

Annual Programme & Financial Report | 2017

Centre for Monitoring and Research (CeMI)



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Dear friends,

Dear friends and colleagues,

It has been another successful and eventful year for CeMI and we are happy to present our annual report for the year 2017. This report represents a summarization, or rather, a compilation of activities and projects that CeMI implemented during the year.

The 11 projects that we have worked on in 2017 were within the framework of three different programmes: Rule of Law and Human Rights, Good Governance and Fight Against Corruption as well as Social Welfare and Poverty Alleviation. The projects

were conducted within our three departments: Legal Department, Empirical Research Department, Finance and Public Relations Department.

While each of the areas we have covered is equally important, we would like to put emphasis on what was done in the field of electoral reform, strengthening the judiciary and judicial reform. We would also like to proudly state that CeMI was selected as the General Secretary of the European Network of Election Monitoring Organizations (ENEMO) for the period 2017-2019, which also means the next General Assembly will be held in Montenegro.

In the final part of this report, you can find our financial overview and report that we already submitted to our donors.

We sincerely hope that this report will properly reflect all the work we have done this year and, as always, we are welcome to any advice or suggestions for our further work that this report might inspire.

Zlatko Vujović MSc.

President of the Governing Board

ABOUT CeMI

The Centre for Monitoring and Research – CeMI is a non-governmental, non-profitable organization, founded in March of 2000, whose main goal is to provide infrastructural and expert support for continuous monitoring of the overall process of transition in Montenegro. During its long and consistent work, CeMI has contributed to changing social and political circumstances in which it was created, and consequently expanded the scope of its work towards legislative initiatives, public opinion polls, fight against corruption and respect of human rights and freedoms.

VISION

Montenegro as a country of free citizens, social justice, rule of law and equal opportunities.

MISSION

CeMI is an evidence-based advocacy organization which provides continuous support to the process of democratic consolidation and Europeanization of Montenegro.

CeMI has focused its strategic development through **four strategic goals**:

1. To increase its impact on policymaking by using the evidence-based advocacy approach, new technologies and further raising of relations with relevant decision-makers and stakeholders in Montenegro and abroad;
2. To continue strengthening its monitoring, research and advocacy competencies through preserving and expanding its human and technical resources and capacities;
3. To increase CeMI's financial sustainability by raising its fundraising capacities, networking with other CSOs and institutions, as well as developing of its own outputs and services, thus using a social entrepreneurship concept;
4. To improve the efficiency of work of the institutions involved in the protection of human rights and freedoms, European integration and the fight against corruption.

The organizational structure of CeMI consists of three departments: **Legal Department, Empirical Research Department, Finance and Public Relations Department**

Members of the Governing Board:

Mr. Zlatko Vujović - President
 Mr. Đuro Stojanović
 Ms. Ana Selić
 Mr. Vladan Radunović
 Mr. Vlado Dedović
 Ms. Branka Todorović

Executive Director

Mrs. Nikoleta Đukanović

Table 1: *List of the projects, partners and donors of CeMI in 2017*

Title of the project	Partners	Donors
"Balkan Electoral Comparative Study: The Presidentialization of Political Parties –Limiting Internal Party Democracy"	Faculty of Political Sciences, University of Belgrade, NGO "Democracy for Development" from Kosovo, Albanian Institute of Political Studies	Swiss Agency for Development and Cooperation SDC implemented by the University of Fribourg
"Equal Access to Justice in the Criminal Justice System of Montenegro"	NGO Juventas and Montenegrin Queer LGBTQ Association	Open Society Foundations from Budapest
"Be Ready for European Values"	The University of Donja Gorica, Art Communications from Podgorica, Centre for International Studies from Croatia and Centre for European Perspective from Slovenia	European Commission within the program Erasmus Plus (call KA2 – Cooperation for innovation and the exchange of good practices, Youth Capacity Building–Western Balkans)
"South-Eastern European data services – SEEDS"	The Institute for Democracy and Mediation (IDM), Faculty of Humanities and Social Sciences University of Zagreb (FFZG), Centre for Political Courage (CPC), The Institute for Sociological, Political and Juridical Research (ISPJR), Institute of Economic Sciences (IES), The Slovenian Social Science Data Archives (ADP) of the University of Ljubljana (UL), tSwiss Centre of Expertise in the Social Sciences (FORS)	Swiss Agency for Development and Cooperation and the Swiss National Science Foundation
"Judicial Reform Monitoring"	Human Rights Action (HRA)	Delegation of European Union to Montenegro through IPA program 2013 and the Embassy of the Kingdom of the Netherlands through the "MATRA" program
"Strengthening Investigation and Prosecution Capacity in the Western Balkan Countries – Financial Investigations as a Tool to Combat Organized Crime and Corruption"	The Association for Democratic Initiatives from Bosnia and Transparency Serbia from Serbia	Royal Netherlands Embassy through the "MATRA" program
"Raising the Organization's Capacities for Public Policy Advocacy and Influence at a National and International Level"		Open Society Institute – Think Tank Fund
"Improving Capacities of CSOs' and the System of Consumer Protection in Montenegro (PROTECT.ME)"	Center for Consumer Protection (CEZAP), Montenegrin LGBTQ association (Queer MNE) and the Network of NGOs for the Affirmation of European Integration Process	European Union through the Delegation of the European Union to Montenegro
"Health Care and Patient's Rights in Montenegro – Winning Citizens' Confidence"	Association of Youth with Disabilities of Montenegro (UMHCG), CEZAP, the Center for Investigative Reporting (CIN) and the Lawyers' Committee for Human Rights (YUCOM)	European Union thanks to the EU Delegation in Montenegro, through the European Instrument for Democracy and Human Rights (EIDHR) and the Country Based Support Scheme (CBSS) for Montenegro
"Training of Young People from the Northern Municipalities of Montenegro for the Labor Market"		The Ministry of Sports of Montenegro through a competition for financing and co-financing programs and projects based on the annual plan for the implementation of the National Youth Strategy for 2017.

RULE OF LAW AND HUMAN RIGHTS

1. PROJECT: “Balkan Comparative Electoral Study: The Presidentialization of Political Parties – Limiting Internal Party Democracy”

In the period from June 2016 to February 2017, CeMI implemented the project “Balkan Comparative Electoral Study: The Presidentialization of Political Parties – Limiting Internal Party Democracy”. This project was an upgrade of the project “Balkan Comparative Electoral Study: Impact of Personal Vote on Internal Party Democracy” and CeMI realized it in partnership with the Faculty of Political Sciences, University of Belgrade, NGO “Democracy for Development” from Kosovo, Albanian Institute of Political Studies and group of experts from Bosnia and Herzegovina and Macedonia. The project was realized within the framework of the Regional Research Promotion Programme in the Western Balkans (RRPP), which was funded by Swiss Agency for Development and Cooperation SDC and conducted by the University of Fribourg.

In 2017, several activities were done within the framework of this project:

Regional meeting about strategic planning

The Strategic Planning Meeting on the topic of future activities of the regional consortium of organizations engaged in the research of electoral and party systems, and the political processes in the Balkans in general. At the meeting, the partners established a strategic framework for organizations involved in the project through a regional consortium, a fundraising plan, as well as opportunities for further regional and international networking.

International conference in Budva

The aim of the conference was to present the research findings on the topic of powers of the presidents of the political parties in Montenegro, Bosnia and Herzegovina, Macedonia, Albania and Croatia. The event was moderated by a professor at the University of Sapienza in Italy, PhD Gianluca Passarelli, editor of the only internationally-published book on the topic of presidentialization of political parties, and the editor of the book which will be published within this project on the presidentialization of political parties in the Western Balkans. The two-day conference brought together regional experts in the field of political, electoral and party systems, who were CeMI's partners on this project, including speakers and panellists at the panel discussion, as well as international experts Michael Marsh (Trinity College Dublin) and Mark Franklin, Georg Lutz (University of Lausanne).



Training on comparative qualitative analysis of social science



In February, CeMI organized a methodological training in Budva on the use of qualitative techniques in social research. In the training, lectures were held on the topic of comparative research projects, the comparative research techniques, as well as qualitative comparative analysis (QCA technique).

The lecturers were Rihoux Benoit, Mark Franklin, Michael Marsh and Georg Lutz, while among the participants there were CeMI's partners and associates on this project.

Panel on the presidentialization of political parties in Montenegro

CeMI organized a panel to present research findings on the presidentialization of political parties in Montenegro, in which it analyzed the issue of centralization of leadership and authorities of the president of Democratic Party of Socialists (DPS), Social-democratic Party (SDP), Socialist People's Party (SNP), Bosniak Party (BS), New Serbian Democracy (NOVA) and Movement for Changes (PZP). CeMI announced that in Montenegro, the position of the president of political parties is characterized by significant concentration of power, very strong authorities and possibilities of acting that they draw from provisions in the Statute, but often from informal sources of power. The conclusion was that, in the case of newer parties, there is a tendency to imitate parties that have significant power in society and that are dominant because they have been governing for a long period of time.



