

August 2001

# HANDBOOK FOR RETURNEES

## TO

# BOSNIA AND HERZEGOVINA



# **HANDBOOK FOR RETURNEES TO BOSNIA AND HERZEGOVINA**

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## INTRODUCTION

I am very pleased to introduce the Handbook for Returnees to Bosnia and Herzegovina. The year 2001 saw the highest number of so-called "minority returns" in Bosnia and Herzegovina (BiH) since the signing of the General Framework Agreement for Peace (or Dayton Peace Agreement). The on-going implementation of property laws in BiH is playing an important role, particularly for returns to urban areas.

UNHCR is introducing this Handbook to facilitate the return process. In the post-Dayton period, many legislative and administrative changes have been introduced, and the legal framework with respect to many issues which are factors in return is evolving continuously. It is the reason why UNHCR has established a country-wide network of Legal Aid & Information Centres (LAICs) to support BiH refugees, returnees and displaced persons in the return process, with the generous support of the European Community and the U.S. Government.

This Handbook is intended to supplement the work of the LAICs by providing basic advice on procedures which persons may wish to initiate prior to or upon return. It also includes brief regional profiles describing conditions in selected areas of return, and contact information for UNHCR offices throughout BiH, UNHCR's Legal Aid & Information Centres, and other major organisations/agencies which may be relevant for return.

I believe that this Handbook represents a valuable tool for persons considering return or already in the process of return and am confident that it will find extensive use.

Werner Blatter  
Regional Coordinator South-East Europe and  
Chief of Mission for Bosnia and Herzegovina

November 2001

## I. WHAT TO DO BEFORE RETURN

### 1. Travel Documents

- To enter Bosnia and Herzegovina, you must show a valid travel document at the border entry point. Valid travel documents are either a valid passport or a travel certificate (*putni list*). A travel certificate is a travel document valid for the time needed for one-way return travel to Bosnia and Herzegovina (max. 20 days).
- Please note that passports are being issued in a new format. If you possess a passport in the old format, its validity will expire on 28 November 2002. You can exchange your old passport for a passport in the new format at your closest consular office.
- If you are abroad and require either document, you can apply at the BiH diplomatic consular office in your country of refuge. When applying for either travel document, you are required to submit an application form, proof of your citizenship and a photo. Applying for a travel certificate is less costly than for a passport.
- If you do not have any identification documents proving your citizenship, contact your diplomatic consular office or UNHCR office in your host country. You should submit an Application for Voluntary Return with your diplomatic consular office and include copies of any documents you might have which appear to show your BiH citizenship, i.e. a copy of your ID card. It is the responsibility of the authorities to verify your citizenship.
- If you are returning directly from a neighbouring country to BiH, border authorities in both your host country and BiH will be notified of your travel details so that you can cross the borders. If you are returning to BiH from another country abroad, you will be issued a travel certificate.
- Temporary regimes may be in place allowing those in possession of an ID card or refugee card, or any other document which shows Bosnian citizenship, to cross the borders from Croatia and FRY into Bosnia and Herzegovina.

### 2. Go-and-See Visits

- If you would like to travel to Bosnia to see your pre-war residence and ascertain local conditions to prepare for return, you may join a *Go-and-See Visit*. Inquire at your local UNHCR office or various non-governmental organisations which assist with the organisation of such visits in your current area of residence. You may also contact your consular office to obtain further information.

### 3. Transportation

- If you need assistance with the transportation of your personal belongings to Bosnia and Herzegovina, your local UNHCR Office and/or IOM Office can inform you of organisations or non-governmental organisations that could assist you.
- If you are returning from Croatia you may also contact your local ODPR for information on transportation procedures. IOM in Croatia and UNHCR/non-governmental organisations in FRY assist returnees to BiH with the transportation of household belongings and agricultural machinery.

### 4. Customs

- You can bring your personal belongings with you when you return without paying any customs duties if you have been in possession of the items for more than six months. You should contact your closest consulate office or customs office in your place of return to establish which documents must be submitted for customs exemption.
- Customs procedures are simplified for those requesting assistance for the transportation of personal belongings from IOM in Croatia and non-governmental organisations in FRY.

## **5. Bus Lines**

- Several bus lines are operated by NGOs between various towns in BiH and cross border to enable you to travel to your former place of residence. This can assist you, for example, in carrying out house-cleaning activities before returning and in visiting local authorities to complete return procedures.
- These bus lines operate between towns where no commercial bus route has yet been established.
- Contact your local UNHCR office for information concerning the bus lines.

