



PROTECTOR OF CITIZENS

OMBUDSMAN OF SERBIA



**PRESENTATION OF COOPERATION WITH LOCAL PUBLIC LIBRARIES TO GRANT
CITIZENS EASY ELECTRONIC ACCESS TO THE OFFICE OF THE OMBUDSMAN**

Ms. Vladana Jović, Deputy Ombudsman of Serbia

11th World Conference of the International Ombudsman Institute: Evolution of Ombudsmanship

Bangkok, 13-19 November 2016



PROTECTOR OF CITIZENS

OMBUDSMAN OF SERBIA



The Content of Presentation

- A short background of the project “Promoting Human and Minority Rights through Increased Ombudsman’s Outreach to Citizens” (objectives, timeframe and partners)
- Overview of the Project’s results
- Longer-term impact and sustainability



PROTECTOR OF CITIZENS

OMBUDSMAN OF SERBIA



A Short Background of the Project

- In the period from December of 2012 until August 2015, the Ombudsman, in cooperation with the Serbian Library Association, libraries and local self-government authorities, implemented the Project *"Promoting Human and Minority Rights through Increased Ombudsman's Outreach to Citizens"* in fifteen elected municipalities in Serbia. The Project was funded by the Royal Norwegian Government.
- The Project overall objective was to contribute to the improvement of capacities and visibility of the institution of the Ombudsman in the protection of civil rights.
- One of the three main components was to provide opportunities to the citizens from the 15 towns and municipalities in Serbia to contact the Secretariat of the Ombudsman via video link from local libraries in order to improve the protection of human rights via greater availability of the institution to the citizens living outside of Belgrade.