2. PROJECT: “Equal Access to Justice in the Criminal Justice System of Montenegro”

This project started in 2016 and was realized along with NGO Juventas and Montenegrin Queer LGBTQ Association with the support of Open Society Institute from Budapest. The European Commission Report on the progress of Montenegro in the process of EU integration, published in 2016, states that limited progress at the level of respect for human rights and basic freedoms was achieved. There is a gap between the legal framework and implementation of the standard for respect of human rights in the practice of the agency for the implementation of laws and in judicial practice. These circumstances have the greatest impact on specific marginalized categories of the population that are prevented from achieving full access to fundamental human rights. Invisibility of vulnerable groups is the main reason for their threatened position in the justice system of Montenegro that is noticed in limitation of their rights and establishment of the practice that violates fundamental principles of justice which causes discrimination based on social status in domestic judicature (direct discrimination) or equal treatment in different circumstances based on specific status of an individual (indirect discrimination).

The project was focused on two aspects, partly identified in previous studies, or based on previous experience in providing services by project partners to the most marginalized groups:

1. Violation of human rights and discrimination of persons with intellectual and psychosocial difficulties and persons that use psychoactive substances, in the framework of the justice system in Montenegro;
2. The practice of inadequate healing and discrimination of people with intellectual and psychosocial difficulties and LGBTQ population in closed institutions.

Target groups of the project within the judicial institutions and other similar closed institutions were:

1. People with intellectual and psychosocial difficulties
2. Users of psychoactive substances
3. LGBTQ population

The overall objective of this project was to contribute to the increase in the level of respect for human rights in Montenegro. The specific aim was to contribute to the decrease in the level of violation of human rights and discrimination of marginalized groups in Montenegro by collecting data and evidence based on cases from court practice.

National news conference

In Montenegro, the rights and living conditions of detainees and people serving prison sentences have significantly improved, but opportunities for further improvement were not sufficiently used, it was announced at this news conference. The speakers were the executive director of NGO Juventas, the Minister of Justice, Zoran Pazin, Counselor at the Supreme Court of Montenegro, Bojana Bandovic, President of the Basic Court in Podgorica, Zoran Radovic, Dean of the Faculty of Law at the University of Donja Gorica (UDG), Zoran Stojanovic, General director of Directorate for Justice at the Ministry of



Justice, Marijana Lakovic Draskovic and the author of the study, Jelena Djuriscic. Under this project, the treatment of people who use drugs, people with mental disabilities, and people living with HIV / AIDS, by the judicial authorities during the investigation and trial penal detention, was monitored. A separate survey was conducted in relation to the situation of LGBT people in prisons. According to the NGO Juventas, from September to December of 2016, they organized 17 inspection visits to the Institute for the Execution of Criminal Sanctions, and CeMI analyzed 80 trials. The speakers talked about how the right of access to court as an integral element of the right to a fair and public trial and the principle of non-discrimination are two themes or two international legal standards of capital importance for the overall prosperity of Montenegrin society and how the public has the wrong impression that the people with mental incapacities are frequent offenders, because statistically, the number is negligible. The author of the study concluded that given the overloaded court and departments for the treatment of substance abuse, as well as long-standing unsolved problems related to the work of these hospitals, especially given the fact that the Special Psychiatric Hospital in Kotor since its establishment wasn't intended to be a prison hospital, there is an obvious need for construction of a hospital in prison, which is in accordance with numerous comparative law practices and recommendations.

3.PROJECT: “Be Ready for European Values”

The two-year project “Be Ready for EU Values” started in 2016 and its target groups were young people, representatives of student and youth organizations, students and pupils, non-governmental organizations dealing with youth issues, local and national authorities, as well as the entire society. The project was realized by CeMI, in cooperation with partners: The University of Donja Gorica, Art Communications from Podgorica, Centre for International Studies from Croatia and Centre for European Perspective from Slovenia and was supported by the European Commission within the program Erasmus Plus (call KA2 – Cooperation for innovation and the exchange of good practices, Youth Capacity Building – Western Balkans). The vision of this project was to create an environment in Montenegro in which young people actively participate in society and have a quality formal and informal education that will lead them to secure employment and encourage them to seek independence.

In 2017, the following activities were organized:

- Roundtable “Development of policies for support of youth” with decision makers on a national level
- The third workshop within this project, “Montenegrin Educational System: From Theoretical to Practical Knowledge and Acquisition of Skills”
- III International School “Economic and Social Rights of the European Union”
- Study visit to Slovenia “Informal education system for young people in Slovenia”
- IV International School “Youth Education and the Labor Market”

Roundtable with decision makers on a national level



The roundtable participants were the Executive Director of CeMI, Nikoleta Djukanovic, Deputy General Director of Directorate for high education in Ministry of Education, Mubera Kurpejovic, Independent counselor for professional orientation in Employment Agency of Montenegro, Alisa Dizdarevic, Coordinator of the national Erasmus+ office, Vanja Drljevic, General Director of Directorate for Youth in the Ministry of Sports, Nenad Koprivica and Principal of High school Gimnazija “Slobodan Skerovic”, Zoja Bojanic Lalovic. It was concluded that the participation of university graduates on the Montenegrin labour market has increased, which means that young people should use European Union programs more often in order to improve their knowledge and competencies. Different speakers gave their input on youth education and unemployment in Montenegro. According to Kurpejovic, the Ministry wants youth to recognize on time what is missing in the education system and to become candidates and apply for more and more mobility programs through that department and other programs and to gain knowledge and competencies they need. Koprivica reminded that last year the Law on Youth, National strategy and action plan for the implementation of that document for the period 2017-2021 was adopted and that one of the key activities of Directorate for Youth is to open more youth clubs. Bojanic Lalovic stated that they strive to actively involve all their students through a quality teaching program, and to develop all key competencies that are necessary in order to come closer to the best quality schools of the European educational system. Drljevic concluded that the youth are in the focus of the program Erasmus+. Through this program, young people will become capable of living in a modern era, increase their knowledge and competencies, through both formal and informal education.

Third workshop “Montenegrin Educational System: From Theoretical to Practical Knowledge and Acquisition of Skills”



In May, at the Sea Fort Hotel in Bar, the third workshop within this project was organized and opened by Milan Podunavac, Dean of Humanistic Studies, Andrea Popović, Advisor to the Directorate of Youth in the Ministry of Sports and Nikoleta Djukanovic, Executive Director of CeMI. At the workshop Dragan Djukanović, director of the Institute of International Politics and Economics from Belgrade spoke on the topic of “Opportunities and Possibilities for Youth in Montenegro – How to Be Competitive for Young People in the EU” and Tatiana Hirivikova, Vice Dean for Scientific Research at the Faculty of Philology at the University of Bratislava, spoke on the topic of “The significance of verbal and non-verbal communication in intercultural meetings”. A panel discussion on “Montenegrin Educational System: Are We Ready for the Labor Market?” was organized within the workshop, where representatives of the Student Parliament of the University of Montenegro, the Students’ Association of the University of Donja Gorica, the Student Parliament from Cetinje, the Union of High School Students, and other student organizations discussed the best model of educational system in Montenegro, for the sake of improving it to better fit European standards. Executive Director of NGO Juventas, Ivana Vujovic, who is also the author of the study “More Successful Preparation of Secondary Vocational School Students for the Labour Market”, talked about the skills and knowledge that are needed the most for young people to be prepared for the European labour market.

Lectures were organized so that a lot of attention was devoted to the active participation of all participants in discussions, debating open issues and conducting interactive discussions.

50 students and high schoolers attend the international school “Economic and Social Rights of the European Union”

In Bar, May of 2017, an international school was organized which contributed to making the youth more competitive not only in Montenegro but also in the labour market of countries in the European community. The key topic was looking at European programs and policies in the field of economic and social policy, as well as the best practices and the key thing for the youth in Montenegro in this field, especially when it comes to the labour market, which is equal opportunities for all and similar questions that will be very important to the Montenegrin youth, when we are part of the EU. Professor at the Faculty of Humanistic Studies at the University of Donja Gorica (UDG) and the Faculty of Political Sciences in Belgrade, Dragan Djukanovic, said that during the school, pupils and students had the opportunity to hear what the genesis of the socio-economic rights in the context of the EU was. The lectures were about how to implement European legislation in this area and participants got the picture of how the socio-economical rights work on the European level and the level of national legislation as well. Professor at the Faculty of Law at UDG, Budimir Kosutic, stated that we live in a time of great changes which pose significant questions related to the faith of society and the youth in it. So, it's good to know lots of things, especially the ones regarding work and the protection of young people at work. He concluded that the questions connected to social and economic rights, which have long stood behind political and civil rights, are now coming to the centre spot and becoming more and more significant.

Study visit to Slovenia

Center for European Perspective from Slovenia (CEP) in cooperation with partners: Center for Monitoring and Research (CeMI), Art Communications, University of Donja Gorica (UDG) from Podgorica and Center for International Studies from Croatia (CMS) organized a study visit to Slovenia entitled “Informal educational system for young people in Slovenia”, from 19th to 28th of June 2017. The study visit was opened by Dr Gorazd Justinek, Executive Director of CEP, at Lichtenberg Hall, in Castle Jable, after which the participants, during the ten-day stay in Slovenia, had the opportunity to attend lectures held by eminent experts in the field of education.