## **II. WHAT TO DO UPON RETURN**

### **1. Registering Return**

If you have returned or intend to return, please register with the competent municipal office as outlined below:

- In the Federation of Bosnia and Herzegovina (FBiH) you should go to the local Municipal Information Centre (MRO); and,
- Complete an *Application for Voluntary Return of Displaced Persons and Repatriates in the BiH Federation*.
- In Republika Srpska (RS) you should go to a Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI); and,
- Complete an *Application for Voluntary Return of Displaced Persons and Repatriates for the Territory of the Republika Srpska*.

Information on opportunities to return and other relevant information, for example, possibilities for reconstruction, implementation of property law, and status of housing, can be obtained in Municipal Information Centres/Municipal Offices of the Department of the Ministry of Refugees and Displaced Persons.

### **2. Displaced Person's ID Card**

- If you are returning from abroad to a place of displacement, i.e. not to your pre-war place of residence, you must also regulate your DP status at your local Municipal Information Centre (MRO) if in FBiH, or Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI) if in RS.

### **3. ID Card**

- You should then approach the Police Administration in your municipality in FBiH or Public Security Station in RS and apply for a regular ID card. Inquire which documents you need to submit.

### III. WHERE TO APPLY FOR POSSIBLE ASSISTANCE

#### 1. Enforcement of Property Rights

##### *For occupancy right holders of a socially-owned apartment*

- In FBiH, the deadline for filing a claim for socially-owned apartments was 4 July 1999 and for some categories of occupancy right holders, 4 October 1999. In RS, the deadline for filing a claim for socially-owned apartments was 19 April 2000. If you did not file a claim for the repossession of your apartment within the stipulated deadlines, your occupancy right has been cancelled.
- If you have received a positive decision, however the person occupying your apartment has not left the premises yet, you must file a request for enforcement of the decision in writing with the same body which issued the decision. **This must be done within 90 days** after expiration of the deadline for the current user to vacate, otherwise you may lose your occupancy right.
- If temporary occupants vacate your property to enable you to repossess it, you have 90 days from the date you are informed to collect the keys to your property. A member of your family household from 1991 or a legal proxy can also collect your keys for you.
- If you have received a negative decision, you can appeal to the Cantonal Ministry for Urbanism, Town Planning and Environment in FBiH or the Ministry for Refugees and Displaced Persons in RS within 15 days.
- If you filed your claim before the deadlines passed, but have not yet received a decision, contact the authorities that you filed your claim with and inquire about the status of your claim. You may file a complaint for "Silence of Administration" with the same authority if it has not fulfilled its administrative duty to issue a decision.

##### *For private property owners*

- If your property is currently occupied, you can claim for repossession. There are no deadlines for such claims and they can be submitted at any time.
- To repossess private property in RS, you need to file a claim with the Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI) in the municipality in which the property is located. In order to obtain the claim form and to receive further information on how to proceed with the claim, contact the OMI.
- To repossess private property in FBiH, you need to file your claim with the competent municipal, city or cantonal housing authority where the property is located. Please see municipal contact sheets located at the back of this handbook for contact details.
- You will need to submit documentation proving you own the property, for example, land registry slip, title deed or court decision confirming your ownership of the property. If you cannot provide these documents, other supporting documentation can be submitted, for example, registration of residency, statement of witness, utility bills, etc.
- If you have received a positive decision, but the person living in your property has not left the premises yet, contact the authorities that you filed the claim with and request enforcement of the decision in writing.
- If you have received a negative decision, you can appeal to the Cantonal Ministry for Urbanism, Town Planning and Environment in FBiH or the Ministry for Refugees and Displaced Persons in RS within 15 days.
- If you have already filed your claim and have not received a decision, you should contact the authorities that you filed the claim with. You may file a complaint for "Silence of Administration" with the same authority if it has not fulfilled its administrative duty of to issue a decision.
- You may also file for repossession of your property with the Commission for Real Property Claims of Displaced Persons and Refugees (CRPC).

##### *Destroyed Property*

- In order to repossess destroyed property, the same procedures described above apply provided that you lost possession of your property before 4 April 1998 in FBiH or before 19 December 1998 in RS.

