office YES	Cadastral office NO	Questionnaire for mapping vulnerable groups		Consultant for mapping vulnerable groups and social monitoring in the Project Implementation Unit - FGA FBiH

Appendix no 5. Template form, participation of members of vulnerable groups in the data harmonization process – applications

Municipality: _____

Quarter: _____

SEX	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
YEAR OF BIRTH																
Do you belong to the category of displaced persons from the municipality where you own real estate?	YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of the elderly without family care?	YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people without secured livelihood and people unfit for work?	YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people and families in social need?	YES		YES		YES		YES		YES		YES		YES		YES	
Are you of Roma nationality?	YES		YES		YES		YES		YES		YES		YES		YES	
Are you currently representing a person with intellectual disabilities?	YES		YES		YES		YES		YES		YES		YES		YES	
Are you absent for more than 6 (six) months per year, or do you represent someone who is absent for more than 6 (six) months per year from the municipality's territory?	YES		YES		YES		YES		YES		YES		YES		YES	
Are you currently representing a person who is serving a prison sentence and has a right to real estate?	YES		YES		YES		YES		YES		YES		YES		YES	
Are you a single mother?	YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of illiterate people (unable to read, write, or understand what they read)?	YES		YES		YES		YES		YES		YES		YES		YES	
Do you understand the official language used in the municipality?	YES		YES		YES		YES		YES		YES		YES		YES	
Do you have access to the media: newspapers, radio, TV, internet?	YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people who need help when visiting or calling the cadastral/land registry office?	YES		YES		YES		YES		YES		YES		YES		YES	
Are you currently representing a person who is unable to speak, hear, or understand the terminology?	YES		YES		YES		YES		YES		YES		YES		YES	
Are you currently representing a person who is completely unable to visit the cadastral and/or land registry office?	YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people who do not have identification documents?	YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people who live in a marital union but do not have documents that prove they are married?	YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people who have lost their spouse and do not have real estate ownership documents?	YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of families searching for a missing household member who has a right to real estate?	YES		YES		YES		YES		YES		YES		YES		YES	

Appendix no. 6. Template form, participation of members of vulnerable groups in the data harmonization process – complaints

Municipality: _____

Quarter: _____

SEX	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
YEAR OF BIRTH																		
Do you belong to the category of displaced persons from the municipality where you own real estate?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of the elderly without family care?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people without secured livelihood and people unfit for work?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people and families in social need?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Are you of Roma nationality?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Are you currently representing a person with intellectual disabilities?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Are you absent for more than 6 (six) months per year, or do you represent someone who is absent for more than 6 (six) months per year from the municipality's territory?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Are you currently representing a person who is serving a prison sentence and has a right to real estate?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Are you a single mother?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of illiterate people (unable to read, write, or understand what they read)?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Do you understand the official language used in the municipality?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Do you have access to the media: newspapers, radio, TV, internet?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people who need help when visiting or calling the cadastral/land registry office?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Are you currently representing a person who is unable to speak, hear, or understand the terminology?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Are you currently representing a person who is completely unable to visit the cadastral and/or land registry office?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people who do not have identification documents?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people who live in a marital union but do not have documents that prove they are married?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of people who have lost their spouse and do not have real estate ownership documents?	YES		YES		YES		YES		YES		YES		YES		YES		YES	
Do you belong to the category of families searching for a missing household member who has a right to real estate?	YES		YES		YES		YES		YES		YES		YES		YES		YES	