During the study visit, the participants had the opportunity to learn about Slovenia's experience in implementing reforms in its educational system, what the best way of organizing and planning educational activities for fostering individual and social intellectual development was, what were the experiences regarding the EU youth programme and the Youthpass Programme within it, what were the envisaged visions and policies within the Action Plan of the Youth Strategy in the European Union, as well as the importance of non-formal education in the labor market. In addition, the participants actively participated in workshops, preparing for a debate defending attitudes towards and against non-formal education, as well as for a simulation of a session at which they voted for the adoption of the non-formal education document.

During the ten-day stay in Slovenia, participants were able to visit institutions important for non-formal education, such as Youth Center Kotlovica, a youth organization dedicated to strengthening active life and offering space for the free exchange of ideas, knowledge and culture. Also, the attendees visited the Management School IEDC-Bled, one of the leading international development institutions in Europe, where they attended the lecture of Drikus Kriek, Vice-Dean for Pedagogy and Executive Director of the Doctoral Program. In addition, the participants visited the EMUNI University in Piran, as well as the Faculty of Social Sciences and the House of the European Union in Ljubljana.

On the last day of the study visit, a ceremony was held in honour of the participants, where the mayor of Ljubljana, Zoran Jankovic, addressed the participants of the study visit. The ceremony was hosted by the former Ambassador of Montenegro in Slovenia, Miomir Mugosa, who awarded participants with a diploma for successful completion of the study visit.



The IV International school in Petrovac

50 students and high schoolers who attended this school had the opportunity to acquire knowledge about youth policies in Montenegro and strategic documents related to youth employment. The school, on the topic of “Youth education and the labour market”, was aimed at providing participants with the opportunity to gain new knowledge in the field of European youth policies and their alignment with the needs of the labour market in Montenegro. Another goal of the school was to propose models for improving the national strategic documents for youth employment and improving the coherence



of policies and activities for employment of young people in Montenegro, which would have a positive impact on their professional and personal success in all further stages of life. Eminent experts who gave lectures were President of the Montenegrin Academy of Sciences and Arts Dragan K. Vukcevic, Director General of the Directorate of Higher Education of the Ministry of Education of Montenegro Mubera Kurpejovic, Dean of Humanistic Studies UDG Milan Podunavac, Dean of the Faculty of International Economics, Finance and Business UDG Maja Drakic Grgur, professor Ilija Vujacic from the Faculty of Political Sciences of the University of Belgrade, Stevan Lilic, Budimir Kosutic from the Law Faculty of the University of Belgrade and many others.

4. PROJECT: “South-Eastern European Data Services – SEEDS”

Many European countries now have long-established data services, many belonging to the international umbrella network of data services CESSDA – Consortium of European Social Science Data Archives. Yet, many European countries still do not have national data services, and so a great deal of original research data is lost and remains forever out of reach. Efforts are now being made at the European level to readdress this problem and to establish new data services in countries where none exist to date. The successful FP7 project SERSCIDA (January 2012 – June 2014), funded by the European Commission, aimed to help establish data services in three West Balkan countries (Bosnia and Herzegovina, Croatia and Serbia). It involved intensive training, organisation building, development of technical infrastructure, and promotion and outreach activities. One lesson from SERSCIDA was that its model proved effective and could be extended to other countries with no existing data services.

The SEEDS project (South-Eastern European Data Services) aimed to widen these efforts, based on the SERSCIDA model and project outputs, and backed internationally by CESSDA, to establish new data services in the countries of Albania, Kosovo, Macedonia, Montenegro, and to continue their integration in the national and international landscape for Croatia and Serbia.

This project started in Lausanne where all the partners were involved in the discussion based on the objectives and rules of the project and is supported by the Swiss Agency for Development and Cooperation and the Swiss National Science Foundation.

Regional conference “Services for data storage as a model for improving research activities in Montenegro”

The project started in 2016 and in April of 2017, a regional conference was organized by CeMI, where it was evaluated that in Montenegro it was necessary to establish a permanent infrastructure for data storage, which would promote scientific research and facilitate access to research results.

The study and research “Researchers in Montenegro and their view of data availability”, was conducted from September to December 2015, and as its author, Ivana Vujovic, explained the key recommendations of the research are that it was necessary to create a national data archive of social science researches, which would follow the highest international standards, to improve the knowledge of researchers on methods of collecting, processing, storing and archiving data, to raise awareness of researchers on the importance of sharing well-preserved data and to improve financing of research in the social sciences.

The project coordinator and Executive Director of CeMI, Nikoleta Djukanovic pointed out that in recent decades the governments of member states of the European Union and the European Commission itself have put great efforts and provided resources to build the infrastructure for the establishment of a service for storing data, in order to preserve the obtained data and make them available to other researchers. General director of the Directorate for Scientific Research Activities of the Ministry of Science, Darko Petrusic, said that the role of that department is to create a legal framework and to open access to scientific research results which is defined as one of the goals.

Other participants of the conference were General Director of Higher Education at the Ministry of Education, Mubera Kurpejovic who said that the creation of scientific data storage service is very important for improving the educational system and President of the Center for Young Scholars at the Montenegrin Academy of Sciences and Arts Maja Drakić Grgur who stressed the importance of protecting intellectual property rights and the institutionalization of the process, because researchers would be more willing to share the results of their research if that was the case.

President of the Governing Board of CeMI, Zlatko Vujovic concluded that the aim of this project was to establish a permanent infrastructure for storing data obtained through research in the social sciences in the countries where the project was implemented, the so-called raw data, and to enable secondary analysis of the data obtained by other researchers.



5. PROJECT: “Judicial Reform Monitoring”

The objective of this project was to increase participation of the civil society and give support to the process of judicial reform and the implementation of the Judicial Reform Strategy and Action Plan, thus contributing to progress of Montenegro’s advancement in the process of getting closer to EU rules and standards, related to Chapters 23 and 24. This project was done in collaboration with Human Rights Action (HRA), another NGO from Montenegro. The two organizations worked together to achieve specific goals of action by enhancing capacities in monitoring the implementation of Judicial Reform Strategy and giving efficient help to the government and judicial institutions in the realization of strategic goals and measures.

Target groups of these projects are specifically Judicial institutions, State Prosecution, Courts, Judicial and Prosecutorial Councils, the Ministry of Justice, CSOs.

The project is realized with the support of the Delegation of European Union to Montenegro through the IPA program 2013 and the Embassy of the Kingdom of the Netherlands through the “MATRA” program and is implemented in cooperation with the Ministry of Justice.

CeMI gives a presentation of the report

A report on the rationalization of the network of courts in Montenegro states that there are twice more courts and judges in Montenegro in comparison to the European average, which is why the second phase of the rationalization of the judicial network should be focused on reducing the number of first instance courts. President of the Governing Board of CeMI, Zlatko Vujovic, assessed that establishing a system of bailiffs and updating jurisdiction of courts in handling enforcement cases, contributed to the decrease in the inflow of execution in basic courts to some extent but warned that the problem was the insufficient level of accountability in the system of public enforcement, which has been recognized through a lack of respect for professional and ethical standards in their work. He concluded that it was necessary to increase the allocations from the state budget for computerization and improvement of the use of information technology in the justice system. Rationalization of the network of courts must be accompanied by the improvement of the opportunities provided by PRIS and it is necessary to continuously work on improvement of this system.

On the other hand, Stanka Vucinic, Deputy President of the Supreme Court of Montenegro, thinks that the number of cases that judges must work on in Montenegro was neglected while drafting this report and posed the question of if anything could be changed outside of the court, so that we could have a smaller number of cases in courts.

Tea Gorjanc Prelevic, Executive Director of HRA, reminded that in July 2015 this organization organized a national conference on the reform of the judiciary where it presented a report on the implementation of the Judicial Reform Strategy for the period 2007-2012, made by the HRA and CeMI which indicated the plan of rationalization of the court and state prosecutors network through the Strategy, stating that the government has adopted the analysis for the rationalization of the court network in 2009, 2013 and 2015 in order to achieve that objective, but that there was no discussion on those documents.

President of the Basic Court in Podgorica, Zoran Radovic, evaluated that this report, prepared by CeMI, was objective and impartial.

Second national conference “Judicial Reform – Achieved Results”

A second national conference within this project was organized by CeMI and HRA and it was concluded that Montenegrin courts were going to face a big temptation in the future to make the right decisions and demonstrate a high degree of integrity, and further efforts in the field of judicial reform should be focused on investing in human capital.

President of the Governing Board of CeMI, Zlatko Vujovic, stated that the big challenge for the trust in judiciary represents communicating with a politically divided public who is not acquainted with the new institutes, and their use is then connected with misuse. This is especially evident with institutes on deferred prosecution and a negotiated plea deal.