## 2. Reconstruction

- If your house was destroyed or damaged during the war, you can seek assistance from cantonal/municipal offices of the Ministries for Refugees and Displaced Persons, Displaced Persons' Associations and NGOs involved in reconstruction and implementing reconstruction projects in your area of return.
- Please note that only basic housing structures are reconstructed in order to make them habitable.
- Due to the scarcity of funds available for reconstruction, only those persons who first return and repossess their property or take part in cleaning activities of destroyed houses will be considered for shelter assistance.
- To be considered for reconstruction in RS, authorities may request that you have submitted an *Application for Voluntary Return of Displaced Persons and Repatriates for the Territory of the Republika Srpska* to the Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI).
- If you suspect that any mines or minefields may be located on your property, you should contact the local civil defence office and request mine clearance to be carried out. Exercise extreme caution if you suspect mines to be present and under no circumstances touch them.

## 3. Utilities

- If you need reconnection to your pre-war supply of electricity or other public utility, contact the local office of the utility company concerned. You do not need to pay any debts which accumulated during the period that somebody else occupied your property or while your property was empty.
- If you need reconnection to the telephone network operating in your area of return, apply for reconnection with the particular telephone company within three months of taking possession of your former home. If you are a pre-war subscriber, you will need to pay an administrative fee of no more than 50KM for the reconnection.
- If you experience any difficulties, please contact your nearest Legal Aid and Information Centre.

## 4. Humanitarian Assistance

- Assistance may be available for the transportation of personal belongings to your pre-war residence. Please contact the UNHCR office in your area for further details.
- If you need assistance with domestic items, such as beds, mattresses, blankets, cooking stoves, etc. you can also approach the UNHCR office in your area. UNHCR will assess your needs and depending on stocks available, may be able to distribute some items to you.
- Further assistance may be sought from NGOs working in your area of return. NGOs are assisting returnees throughout Bosnia by providing additional assistance, for example, in the form of agricultural tools, seeds, reconstruction materials and livestock. You should find out which NGOs are working in your area of return and what projects they are currently implementing. Your needs will be assessed and depending on the assessment and on availability of stock, you may be provided assistance.

## 5. Social Welfare

- Cases of extreme need and vulnerability (for example, persons unable to work, women older than 60 years of age and men older than 65 who do not have family members who can support them and orphans) should contact the municipal Office for Social Welfare for social welfare benefits such as financial and other assistance, accommodation in the institutions of social welfare and home care. To obtain the right to receive social welfare, approach the municipal Office for Social Welfare, which will inform you how to apply and which documents to submit. Please note however, that the social welfare system in Bosnia and Herzegovina is currently facing great financial problems and therefore assistance is minimal.
- Families of soldiers should contact a municipal or cantonal Office of the Ministry of Defence to inquire into possible benefits.

## 6. Employment

- If you are unemployed upon return, you should register with the Employment Office. If you were employed before returning, you must register within 30 days of termination of employment if registering in the RS and within 60 days if registering in FBiH in order to receive unemployment benefits. If you were receiving unemployment benefits before returning, inquire at the Employment Office in your place of return as soon as possible about the possibility of receiving further payments. Receiving unemployment benefits is not guaranteed; other conditions may need to be fulfilled.
- If returning from abroad, inquire at the Employment Office as soon as possible about the possibility of receiving unemployment benefits, counselling services and health care insurance. If you are returning from Germany, were employed there and paid sufficient contributions to an unemployment insurance fund, you will receive unemployment benefits upon return.
- Inquire at the Employment Office which documentation is necessary to register. You will need to submit your labour booklet, ID Card, residency registration and diploma. If you are not in possession of all documents at the time of registration, submit them later. Your former employer does not have the right to charge fees when returning the labour booklet. If you experience any difficulties, please contact your nearest Legal Aid and Information Centre.
- If you worked for a company on 31 December 1991 and would like to be re-employed or receive compensation for being illegally dismissed, you must have already submitted a claim to the Commissions for Implementation of Art. 143/152 of Labour Law. If you have not yet submitted your claim, no further action can be taken as deadlines have expired.
- If you believe you have been treated unfairly during job search or in your work place due to your race, ethnicity, religion, political opinion, gender or membership in a political party or trade union, you can file a complaint against your employer in a court procedure. Contact your local Legal Aid and Information Centre for further advice on such procedures.

## 7. Health Insurance

- In order to receive health care, you must be insured with a health insurance fund. Different deadlines apply for registration. Contact the office closest to your place of return as soon as possible for further information.
- Returnees who are unemployed must first register at the municipal Employment Office within 30 days of returning.
- If you do not fall into one of the categories for compulsory health insurance, inquire about voluntary health insurance schemes.
- Please note that health care coverage from one insurance fund may only extend to the borders of the geographical area covered by the fund. You may face difficulties when trying to access health care facilities in another entity than where you are insured.
- If you experience problems in obtaining health insurance, approach your nearest Legal Aid and Information Centre for more information and assistance.