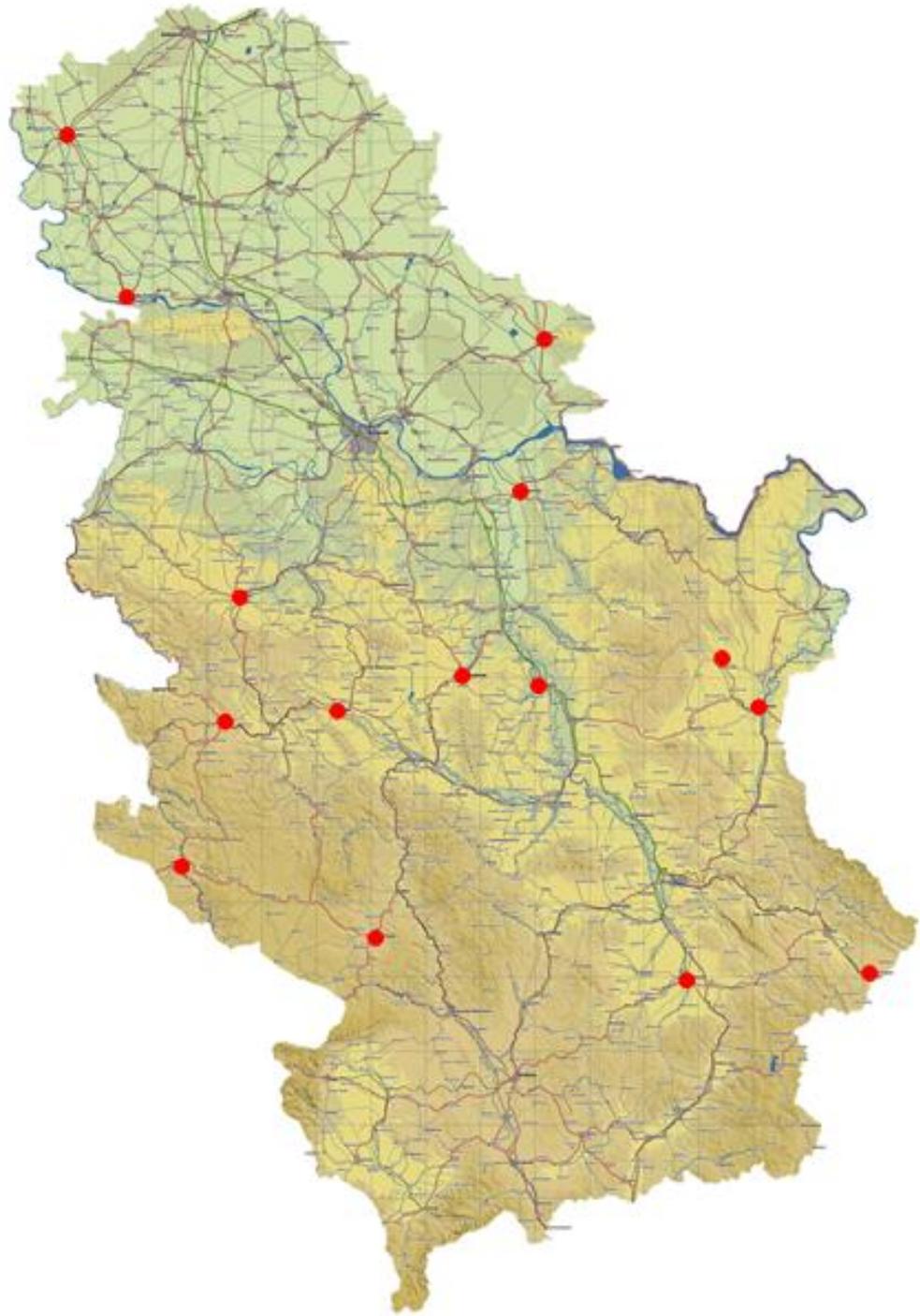
PROTECTOR OF CITIZENS

OMBUDSMAN OF SERBIA



Electronic Access to the Ombudsman

The main idea of the Project was to provide a more easier and accessible contact of the citizens with the Ombudsman, through the usage of modern communication technologies and cooperation with other entities, i.e. libraries.



**Geographical distribution of
the selected libraries/towns**



PROTECTOR OF CITIZENS

OMBUDSMAN OF SERBIA



The Results of the Project (1)

The total number of complaints before and during the Project:

Indicator	Initial status	Achieved status
The number of contacts and complaints of citizens living outside of Belgrade	In 2011, there were 4905 contacts and 2334 complaints from various parts of Serbia other than Belgrade	Project proposal envisaged 5500 contacts and 3000 complaints per annum, and there were: In 2013 - 7834 contacts and 5179 complaints. In 2014 - 7920 contacts and 5142 complaints. In the course of 5 months of 2015 - 3123 contacts and 2470 complaints.



PROTECTOR OF CITIZENS

OMBUDSMAN OF SERBIA



The Results of the Project (2)

- A total of 2028 citizens have used the opportunity to contact the Ombudsman video link from 15 local libraries in the course of 30 months of the duration of the Project.
- Around 46% of all contacts with the Ombudsman (via telephone, mail, e-mail, in person) from the participated municipalities during the Project was established through video link, i.e. Skype in the libraries.
- A total of 3096 citizens visited the libraries or telephoned in order to get informed about the initiative of the Ombudsman.
- A total of 336 citizens in 15 towns benefited from the possibility to talk directly with the Ombudsman, his deputies and Secretariat staff, during their on-site visits.



PROTECTOR OF CITIZENS

OMBUDSMAN OF SERBIA



The Results of the Project (3)

In the course of the Project, number of media and promotional activities have been implemented:

- 15 round tables were held in selected municipalities.
- Three types of leaflets were printed in 16,000 copies in order to promote the rights of national minorities, the rights of persons living with disabilities and gender equality.
- 15 press conferences were held in selected municipalities, attended by a total of 64 media (regional or local TV stations, local radio stations, as well as the local printed media).
- 12 guest appearances of the Ombudsman and his deputies on the local and regional television stations in prime-time programs.



PROTECTOR OF CITIZENS

OMBUDSMAN OF SERBIA



Longer-term impact on the society

The Project has resulted in new sustainable roles for both Ombudsman and the libraries.



PROTECTOR OF CITIZENS

OMBUDSMAN OF SERBIA



THANK YOU FOR YOUR ATTENTION!

Contacts:

Vladana Jović, Deputy Ombudsman

vladana.jovic@ombudsman.rs