Head of the EU Delegation to Montenegro, Aivo Orav spoke about investing in human capital and said that appointing and perfecting experts and professionals who put the rule of law in front of their own personal and political interests was of importance.

Minister of Justice, Zoran Pazin, saw the problem in cases not being solved before they age and become obsolete and he was certain that a reliable answer to solve the cause of this must be found.

Another participant of the conference, Executive Director of HRA, Tea Gorjanc Prelevic pointed out that the reformed base was very important for the already big challenges that Montenegro has when it comes to exercise of justice, which will only multiply in the future. Those challenges shouldn't be met with suspicions about clientelism in the judiciary, about transparency and seriousness of statistical data on the administration of justice.

President of the Supreme Court of Montenegro, Vesna Medenica who also spoke at the conference, reminded that the goals of the reform of the judiciary were for Montenegro to have a good, independent, efficient, reliable and accountable judiciary, noting that successful reform requires “financial backing”. According to her, there was an incomparably greater efficiency of courts and thus the reform has given its full contribution and achieved its goal. Giving commentary on the recommendation from the report about the necessity of audio and visual recording of trials, she said that a lot of money was needed to equip the courtroom, but she hoped that it would be possible soon. She also invited CeMI to monitor the trial related to the “terrorism case”, an offer that CeMI accepted and started working on when the trial started.

The State Prosecutor at the Supreme State Prosecutor's Office, Veselin Vuckovic said that the work of the State Prosecutor's is best measured by the quality of prosecutorial decisions, updating the previous stage of the criminal proceedings, well-developed capacity building and training of prosecutorial staff.



6. PROJECT: “Strengthening Investigation and Prosecution Capacity in the Western Balkan Countries – Financial Investigations as a Tool to Combat Organized Crime and Corruption”

This project has three main components:

1. Evaluation of existing legislation and practice of conducting financial investigations in three regional countries – Montenegro, Serbia and Bosnia and Herzegovina;
2. Organization of programs for training and capacity building of prosecutors, judges and law enforcement officials from the three countries;
3. Improving national and regional cooperation in conducting financial investigations with special reference to the exchange of experiences between courts, prosecutors and police from Montenegro and Serbia in the process of EU accession negotiations from Chapters 23 and 24.

The overall objective of this project involves a contribution to improving the efficiency of the judicial and executive authorities in the countries of the Western Balkans and the specific goals are contribution to improving the operational capacity of prosecutors, judges and police to carry out financial investigations in cases of corruption and organized crime and enhancing cooperation and coordination at the national and regional level between the institutions responsible for conducting financial investigations of the executive organs and related agencies (Tax Administration, Property Administration, etc.)

One key common problem in the judicial systems of the Western Balkan countries has been the insufficient level of awareness, knowledge and experience of prosecutors, judges and police on the mechanisms and techniques of financial investigations which are used in practice.

That is why this project also envisages the overall enhancement of cooperation and coordination between relevant institutions and agencies that are responsible for the implementation of financial investigations at a national and regional level.

CeMI is implementing this project in cooperation with partners: The Association for Democratic Initiatives from Bosnia and Transparency Serbia from Serbia and is supported by the Royal Netherlands Embassy through the “MATRA” program.

CeMI gives a presentation about the project

President of the Governing Board of CeMI, Zlatko Vujovic, explained that this was the first regional project to be carried out by CeMI and that financial investigations were a complex thing which requires large resources from prosecutors’ offices and other specialized bodies and legal cooperation with other countries as well. The project focuses on getting acquainted with the work of Dutch institutions because that state, as he said, has very good results when it comes to conducting financial investigations. As a result of this project, three national studies will be conducted which will analyze the legal and institutional frameworks as well as individual practices on conducting financial investigations.

Project associate from the non-governmental organization Transparency Serbia, Rade Djuric, said that in the countries participating in this project, there were individual attempts of prosecution, but there are no convictions. He said that it was time for states to accept that corruption really exists and that it was necessary to fight it and that this project would help transform the form into essence, because it was obvious that the law, techniques and people were not enough, so everyone responsible has to be willing to achieve this goal.

ADI Project Coordinator, Dajana Celebic, thinks that cooperation on this project between Montenegro, Bosnia and Herzegovina and Serbia through many positive examples, practices and exchange of experiences will certainly contribute to further improvement of the processing of cases of organized crime in BiH.



Workshop “Cooperation of institutions in the process of conducting financial investigations in the field of organized crime, corruption and money laundering in Bosnia and Herzegovina” held in Sarajevo

On October 31st, 2017, in the hotel „Hollywood“ in Sarajevo, representatives of institutions in charge of conducting financial investigations, as well as law enforcement agencies and agencies at the state and regional level, had the opportunity to discuss financial investigations as a means of combating organized crime and corruption, models of cooperation between institutions, the role of the prosecutors’ offices in Bosnia and Herzegovina in the fight against corruption, the problems they face, as well as ways to overcome the everyday obstacles in their work.

CeMI and the Training Center within the Judiciary and the State Prosecutor’s Office signed a Memorandum of Cooperation

The main goal of this Memorandum is influencing the improvement of the efficiency of judicial and executive bodies in the Western Balkan countries. The signatories have committed themselves to contribute to improving the operational capacities of prosecutors, judges and the police to conduct financial investigations in cases of corruption and organized crime through the promotion of cooperation and coordination between institutions responsible for conducting the financial investigations, as well as executive bodies and related agencies, both at national and at the regional level. On November 15th, 2017, the Memorandum was signed by Nikoleta Tomović, Executive Director at CeMi and Senka Danilović, President at the Centre for Judicial Training and Public Prosecution.



Round table “Financial investigations in the fight against organized crime in Bosnia and Herzegovina – challenges and obstacles”

The Round Table entitled “Financial Investigations in the Fight Against Organized Crime in Bosnia and Herzegovina – Challenges and Obstacles” was held on the 12th of December 2017, in the “Sarajevo” Hotel in Sarajevo.

Representatives of institutions in charge of conducting financial investigations, as well as law enforcement agencies and agencies at the state and regional level, had the opportunity to discuss existing models of cooperation between institutions conducting financial investigations in Bosnia and Herzegovina, obtaining, exchanging and storing the information needed for the realization of financial investigations – overcoming obstacles, as well as establishing effective systems of communication between competent institutions in the process of financial investigations.

7. PROJECT – “TOWARDS EFFICIENT JUDICIARY – IMPROVING THE DEVELOPMENT OF THE PROFESSION IN THE FUNCTION OF THE MONTENEGRIN JUDICIARY”

The project was aimed at monitoring and supporting the proper implementation of strategic guidelines from the Judicial Reform Strategy 2014-2018 which focused on further development of professions related to the judiciary (attorneys at law, public notaries, public bailiffs, mediators and court experts).

Specific objectives of the project are:

- To assess the general performance of professions related to the judiciary – attorneys at law, notaries, public bailiffs, mediators and court experts, especially regarding publicly disputed issues in the media related to their particular competencies;
- To stimulate public debate about the role of professions related to the judiciary – attorneys at law, notaries, public bailiffs, mediators and court experts within judicial reform process in Montenegro, on the basis of accurate information;
- To come about with concrete recommendations for improvement of rules of operation, legal framework or management of courts to the end of increasing efficiency of overall performance of the judicial system and advocate with the competent authorities to commit to their implementation.

The realization of project related activities required close cooperation with relevant professional associations – BAR Association; Chamber of Notaries; Chamber of Public Bailiffs; Association of mediators; Association of court experts.

Roundtable to present the report, “How to improve mediation in Montenegro?”

Human Rights Action, in cooperation with CeMI, organized a roundtable to present this report. In the last nine years, In Montenegro, disputes worth around 55 million euros have been resolved through mediation, and the state should put more effort to promote that legal institution in the period to come. The Executive Director of HRA, Tea Gorjanc Prelevic, said that mediation in disputes in which parties in Montenegro agreed on the legal institution, has been successfully concluded in 74 per cent of cases. According to her, the benefits of mediation are that it is a fast, inexpensive and informal way of resolving disputes, “in which there is no fear of defeat, and there are barely any shortcomings”. Head of the Directorate for Civil Legislation in the Ministry of Justice, Marina Miranovic, explained that the public is not very well familiar with mediation, which is why it is necessary to animate it. The cooperation among NGOs, lawyers, judicial bodies is required. It is also necessary to instruct judges and public prosecutors to direct parties to the mediation. Counsellor at the Embassy of the Kingdom of the Netherlands, Aleksandar Momirov said that the system in the Netherlands is based on negotiations and pragmatic approach to problem-solving, thus mediation has logically originated from there. In that country, mediation is not regulated by law, but it doesn't imply, as he explained, that the institute doesn't have the state's support. The member of the Judicial Council of Montenegro, Vesna Simovic Zvicer and Director of the Center for Mediation of Montenegro, Marina Lutovac also spoke at the roundtable about the measures necessary to improve mediation in Montenegro and making a Strategy of Development of Mediation.