## 8. Pension

- In order to receive pension payments, you must approach **one** of the four existing pension funds currently operating:
  - i. Public Fund of Pension and Disability Insurance of RS – main office in Pale;
  - ii. Public Fund of Pension and Disability Insurance of Bosnia and Herzegovina - main office in Sarajevo;
  - iii. Mostar Institute of Pension and Disability Insurance – main office in Mostar;
  - iv. The Brcko District Pension Fund.

Persons receiving pensions from one of the two pension funds operating in FBiH should receive payments from the Federation Institute for Pension and Disability Insurance when it becomes operational in the near future. The main office will be located in Mostar. Both previously existing pension funds in FBiH should then cease to exist.

- Please approach the nearest branch office of the pension fund located in your place of return to ascertain which pension fund is competent to pay your pension and which documents you must submit with your application.
- In principle, pensioners who were receiving pension either during or after the war from one of the above-mentioned pension funds will continue to be paid by the same pension fund. If you have not received your pension since March 1992, you will be paid by the pension fund, which was paying your pension before 1992.
- If you believe you have acquired a right to receive a pension, please contact the nearest branch office of the pension fund located in your place of return. You will be advised which pension fund will process your application. In some cases more than one fund will pay portions of your pension.
- In order to ensure that you acquire a right to a pension in the future, you must make contributions to a pension fund. Employed persons have pension contributions automatically deducted from their salaries.
- Only unemployed persons returning to Bosnia and Herzegovina from Germany who were legally employed or registered as unemployed in Germany, or who are returning from a place of displacement to a pre-war residence within an entity will be automatically insured in a pension fund when registering unemployment. You must register at the municipal Employment Office with 30 days of returning to or of becoming unemployed in RS and 60 days in FBiH. All other returnees who are unemployed, i.e. from other countries abroad or from one entity to the other, must make voluntary contributions.
- If you are not automatically included in a pension insurance scheme, you can register yourself and make voluntary contributions to ensure you acquire a right to a pension in the future.
- Should you encounter any problems receiving your pension or insuring yourself in a pension fund, contact your local Legal Aid and Information Centre for further advice.

## **9. Education**

- In general, the new school year begins on the first Monday in September and lessons continue until January. The second semester begins in February and finishes for summer vacation in June.
- If you want to register your child for either primary or secondary school, you should approach the principal or secretariat of the local school directly.
- If your children have completed school years abroad, you will have to have their certificates or school reports recognised by the Cantonal Ministry for Education, Culture and Sport in FBiH and by the Ministry for Education, Culture & Sport in the RS.

## **10. Legal Aid and Information Centres (LAICs)**

- UNHCR has a network of 56 Legal Aid and Information Centres (LAICs) throughout BiH that serve as important partners of UNHCR.
- The LAICs are staffed with qualified lawyers whom you can consult for information on any issue relating to return, for example property related claims, health insurance, pensions etc. They may also provide direct legal assistance and represent you at administrative and judicial bodies.
- Legal information and assistance is provided free of charge.
- The staff in LAICs works together with staff of UNHCR on specific cases and assist UNHCR in identifying issues that should be addressed by the international community.
- Please look in ANNEX 2 for contact details of your nearest LAIC.
- You may seek legal advice from other legal aid centres funded by various NGOs in Bosnia and Herzegovina. Several international organisations also provide legal advice for individual cases, for example, OSCE.

## 11. Ombudsperson & Human Rights Chamber

- If you feel that state authorities, public institutions or officials in the execution of their duties have not respected your human rights and you have exhausted all available legal/administrative procedures, you may submit your case to the Ombudsperson or the Human Rights Chamber.
- If you require assistance with a submission, contact your nearest Legal Aid and Information Centre.

- Office of the Human Rights Ombudsperson for BiH

Office	Address	Tel.	Fax
Office of the Human Rights Ombudsperson for BiH	Marsala Tita 7/II Sarajevo	(033) 666 006	(033) 666 007
Field Office	Jovana Ducica 41 Banja Luka	(051) 303 992	(051) 303 992

- Human Rights Chamber

Office	Address	Tel.	Fax
Human Rights Chamber	Musala 9 Sarajevo	(033) 212 064	(033) 212 059
Field Office	Simeuna Daka 5 Banja Luka	(051) 211 695	(051) 211 695

#### IV. ORGANISATIONS PROVIDING ASSISTANCE TO RETURNEES

- Below is a listing and brief overview of major organizations active in BiH. Please note that while many organizations maintain several offices throughout BiH, contact details are provided for main offices only. Additional contact details are provided in the municipal contact sheets in Annex 4.