Public opinion poll

CeMI and Human Rights Action (HRA) carried out a public opinion poll regarding the perception of citizens about the efficiency of the judicial system of Montenegro and its bodies. This research particularly focused on the perception of the work of the prosecution in relation to the most vulnerable public processes in the last 2 years, and the perception of labour mediators, lawyers, public enforcement, court experts and notaries. The survey was conducted on a representative sample of 1016 respondents. Data collection was conducted via CATI (Computer Aided Telephone survey). Data collection was conducted from 30th of January to 11th of February 2017.

Panel discussion “Expert witnesses in the Montenegrin legal system”

In Montenegro, it is necessary for the Association of court experts to grow into a Chamber, and for them to be better rewarded for their work, and to be equally represented in the proceedings before the Court, it was assessed at this Panel. Chairman of the Executive Board of the Association of Court Experts of Montenegro, Dragan Zarkovic said that the court experts are most disappointed because their initiative to grow the Association of court experts into a Chamber was not accepted. He announced that the Association in the coming year will initiate amendments to the Law on expert witnesses with the intent to “convince the authorities that the Association should evolve into the Chamber. Author of the analysis “Expert witnesses in the Montenegrin justice system,” Bojan Bozovic, said that the adoption of the Law on expert witnesses is in order to achieve prosperity normative structure, but there is a problem of unequal representation of court experts in court proceedings. Legal expert for the economic area, Marija Djukic, added that the price of labour court experts and the value of one point of five and a half euros is very low. Other participants were Expert from Bar, Nebojsa Strugar, Judge of the High Court in Bijelo Polje, Sefkija Djesevic, Expert psychiatrist, Stanko Milic and Expert Zoran Stanisic.



Panel “Bailiffs in Montenegro”

In the work of bailiffs, in the last three years of their existence, many misuses were noticed, but with the introduction of this legal institute, courts were relieved of many enforcement cases – it was announced at this panel. Zlatko Vujovic, President of the Governing Board at CeMI, was one of the participants at the panel and spoke about the Study on Bailiffs, published by CeMI, in which was noted that conditions that need to be fulfilled in order for someone to become a bailiff are “at a low level”. Author of the Study Bailiffs in Montenegro, Momcilo Radulovic, said

that it is necessary to standardize the knowledge of bailiffs, by taking the Enforcement and Judicial exams. According to him, when it comes to regulation of disciplinary responsibility, the set of provisions in the initial law was not well-defined, stating that the new amendments to that act have substantially improved it. Another participant was also President of the Chamber of Bailiffs, Vidak Latkovic, who explained that since the introduction of bailiffs, they have relieved the courts of many cases, that significantly affected judges' performance and made executive procedure faster and more efficient. The final participant was The Director of Directorate of Justice in the Ministry of Justice, Marijana Lakovic Draskovic, who said that she believes that by introducing the bailiff function in Montenegro, civil discipline has been achieved, clarifying that citizens more properly pay for utilities and electricity costs.



Roundtable “Notary in Montenegro”

Lawyer and author of the “Notary in Montenegro” report, Gorjana Lekovic, assessed that the Law on Notaries only defines a party’s complaint in case the notary refuses to make a legal transaction, in which case the party submits a complaint to the Notary Chamber, while the other complaints the law does not regulate or foresee who is competent to act upon them. She pointed out that from the beginning of their work, only four disciplinary procedures were initiated against the notary public, of which in only one case, a violation of the notary’s duty was established. Executive Director of Human Rights Action, Tea Gorjanc Prelevic, said that 63 per cent of the respondents were completely satisfied with the quality of the service provided by the notary while a high percentage of citizens - about 91 per cent, does not know where and how to file a complaint about the work of a notary, so much more should be done in spreading this knowledge. The President of the Montenegrin Notary Chamber, Branislav Vukicevic, assessed the significance of cooperation of the notaries with the Cadastre, because the notaries, as he pointed out, can now access the cadastral database. Other speakers at this roundtable were the Judicial Inspector, Anka Vucinic, who said the notary service fulfilled its purpose because negative effects were prevented in different areas, member of the Governing Board of the Notary Chamber of Montenegro Igor Stijovic, who believes that the size of the population should not be decisive while choosing the number of notaries and the Head of the Directorate for Supervision at the Ministry of Justice, Branko Cimbaljevic, who assessed that the notary’s office, since the beginning of its work, has largely fulfilled the goals set for it.



Presenting the research on the efficiency of the judicial system and its bodies in Montenegro

This research was conducted in February of 2017 on a sample of 1,016 citizens. The results of this research were presented by Zlatko Vujovic, President of the Governing Board, Milena Nikolic, Head of the Empirical Research Department at CeMI and Teodora Gilic, PR Coordinator. The results show that less than half of the population has trust in the justice system, which is lower than last year, but above the level registered in 2013. Political events, i.e. the division that exists in public related to certain court cases, have affected the decline in confidence in the judicial system.

The majority of respondents have mostly negative attitudes when it comes to the work of the prosecution in specific cases.

Within this project, five studies for five different occupations in the judiciary have been conducted.

Panel discussion “Lawyers in Montenegro in the context of judicial reform”

A survey on the results of the application of the system of disciplinary responsibility of lawyers showed that over the recent years, the principle of not wanting other colleagues to resent you, has been dominant, either in relation to the presidents of courts with lawyers, or within the Bar Association, which jeopardizes the principle of establishing professional accountability as well as public confidence in the work of the Bar Association and lawyers. This was explained at the first part of this panel discussion by Tea Gorjanc Prelevic, Executive Director of HRA. She also pointed out that more than two-thirds of Montenegrin citizens do not know whom to complain to in the event of an unauthorized work of lawyers, which is why the Bar Association of Montenegro should publish the application for submission of complaints on its website.

President of the Bar Association of Montenegro, Zdravko Begovic, said that “he did not remember” that one law functioned better than the Law on Free Legal Aid, stating that about 80% of lawyers have succeeded in free legal aid disputes.

In the second session of this panel discussion, President of the Governing Board at CeMI and editor of the report “Ex officio defence - the domino effect of circumvention of the legal procedure”, Zlatko Vujović that the lists of defence lawyers for ex officio representation should be published and regularly updated on the website of the Bar Association of Montenegro (AKCG), as some lawyers believe that there are misuses when it comes to ways of contacting.

Meanwhile, The Head of the Basic State Prosecutor’s Office in Podgorica, Ljiljana Klikovac, recalled that from August 15, 2015, exists the rule that the lawyers should be ex officio determined in the order from the list submitted by the AKCG and emphasized that the Prosecution never violated this rule. Zdravko Begovic added that the process of selecting lawyers ex officio was respected, but that it was not possible to prohibit the selection of a defense counsel. He pointed out that the Chamber calls the prosecution and courts every day to control the lists, and that he has received only three letters from lawyers so far, who have not been appointed ex officio defenders in the last few years.



GOOD GOVERNANCE AND FIGHT AGAINST CORRUPTION

8. PROJECT – “Raising the Organization’s Capacities for Public Policy Advocacy and Influence at a National and International level”

The general objective of this project is for CeMI to take a step further and become a more competitive organization by introducing new methods, technologies, subjects and by advancing the quality of its products and influence of its results.

The specific objectives of this project are:

Upgrading the research and advocacy capacities and widening the field of public policy
Improving the existent and making new channels of communication and expansion
Securing the sustainability of conducted researches

These objectives will be realized through the expansion of public policy research and influence at a national and international level, enhancing the influence of advocacy based on evidence and also by introducing new research approach and expanding the list of subjects for researching public policy. Connection of CeMI with decision makers in the institutions of the EU and key European countries through regular and ad hoc work visitations to European institutions and EU member countries, as well as sustainable channels of communication with state institutions of EU member countries and European think tank organizations, will be established so as to enhance the influence of advocacy based on evidence. Besides that, the improvement of the existent and the creation of new channels of communication and expansion will include more transparency of information, by upgrading our online presentation and sustaining the existent database on products. In the end, the sustainability of our research will be insured with the digitalization of our archive and creation of a virtual business favour to researchers.

The project is financed by Open Society Institute – Think Tank Fund.

In 2017, the following activities were completed:

In June, CeMI organized a training for 6 of its employees within the fifth strategic planning on Zabljak, and the lecturer was an outside consultant Bosko Nenezic. The goal of this training was to evaluate the results achieved from the previous strategic plan, to set up goals CeMI should achieve to improve its capacities and visibility in the country, region and abroad.

In October, members of CeMI attended a training in Brussels for improving communication skills for advocacy, which was lectured by Laura Shileds, founder and Managing Director of Red Thread, a Brussels-based communications agency specialising in media, presentation and

message training. The purpose of this training was to prepare the employees of CeMI and Centre for Civic Education (CGO) for a meeting with EU institutions representatives and to present a policy brief focused on three subjects: boycott of the Parliament by all opposition parties and the upcoming electoral reform, the political pressure on the Council of Radio Television of Montenegro and the position of NGOs in Montenegro. The authors of this policy brief are Zlatko Vujovic (CeMI) and Daliborka Uljarevic (CGO).