##### United Nations High Commissioner for Refugees (UNHCR)

- UNHCR Bosnia and Herzegovina is primarily tasked with the repatriation of refugees and displaced persons. UNHCR works in partnership with other organisations and NGOs giving legal assistance, monitoring property legislation implementation, providing basic material assistance for returnees and implementing social and income-generating programmes. UNHCR will also refer you to other agencies for any assistance for which you might be eligible.

Office	Address	Tel.	Fax
UNHCR Office of the Chief of Mission	UNIS Building, Tower A Fra Andela Zvizdovica 1 Sarajevo	(033) 666 160	(033) 470 171

##### United Nations Mission in Bosnia and Herzegovina (UNMIBH) - Civil Affairs/ International Police Task Force (IPTF)

- UNMIBH has overall responsibility for the co-ordination of United Nations activity in BiH. The Civil Affairs Department liaises with IPTF to monitor local police and thereby assist in ensuring a safe and secure environment for return.

Office	Address	Tel.	Fax
UNMIBH	Aleja Bosne Srebrne bb Sarajevo	(033) 451 694	(033) 458 127

##### Office of the High Representative - Return and Reconstruction Task Force (OHR-RRTF)

- OHR co-ordinates the Reconstruction and Return Task Force, an inter-agency body established to facilitate the return of refugees and displaced persons to their homes of origin. It monitors and promotes the implementation of property legislation and representatives negotiate with public officials and intervene when necessary, to ensure a successful return process.

Office	Address	Tel.	Fax
OHR Main Office	Emerika Bluma 1 Sarajevo	(033) 445 211	(033) 283 501

##### Organisation for Security and Co-operation in Europe (OSCE)

- OSCE promotes and monitors return to Bosnia and Herzegovina, monitors implementation of property law and intervenes with authorities to protect basic rights of returnees.

Office	Address	Tel.	Fax
OSCE Main Office	Obala Kulina Bana 20 Sarajevo	(033) 444 444	(033) 442 479

### International Organisation for Migration (IOM)

- IOM facilitates the return of persons from abroad and assists with transportation of returnees and their personal belongings.

Office	Address	Tel.	Fax
IOM	Aleja Bosne Srebrne bb Sarajevo	(033) 452 449	(033) 452 640
IOM Banja Luka	Stepe Stepanovica 64 Banja Luka	(051) 306 918	(051) 300 529

### Commission for the Real Property Claims of Refugees and Displaced Persons (CRPC)

- CRPC accepts and decided upon claims for real estate and all types of real estate rights where property was not voluntarily transferred after 1 April 1992 and the individual making the claim is not in possession of that property. Claims can be made for occupied and partially or totally destroyed property. CRPC makes a final decision on the rights to the claimed real estate and these are legal and binding.

Office	Address	Tel.	Fax
CRPC Main Office	Danijela Ozme 4/II Sarajevo	(033) 211 151	(033) 211 147
CRPC Banja Luka	Rade Vranjesevic 107 Banja Luka	(051) 317 718	(051) 320 480

### United Nations Development Programme (UNDP)

- UNDP's mission to BiH includes helping the country in its efforts to achieve sustainable development and create and implement development programmes. Its projects support returnees through employment creation, reconstruction and demining.

Office	Address	Tel.	Fax
UNDP	Marsala Tita 48 Sarajevo	(033) 276 800	(033) 665 681
UNDP Brcko	Bulevar Drazе Mihajlovica 10 Brcko	(049) 205 112	(049) 205 493

### American Refugee Committee (ARC)

- ARC has a system of multi-sector programmes to assist minority return. These programmes include the reconstruction of housing units and infrastructure, provision of free legal assistance to refugees, returnees and displaced persons in legal aid centres and quick support funds.

Office	Address	Tel.	Fax
ARC Sarajevo	Skenderija 8 Sarajevo	(033) 668 056	(033) 668 072
ARC Mostar	Kraljice Katarine 26 Mostar	(036) 325 957	(036) 325 957
ARC Banja Luka	Simeuna Djaka 27 Banja Luka	(051) 216 959	(051) 216 959
ARC Bihac	Darovalaca kivi 1 Bihac	(037) 323 431	(037) 323 431

**Bosnian Committee for Help (BOSPO)**

- BOSPO implements various education, psycho-social, micro-credit and income generation projects.

Office	Address	Tel.	Fax
BOSPO Tuzla	Rudarska 72 Tuzla	(035) 283 429	(035) 283 429

**Bundesanstalt Technisches Hilfswerk (THW)**

- THW implements projects for the reconstruction of housing units and rehabilitation of infrastructure.

Office	Address	Tel.	Fax
THW Kozarac	Ahmeta Melkica bb Kozarac	(052) 342 102	(052) 342 102
THW Mostar Area	Blizanci bb Citluk	(036) 642 548	(036) 642 548

**CARE Germany**

- CARE Germany has several programmes to support sustainable return including reconstruction projects for housing units and infrastructure.

Office	Address	Tel.	Fax
CARE Germany - Bihac	Safvet bega Basagica 45 Bihac	(037) 334 445	(037) 334 445

**CARE International**

- CARE International implements shelter/reconstruction and income generation projects for returnees all through BiH.

Office	Address	Tel.	Fax
CARE Sarajevo	Olovska 42 Sarajevo	(033) 230 025	(033) 230 024
CARE Banja Luka	Studenicka 14 Banja Luka	(051) 468 864	(051) 468 797

**Caritas Switzerland**

- Caritas is engaged in various projects including shelter/reconstruction and agriculture programmes for returnees.

Office	Address	Tel.	Fax
Caritas Switzerland Sarajevo	Sime Milutinovica Sarajlije 1/I Sarajevo	(033) 668 185	(033) 668 184
Caritas Switzerland Bihac	Brace Rezic bb Bihac	(037) 320 800	(037) 320 800

**Catholic Relief Service (CRS)**

- CRS supports minority returnees and domicile populations through quick support fund projects, development of community services, education programmes and shelter/reconstruction projects.

Office	Address	Tel.	Fax
CRS Sarajevo	Muhameda Kantardzica 3/IV Sarajevo	(033) 205 827	(033) 205 373
CRS Mostar	Kardinala Stepinca 17 Mostar	(036) 326 637	(036) 326 637
CRS Banja Luka	Vozdovacka 1 Banja Luka	(051) 301 043	(051) 301 044

**Cebeda**

- Cebeda supports returnees with programmes for small and medium enterprises including income generation projects.

Office	Address	Tel.	Fax
Cebeda	Zenjak 21b Travnik	(030) 511877	(030) 205 373

**Cooperazione e Sviluppo (CESVI)**

- CESVI implements shelter/reconstruction and income generation projects.

Office	Address	Tel.	Fax
CESVI Drvar	Hrvatskih branitelja bb Drvar	(034) 819 771	(034) 820 165

**Danish Refugee Council (DRC)**

- DRC is engaged in various projects including reconstruction and income generation to assist refugees, returnees, displaced persons and local populations.

Office	Address	Tel.	Fax
DRC Sarajevo	Vilsonovo setaliste 10 Sarajevo	(033) 279 430	(033) 444 053
DRC Mostar	Mile Budaka 82 Mostar	(036) 322 301	(036) 324 510

**Deutsche Gesellschaft fuer technische Zusammenarbeit (GTZ)**

- GTZ works with local institutions in BiH and implements shelter/reconstruction and micro-credit/income generation projects.

Office	Address	Tel.	Fax
GTZ Sarajevo	Splitska 6 Sarajevo	(033) 260 920	(033) 260 920
GTZ-EG Tuzla	Mihajla I Zivka Crnogorcevica 5 Tuzla	(035) 251 125	(035) 251 025

**Dorcas Aid International (DAI)**

- DAI is a relief and development agency which implements projects for shelter/reconstruction and rehabilitation of infrastructure.

Office	Address	Tel.	Fax
DAI Prijedor	Srpskih velikana 75 Prijedor	(052) 233 803	(052) 233 803

**Dutch Relief Agency (DRA)**

- DRA implements shelter/reconstruction and income generation projects throughout BiH.

Office	Address	Tel.	Fax
DRA Gorazde	Seada Safovica Safe 10 Gorazde	(038) 224 134	(038) 224 134
DRA Banja Luka	Petra Kocica 119 Banja Luka	(051) 316 346	(051) 316 346

**Edinburgh Direct Aid (EDA)**

- EDA assists returnees through shelter/reconstruction and rehabilitation of infrastructure.

Office	Address	Tel.	Fax
EDA Bihac	Nikole Tesle bb Bihac	(037) 332 271	(037) 332 271

**European Committee for Training and Agriculture (CEFA)**

- CEFA provides support for agricultural activities in minority return areas. This includes training in modern agriculture technology and development of farm associations and co-operatives.

Office	Address	Tel.	Fax
CEFA Mostar	Mladena Balorde 35 Mostar	(036) 552 219	(036) 552 219

**HELP**

- HELP provides emergency assistance and is engaged in reconstruction, demining and mine awareness programmes.