In November, the policy brief “Political Crisis in Montenegro: Between Toward and Towards to Solution” was presented at a meeting with Mr Eduard Auer, Head of Division Western Balkans, European External Action Service (EEAS) and in a meeting with Mr. Thomas Hagleitner, head of the Montenegro Unit at the Directorate-General for Neighbourhood and Enlargement Negotiations, both held in Brussels.

SOCIAL WELFARE AND POVERTY ALLEVIATION

9. PROJECT: “Improving Capacities of CSOs’ and the System of Consumer Protection in Montenegro (PROTECT.ME)”

The project started in 2016 and was implemented until the end of 2017. The project is funded by the European Union through the Program for Pre-Accession Assistance (IPA) and was done in cooperation with partners: Center for Consumer Protection, Montenegrin LGBTQ association (Queer MNE) and the Network of NGOs for the Affirmation of European Integration Process.

The project was aimed at building capacities of civil society organizations in policy development and providing services in the field of consumer rights. Also, the project contributed to the process of European integration by strengthening the civil sector, which actively participated in social development policy-making by implementing this project. Through the activities of this project, support was given to the protection of consumer rights, increasing the awareness of consumers and members of the business sector regarding their rights and obligations and amplifying the participation of state and local authorities and citizens themselves in creating a convenient system for protection of consumers.

Direct target groups of this project were primarily CSOs (future members of the CP Network and other interested CSOs), judicial institutions (courts, prosecutors...), relevant regulatory agencies (EKIP - Agency for Electronic Communications and Postal Services, Energy Regulatory Agency), relevant inspections, other national and local authorities (the Government of Montenegro – Ministries of Economy and Justice, the national Parliament, municipalities...), as well as all interested citizens of Montenegro, especially the most marginalized and vulnerable groups from Montenegro and abroad. This list also contains the EU and other international institutions, as they were informed about steps that were taken and offered their help.

CeMI starts an application for protection of consumer rights

At the end of 2016, CeMI started an online application www.potrosaci.me, also available in Google Play Store, which allows citizens to report cases of violation of consumer rights by sending photos, audio records, and similar evidence that point to the violation.

The main goal of this application is to measure the total level of respect of consumer rights in Montenegro, to determine which corporations, owners and/or workers are the least aware or prone to the violation of consumer rights, and to raise awareness of employers and citizens on negative consequences of such behaviour. An application such as this makes possible for managers and directors of specific corporations to have an insight in opinions and comments of

citizens and to take proper measures against workers who are accused of violation of the Law on Consumer Protection.

While presenting the application on the morning show of the Radio and Television of Montenegro, the Executive Director of CeMI, Nikoleta Djukanovic, explained the workings of the application by stating that if the complaint is complete, the administrator must approve it and send it to the institution/s responsible. All their answers are put together and posted on the same app so that everyone interested can see all the complaints and their answers. If incomplete, the complaint is rejected. The lawyers of CeMI and CEZAP provided free legal aid regardless of whether it was legal advice or further proceeding in the context of judicial instances.

In the section “My rights” on the app, citizens can read a few explicit rights that they, as consumers, have. She concluded that their experience showed that consumers do not actually know their rights. On the other hand, employers or the business sector do not want to cooperate when it comes to greater respect for the rights of consumers. Law regulates the system for protection of consumer rights well, but practice doesn’t show it.

The cases that that citizens report the most are of stores not issuing fiscal receipts, the prices not being visible enough or the existence of different prices on one product, as well as the occurrences when the price is different on the store rack than when you pay at the register. What they also complain about the most is that there are products with expired dates in the stores and some damaged goods being sold. There were also reports where citizens complained about the lack of hospitality and service in stores in addition to the ones that wanted to point out a certain store as a good example of that. There were a few complaints about the cost of the water bill, problems with electricity, as well as the ones that referred to the lack of Braille labelling on certain products. Of the institutions that responded to the reports, the most responses come from the Administration for Inspection Affairs, to which the biggest number of reports was referred to. We have responses from the Agency for Electronic Communications and Postal Services, “Water Supply and Sewerage” in Podgorica as well.

Small grants are given to NGOs

Within this project, a call was put out for granting of small grants to non-governmental organizations to support civil society organizations and strengthen their capacities in the community so as to raise awareness and improve the services offered to citizens in the field of consumer protection. The total value of approved projects was € 38,123.5, while the total amount of funds allocated through the competition is € 28,502.00. Three NGOs were selected for funding: Center for Multimedia Production (CEZAM), Culturom and “Nasa buducnost” (“Our Future”) from Niksic.

The premiere of two films at Cineplexx in Podgorica

In December of 2017, the premiere of the feature film “The Right to Know”, directed by Branko Baletic and documentary-educational film “Homo Consumens”, directed by Blagota Marunovic, were held in Cineplexx, as the result of the mini-grant winners within this project. In a speech given to the packed hall, Nikoleta Djukanovic said that the results of this 2-year project were trainings for strengthening the capacities of smaller NGOs, the establishment of the first Network of NGOs for consumer rights protection in Montenegro, providing free legal aid to consumers, development of the first mobile application for reporting specific cases of violation of consumer rights, organization of intensive campaigns aimed at strengthening awareness of citizens about their consumer rights. She said that CeMI also published an Analysis of Judicial Practice in EU Member Countries and International Tribunals.

Another speaker at the premiere was General Director of National Brand Development and Consumer Protection at the Ministry of Economy, Jovo Rabrenovic, who thinks that there is real progress in the field of consumer rights protection and that there is a great concern within the institutions of Montenegro that work in the field of consumer protection. Protection of consumer rights must be, not only to institutions but to organizations as well, one of the most important projects in the following period, because only a consumer who knows his rights and knows how to react is a true protected consumer, according to him.

The representative of the EU delegation to Montenegro, Miguel Magro Gomez, pointed out that they were pleased to see that Montenegro is directing attention to the implementation of EU standards and law, for improving the institutional framework in the field of consumer rights, through the activities of the NGO sector.



CeMI organizes roundtable “The system of consumer rights protection in Montenegro – how to reach the European level of consumer rights protection in Montenegro?”

The Executive Director of CeMI and the author of the study of practical public policy “The system of consumer rights protection in Montenegro – how to reach the European level of consumer rights protection in Montenegro?”, Nikoleta Djukanovic said that it was necessary to continue working on improving the policy of protection of the consumers, when it comes to the legislative part and strategic framework, and on the other hand, it is necessary to raise awareness of the consumers and build administrative capacities for implementation of the Law on Consumer Protection.

She also stated that it was necessary to change and amend the Law, whose key deficiency was the fact that it doesn't specify that rights based on purchase can be realized without possession of a fiscal receipt. She explained how that leaves enough space for misuse and avoidance of legal responsibilities during reclamations since the only evidence of purchase merchants have is still just the fiscal receipt. The other key problem is when it comes to articles of the Law on Consumer Protection that define the deadline for the merchant for non-conformity

of goods, it is unclear which used goods it is about because a used car or furniture can't have one year for reclamation, like clothes, shoes etc. The main characteristic of the Montenegrin consumer is inactivity and lack of information, and in certain parts, the consumer is not protected. She evaluated that citizens often give passive resistance because they often don't react in specific situations when it comes to violation of their rights. Awareness of citizens about consumer rights is far from being satisfactory, which also depends on the region. Citizens from the Central and Southern region are much more aware of their consumer right, while the Northern region gives a different impression.

Head of the Legal Department of CeMI and co-author of the Study, Bojan Bozovic, pointed out that certain segments of consumer protection in Montenegro, especially normatively, were at a high degree of protection, if we look at other EU countries, but that it was necessary to strive for the levels of protection that exist in the most developed countries.

General director of the Directorate for National Brand Development and Consumer Protection in the Ministry of Economy, Jovo Rabrenovic, agreed that there was a good legal framework and that the key issue is education and activity of the consumer, since there are often situations where consumers complain about problems that they have, without actually filing a complaint and asking their Directorate to do that for them. He explained that consumers have to file a complaint themselves, if they think or if it's evident that their right has been violated.

Main chief inspector in the Administration for Inspection Affairs, Nada Djurdjic, said that it was necessary for educated inspectors to exist and appropriate administrative capacities that can apply regulations as per the supervision procedure as well.

Participants of the first part of the roundtable were also Head of Sector for Economic Development in the Chamber of Economy of Montenegro, Nina Drakic, who spoke about the necessity to create

a balance between consumer rights and merchants, so as to not harm one particular side; and Executive director of the Centre for Protection of Consumers, Olga Nikcevic, who thinks that it's not very useful for a consumer to have knowledge because as examples show there are consumers who do know how to exercise their rights, but they are not able to do it, even with the help of her organization or any other institution.



At the second part of the round table, Nikoleta Djukanovic pointed out that the reason why the rights of Montenegrin consumers in the field of public services are not sufficiently respected is, besides the problem of being informed, the lack of cooperation between the providers of public services, especially consumer organizations, regulators, insufficient application of the law by public service providers, the tardiness of the courts. She said that it was important to intensify the cooperation between the mentioned actors and, as she said, work more on the application, monitoring, amendments and supplements to the existing laws and by-laws, in order to provide a legislative framework for adequate protection.

Executive Director of the Agency for Electronic Communications and Postal Services, Darko Grgurovic, explained that if the user is unsatisfied with the bill for the services provided, they can always make a complaint to the operator.

Other participants of the second part of this roundtable were also Novak Medenica and President of the Arbitral Tribunal at the Chamber of Commerce of Montenegro, Vesko Bozovic, who thinks that the content of an arbitration agreement which includes the consumer and the professional (the merchant) should be regulated by law in essential points so as to include the minimum standard that guarantees consumers' protection.

10. PROJECT: "Health Care and Patient's Rights in Montenegro – Winning Citizens' Confidence"



Starting from January of 2016, CeMI, in cooperation with the Association of Youth with Disabilities of Montenegro (UMHCG), the Center for Consumer Protection (CEZAP), Center for Investigative Journalism (CIN) and the Lawyers Committee for Human Rights (YUCOM) implemented this project which is funded by the European Union through the Delegation of the European Union to Montenegro through the European Instrument for Democracy and Human Rights (EIDHR) and the Montenegro Support Program (CBSS).

The realization of the project started with the analysis of the national legislative framework, and comparative analysis and examples of good practice from the legislation of Croatia and Serbia.

The basis for the implementation of project activities was the cooperation with the health institutions in Montenegro, through the signing of a memorandum of cooperation with the Ministry of Health, the Health Insurance Fund and the Public Procurement Directorate.

During the project, CeMI implemented several activities:

- The first mobile and web application for the anonymous complaints of citizens for violation of their rights as patients (over 300 citizens of Montenegro have used the application on their mobile devices)
- lawyers were hired who provided free primary and secondary legal assistance to patients (67 patients used this service and 46 cases were resolved)
- 13 trainings were realized (240 healthcare workers were trained)
- a two-day training for the patients' rights protectors was organized (in cooperation with the Center for Consumer Protection – CEZAP)
- training was held for members of the Network of Free Legal Aid Organizations (in cooperation with the Committee of Lawyers for Human Rights – YUCOM)
- CeMI's research team conducted eight focus groups covering 80 patients from all over Montenegro.
- 20 in-depth interviews with healthcare professionals were conducted
- A public opinion survey in order to examine citizens' attitudes about the quality of healthcare and corruption in the healthcare system (conducted on a sample of 1006 adult citizens).

All CeMI's findings were framed in a comprehensive study that summarized the results of all analysis carried out. CeMI's contribution to this project is also part of a study in which a system of public procurement in the health sector has been thoroughly explored.

In addition to a part of the study, the entire policy brief is dedicated to health care of members of marginalized groups, with an emphasis on people with disabilities.

Within both documents, several recommendations have been formulated highlighting the necessity of changing the legislative framework, adopting by-laws, recommendations based on analyzed examples of good practice in the EU and the region, and public procurement.

The recommendations formulated by CeMI were presented at the meeting of the Joint Consultative Committee of the European Union and Montenegro and found a place in the Declaration of the Joint Consultative Committee to be sent to the Government of Montenegro.

Results of CeMI's survey presented

Project coordinator Marko Savic explained that the survey was conducted from December of 2016 to January of 2017, on a sample of 1,006 randomly selected respondents. It was concluded that more than half of the citizens in Montenegro are not aware of their rights as patients, while a quarter believes that the quality of health services deteriorated. He pointed out that there is a noticeable trend of cases when a doctor from a public institution refers to a certain private clinic, for a service they can get for free at the state clinic but have to pay for in a private one.

Head of Empirical Research Department of CeMI, Milena Nikolic, said that long waiting lists for examinations by a specialist are one of the most prominent problems and that familiarizing citizens with patient associations can be a good thing for the improvement of the health care system, since the patients' association is a kind of a way for patients to become informed because it's a system that can fight for the rights of patients, suggest public policies and negotiate with decision makers.

Training for healthcare workers and ombudsmen

The training for the healthcare workers was held during May at the PR Centre in Podgorica and they included different profiles of workers, so doctors, nurses, advocates of patients' rights and lawyers employed by healthcare institutions have all gone through the training.

The lecturer was the Project manager of the Centre for Democracy and Human Rights (CED-EM) Marija Vuksanovic, who presented her knowledge of ethical norms and standards in healthcare. Within this training healthcare workers got familiar with the standards of ethics and integrity in the system of health care with the focus on European Charter of Patients' Rights,

the Law on Healthcare and the Law on Protection of Patients' Rights. At this two-day training, advocates of patients' rights had the opportunity to acquire more knowledge about their way of work and responsibilities, especially towards people that come from vulnerable groups and their families, as well as standards of transparency, reporting and other procedures from similar institutions from the region and the EU. Lecturers were doctors Branislav Petrovic and Mensud Grbovic.

Also, during the month of May a two-day training for ombudsmen was held in the Hotel "City" in Podgorica, where the following subjects were covered: the EU standards regarding the protection of patients, why the work of the ombudsman was important in healthcare institutions, how to determine the most vulnerable groups and their specific problems regarding their protection in healthcare, transparency and efficiency of ombudsmen, procedures of work and reporting of the ombudsmen.

CeMI organizes a National conference

Project coordinator, Marko Savic, said that the regulations of the law on healthcare which concern additional work are not good because they represent one of the most pronounced forms of the risk of corruption. Referring to the information of decision makers, he pointed out that the waiting lists have become shorter in the past few years, with the additional work of doctors in their institution. The selection of advocates of patients' rights is questionable and it influences the independence of their work. According to his words, it is necessary to introduce a legal obligation to announce the decisions on the selection of management in healthcare institutions on the Ministry of Health's website.

General director at the Ministry of Health, Vesna Miranovic, thinks that doctors in this region are enduring all the effects of reforms of the healthcare system while patients still expect the maximum of them and that while it was necessary to change the methodology for measuring the perception of corruption, there isn't a single complaint about corruption while the perception of this occurrence is very high.

Other participants at the first sitting of this National conference were Stevo Muk, President of the Governing Board at the Institute Alternative, who evaluated that it was necessary to make transparent the methodology of procurement planning in healthcare and strengthening further implementation of general agreements for that; as well as the Ombudsman at the Clinical Center of Montenegro, Grana Bubanja who said that her function besides the primary role, has the one of a mediator and counsellor, because every day the number of patients asking for advice has grown bigger.

At the second part of the conference, the Minister of Health, Kenan Hrapovic, invited citizens to report all doctors who instruct them to get examinations in private institutions where they work, saying that they will prevent such phenomena and sanction those who take part in it. He reminded that the Ministry of Health did make additional work possible but not in a way where doctors don't follow the standard and procedure in public institutions.

Head of the Delegation of the European Union (EU) to Montenegro, Aivo Orav, reminded that the research conducted within this project showed that more than half of citizens of Montenegro are not aware of the rights they have as patients, and that citizens and patients of Montenegro will have the most use from this project, because it will help them become adequately informed about the procedures in the health care system and their rights.

Director of the Health Insurance Fond, Sead Cirgic, said that their institution had been working from the start of 2017 on making a Rulebook, where special attention was to be given to vulnerable categories of the insured.

Nikoleta Djukanovic, Executive Director at CeMI, concluded that it was necessary to make a communications strategy act towards the citizens with the goal of familiarizing them with the rights of patients and the work of the Ombudsman and amplifying the inspection and control of additional work of healthcare workers.



11. PROJECT - “Strengthening Capacities of Youth from Northern Part of Montenegro for Labor Market”

Starting in June of 2017 until the end of the year, CeMI implemented this project which is financed by the Ministry of Sports of Montenegro through a competition for financing and co-financing programs and projects based on the annual plan for the implementation of the National Youth Strategy for 2017.

The aim of this project was to contribute to the improvement of the socio-economic situation of young people in the northern municipalities of Montenegro (Pljevlja, Niksic, Zabljak, Pluzine), by creating the opportunity for reducing unemployed young people, promoting the active job search and self-employment and strengthening young people's skills by preparing them for the labor market. This project also contributed to overcoming the gap between the school system and the needs of the labour market. The aim of the activities was to create a network between local authorities, schools of the Employment Service, the private sector and non-governmental organizations in the northern municipalities, strengthening the personal working skills and expertise of high school students in targeted municipalities, and increasing the level of public awareness on the possibilities of overcoming youth unemployment. The project focused on the implementation of part of the measures of the National Action Youth Plan, which envisaged harmonization of supply and demand in the labour market; stimulated programs for youth entrepreneurship and conducting campaigns in order to emphasize the importance of professional competences in the field of employment.