Office	Address	Tel.	Fax
HELP Sarajevo	Vuka Karadzica bb Lukavica	(033) 454 186	(033) 454 186
HELP Capljina	Zabrdalje 17 Capljina	(036) 803 745	(036) 803 745

**Hilfswerk Austria (HWA)**

- HWA implements various projects to facilitate return. These include reconstruction of houses, schools and infrastructure and the provision of quick support funds.

Office	Address	Tel.	Fax
HWA Sarajevo	Josipa Stadlera 8 Sarajevo	(033) 230 847	(033) 230 849
HWA Tuzla	Filipa Kljajica 22 Tuzla	(035) 255 165	(035) 255 165

**International Catholic Migration Commission (ICMC)**

- ICMC implements various projects including income generation, shelter/reconstruction and the provision of micro-credits and transportation services for returnees.

Office	Address	Tel.	Fax
ICMC Sarajevo	Trampina 12/V Sarajevo	(033) 211 470	(033) 230 568
ICMC Mostar	Marsala Tita 56 Mostar	(036) 552 682	(036) 555 151
ICMC Zenica	Strosmajerova 6 Zenica	(032) 440 310	(032) 440 310
ICMC Banja Luka	Grcka 12 Banja Luka	(051) 213 183	(051) 213 186
ICMC Bosanski Petrovac	Petog korpusa bb Bosanski Petrovac	(037) 883 315	(037) 883 316

**International Orthodox Christian Charities (IOCC)**

- IOCC implements various projects for returnees including shelter/reconstruction, rehabilitation of infrastructure, income generation, micro credits, support of agriculture, and capacity building of local NGOs. The offices of IOCC in FRY support the return of refugees from FRY to BiH.

Office	Address	Tel.	Fax
IOCC Banja Luka	Karadjordjeva 227 Banja Luka	(051) 280 168	(051) 280 168

**International Rescue Committee (IRC)**

- IRC supports legal aid and information centres which provide free legal services. It also implements various projects including shelter/reconstruction, quick support funds, income generation, development of community services, agriculture and health.

Office	Address	Tel.	Fax
IRC Sarajevo	Tvornicka 3 Sarajevo	(033) 230 800	(033) 230 800
IRC Mostar	Trg Ivana Krndelja 11c Mostar	(036) 550 124	(036) 550 124
IRC Banja Luka	Dunavska 1c Banja Luka	(051) 307 976	(051) 307 976
IRC Bihac	Bihackih branilaca 16 Bihac	(037) 319 049	(037) 319 049
IRC Drvar	Hrvatskih branitelja bb Drvar	(034) 819 848	(034) 819 848
IRC Tuzla	Klosterska 40 Tuzla	(035) 283 049	(035) 283 049

**INTERSOS**

- INTERSOS supports the two-way return process through projects for the reconstruction of houses and infrastructure.

Office	Address	Tel.	Fax
INTERSOS Tuzla	Slavinovici, Luke C1 Tuzla	(035) 250 634	(035) 250 634

**Islamic Relief Worldwide (IRWW)**

- IRWW is an international relief and development organisation. It supports shelter/reconstruction projects, education and training programmes and the provision of micro credits and income generation programmes.

Office	Address	Tel.	Fax
IRWW Sarajevo	Himze Polovine 39 Sarajevo	(033) 666 224	(033) 268 350
IRWW Tuzla	Safvet bega Basagica 39 Tuzla	(035) 285 047	(035) 285 047
IRWW Kalesija	Kalesijskih brigada bb Kalesija	(035) 630 430	(035) 630 430

**LOK**

- LOK implements projects to provide micro-credits to returnees.

Office	Address	Tel.	Fax
LOK Mostar	Brace Trbonja 2 Mostar	(036) 552 356	(036) 552 356

**Lutheran World Federation (LWF)**

- LWF implements projects for shelter/reconstruction and rehabilitation of infrastructure.

Office	Address	Tel.	Fax
LWF Sanski Most	Alagica sokak 7 Sanski Most	(037) 681 710	(037) 681 710

**Malteser Hilfsdienst (MHD)**

- MHD assists returnees with income generation projects and supports programmes for women (Bosnian Women's Initiative).

Office	Address	Tel.	Fax
MHD Mostar	Bajatova 14 Mostar	(036) 555 213	(036) 555 213
MHD Banja Luka	Vladike Blatona 3 Banja Luka	(051) 217 244	(051) 217 244
MHD Bihac	Jablanska bb Bihac	(037) 332 194	(037) 332 194

**Mercy Corps Scotland (MCS)**

- MCS implements various projects for returnees including shelter/reconstruction, quick support funds for minority return, support for the Bosnian Women's Initiative and bus services.