Presentation of the project on TV morning shows

While speaking about the project on two different televisions, Project coordinator Marko Savic, explained that a large number of young people want to start their own business, after finishing a vocational school, and that's why entrepreneurial spirit should be developed in that population, which would reduce the gap between the educational system and the needs of the labour market. He clarified that the northern part of Montenegro is always pointed out as a less developed region and that is exactly the reason why it was necessary to invest a little more effort in the youth of those towns, so as to give them somewhat the same opportunities that their colleagues in Podgorica have, who are closer to the business sector, small factories and activities of different firms, which unfortunately aren't as accessible to students from the north.

As to give them more time to think, the target group for this project were students of the 3rd grade of high school of four north municipalities, so they could have the entire 4th year to think about their next professional engagement. A survey was conducted in those four municipalities, so the students could be divided into three groups. He elaborated that they were divided by the ones who said that they were going to look for a job after high school, ones that said they were going to start their own business and the third group were the ones who chose to go to a university. For each of the groups, special activities were planned.

The conference as the final activity of the project

At the conference, Marko Savic pointed out that in our society the number of those who attend a university is growing larger, while the number of those who decide to work on a craft or on specializing certain skills which they couldn't gain in high school, grows smaller so implementation of this project showed that it was necessary to work harder and work more concretely on the activism of young people.

Executive Director of CeMI, Nikoleta Djukanovic, explained that on one hand, even though they finish high school, young people don't possess enough practical skills and knowledge which are necessary for doing certain jobs, so in that way they are not adequately prepared for the job market and have a hard time finding a job. The ones that are successful continue their education at higher education institutions and because of that, they leave their towns. Without any knowledge of the job market, employment opportunities, activities of the Employment Agency, the economic situation in the municipality young people live in, especially the northern municipalities, they are forcibly marginalized on the job market.

Project coordinator for the UN Youth Programme, Jelena Miljanic, evaluated that the biggest deficiency in Montenegrin society was that a strong system doesn't exist, which would support young people and help them make good, quality and informed decisions in their lives.

Another participant of the conference was Nenad Koprivica, Director of Directorate for Youth in the Ministry of Sports, who said that the priority of that sector was the functioning of existing and opening of new youth clubs and a centre so CeMI's project fit entirely with the priority of the Directorate for Youth, which relates to youth employment and creating conditions for their easier access to the job market.

President of the Governing Board at the Union of High School Students of Montenegro (UNS-CG), Andrea Micanovic, said that their organization strives to inform about the problems that students face in school communities, it uses feedback as a cause for projects and other activities and that high school students from the northern region often say that practical teaching in secondary vocational schools is not at an adequate level, because it often happens that all the conditions for it are not completed.

CeMI's website and social networks

In order to improve its visibility on the national and international level, CeMI has continuously been working on developing its communication tools. With the assistance of OSI, we have improved our abilities to present our work in a better way by making a new website, infographics, online presentations, storytellings etc. Info-graphics and storytellings as new forms of data visualization represent an easier way for evidence-based advocacy and communication with the public and stakeholders.

CeMI created a new website in 2010 and since then has always been working on making it more functional. The website provides easy browsing and supports the entire archive of CeMI. Since our website is the first tool people would use to contact us and also represents us as an organization, it's both in English and Montenegrin language, and in that way, it's understandable and accessible to everyone.

Use of Google Analytics – Google Analytics, as a free website analytics service offered by Google, gives us insight about how users find and use our website. We have started to use this service in April 2017. Since then, we've had 32,378 visitors on our page, of which 65% were visitors who were on our website for the first time (new visitors) and 35% were visitors who visited our website more than once (returning visitors).

Facebook – The number of people who like CeMI's Facebook page has rapidly grown over the last 3 years. The number of people who like CeMI's official FB page was 450 in 2013, in 2014 it was 1076, in 2015 it was 2302, in 2016 it was 5022 and by the end of 2017, it was 5814.

In other words, CeMI's activities reached much more people than before, many more citizens are familiar with all CeMI's products (studies, reports), CeMI's applications (one for reporting violation of consumer rights and other for reporting violation of citizens' rights in the field of healthcare), CeMI's free legal aid and ways to use it. Also, every media appearance of CeMI's employees, especially media appearance of the President of the Governing Board and the Executive Director is available on CeMI's pages on social networks.

The Facebook and Twitter pages of CeMI are open for all questions citizens might have, whether they are about CeMI's activities or possibilities that CeMI offers. CeMI has significantly increased its impact on the general public through social media and it will continue to do so in the future. By using Facebook's sponsored potential to promote specific posts (boosting), CeMI is reaching many more citizens, the expert public (academics, institutions, organizations) in the country and abroad.

Twitter – Bearing in mind the way Twitter works, we post every part of CeMI's events and highlight main conclusions and recommendations that panellists discussed. Since 2014, when we had 159 followers, CeMI has made a significant step forward, which is well represented in the number of followers CeMI has today. Our username on this social network is CeMI_ME and have more than a thousand followers (1457).

Youtube – Considering that YouTube is one of the most popular search engines in the world, CeMI has developed a practice of publishing video materials from conferences, roundtables and panel discussions on its channel. We published 391 videos by now and CeMI's channel has been viewed 19,741 times, which represents an increase of 30,8% in comparison with 2016.

Instagram – CeMI always looks for ways to ensure better visibility and representation. We have opened an account on the popular social network Instagram and by end of 2017, we have 23 posts and 222 followers.

Two android applications

Zdravo Zdravstvo – This application is the first mobile application of such kind in Montenegro that allows citizens to anonymously report cases of corruption, with the possibility of attaching photos, audio records and similar evidence of alleged cases of violation of their rights as patients. CeMI has made two versions of application – web and android. The main goal is to measure the level of corruption in the Montenegrin healthcare system and also to raise awareness of healthcare workers and citizens about the negative consequences of such actions. A large number of people responded to the application and we had 84 complaints from citizens.

Potrosaci.me – At the end of 2016, CeMI started the application potrosaci.me, which allows citizens to report cases of violation of consumer rights by sending photos, audio records, and similar evidence that point to the violation. The application was used frequently in 2017 and we had almost a hundred reports by citizens.

ENEMO

CeMI is one of the founding organizations of the European Network of Election Monitoring Organizations (ENEMO), an international network of leading non-profit, non-governmental organizations that monitor elections, from 19 countries of Central and Eastern Europe and Central Asia. This network has implemented 23 international election observation missions in 7 countries so far and member organizations have observed more than 200 elections in their own countries and trained over 200,000 observers. CeMI participated in numerous international ENEMO missions, such as, for example, the mission in Ukraine, Kosovo, Moldova, Kazakhstan, etc.

On the General Assembly, held in Tbilisi, Georgia from the 6th – 7th April 2017, CeMI was elected as the General Secretary for the period from 2017 to 2019. During this period, the organization will program and financially manage international election observation missions and will continue the institutional reform of this network and increase the local presence of ENEMO in the member countries.

The next General Assembly of the European Network of Election Monitoring Organizations will be held in 2019 in Montenegro.



Financial Report 2017		
Project Name	Donor	Amount
"South-Eastern European Data Services – SEEDS"	Swiss National Science Foundation	2.281,87 EUR
"Judicial Reform: Upgrading CSO's capacities to contribute to the integrity of judiciary"	European Commission	33,448.18 €
"Strengthening Investigation and Prosecution Capacity in the Western Balkan Countries – Financial Investigations as a Tool to Combat Organized Crime and Corruption"	Embassy of the Kingdom of the Netherlands	85.388,00 EUR
"Raising the Organization's Capacities for Public Policy Advocacy and Influence at a National and International Level"	Open Society Foundations – Think Tank Fund	52.294,98 EUR
"Health Care and Patient's Rights in Montenegro – Winning Citizens' Confidence"	Commission for the Distribution of Parts of Income from Games of Chance	5.000.00 EUR
"Health Care and Patient's Rights in Montenegro – Winning Citizens' Confidence"	European Commission – EIDHR	24.280,00 EUR
"Strengthening Capacities of Youth from Northern Part of Montenegro for Labor Market"	The Ministry of Sports in Montenegro	6.500,00 EUR
"Enhancing Development of Legal Professions Related to Judiciary in Montenegro"	Embassy of the Kingdom of the Netherlands	1.670,30 EUR
"Improving Capacities of CSOs' and the System of Consumer Protection in MNE "PROTECT.ME"	European Commission (IPA Montenegro)	71.173,29 EUR
"Improving Organizational and Financial Sustainability of ENEMO: Brussels Forum on Civic Election Monitoring in Post-Communist Countries"	National Endowment in Democracy - Washington	29.844,00 EUR
"Electoral Integrity in Montenegro - Winning Citizens' Trust - Presidential Elections 2018"	The Federal Republic of Germany	11.860,00 EUR
"Let Fair Elections Become a Habit"	Embassy of the Kingdom of the Netherlands	7.980,00 EUR
"Let Fair Elections Become a Habit"	British Embassy	12.720,32 EUR
Funds transferred from 2016		34.587,89 EUR
Other		19.920,83 EUR
Total		439.061,79 EUR

Financial overview 2017	
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The Ministry of Sports in Montenegro	6.500,00 EUR
Open Society Foundations – Think Tank Fund	52.294,98 EUR
European Commission	95.453,29 EUR
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