Office	Address	Tel.	Fax
MCS Tuzla	Bosne Srebrne 56 Tuzla	(035) 250 561	(035) 250 560

**Movimiento pro la paz, el desarme y la libertad (MPDL)**

- MPDL is engaged in various projects including the provision of legal assistance through legal aid centres, income generation and agriculture programmes.

Office	Address	Tel.	Fax
MPDL Banja Luka	Mirka Kovacevica 8 Banja Luka	(051) 462 866	(051) 462 766

**Norwegian Refugee Council (NRC)**

- NRC activities centre primarily on reconstruction and provision of legal assistance through legal aid centres to returnees.

Office	Address	Tel.	Fax
NRC Banja Luka	Jovana Ducica 49 Banja Luka	(051) 300 103	(051) 302 126
NRC Kljuc	Branilaca BiH 83 Kljuc	(037) 662 782	(037) 662 782
NRC Sanski Most	Vahid Begova bb Sanski Most	(037) 683 609	(037) 683 907

**Pax Christi**

- Pax Christi implements shelter/reconstruction projects for displaced persons and returnees.

Office	Address	Tel.	Fax
Pax Christi - German Section Zenica	ZAVNOBIH-a 113 Zenica	(032) 416 582	(032) 416 582

**Premiere Urgence**

- Premiere Urgence activities include shelter/reconstruction and income generation support.

Office	Address	Tel.	Fax
Premiere Urgence Banja Luka	Zore Kovacevic 15a Banja Luka	(051) 466 737	(051) 466 737

**Project Implementation Unit - Housing (PIU Housing)**

- PIU Housing implements projects for reconstruction of housing and the rehabilitation of infrastructure.

Office	Address	Tel.	Fax
PIU Housing Sarajevo	Husrefa Redzica 1 Sarajevo	(033) 664 293	(033) 664 293
PIU Housing Mostar	Mladena Balorde 35 Mostar	(036) 550 040 ext. 504	(036) 551 058

**Swedish Rescue Services Agency (SRSA)**

- SRSA primarily implements shelter/reconstruction projects.

Office	Address	Tel.	Fax
SRSA Tuzla	Mihajla i Zivka Crnogorčevića 1 Tuzla	(035) 250 163	(035) 250 163

**Swiss Disaster Relief (SDR)**

- SDR implements shelter/reconstruction projects for residents of collective centres in BiH.

Office	Address	Tel.	Fax
SDR Sarajevo	Josipa Stadlera 30 Sarajevo	(033) 233 147	(033) 530 199
SDR Mostar	Mladena Balorde 35 Mostar	(036) 550 040 ext. 503	(036) 551 058

**TALDI**

- TALDI is a local NGO which works for social and economic development in BiH. Its activities include implementation of micro-credit and income generation programmes.

Office	Address	Tel.	Fax
TALDI Tuzla	Obala Zmaja od Bosne 10 Tuzla	(035) 250 045	(035) 250 045

**United Methodist Committee of Relief (UMCOR)**

- UMCOR implements various projects for returnees including reconstruction, income generation, development of agriculture and provision of psycho-social services.

Office	Address	Tel.	Fax
UMCOR Sarajevo	Tvornicka 3 Sarajevo	(033) 465 182	(033) 465 182
UMCOR Mostar	Trg Ivana Krndelja 21 Mostar	(036) 552 069	(036) 552 069
UMCOR Travnik	Pirota 68a Travnik	(030) 518 477	(030) 518 324
UMCOR Banja Luka	Jovana Ducica 40 Banja Luka	(051) 215 767	(051) 215 767

**United States Agency for International Development (USAID)**

- The main areas of work include community-based rehabilitation of infrastructure, shelter/reconstruction, education and training.

Office	Address	Tel.	Fax
USAID Sarajevo	Obala Kulina bana 1 Sarajevo	(033) 667 900	(033) 667 892
USAID Zenica	Zmaja od Bosne Zenica	(032) 415 322	(032) 202 976
USAID Tuzla	Aleja bosanskih vladara 29 Tuzla	(035) 251 216	(035) 252 520

**World Vision (WV)**

- The main areas of work include community-based rehabilitation of infrastructure, shelter/reconstruction, education and training.

<b>Office</b>	<b>Address</b>	<b>Tel.</b>	<b>Fax</b>
WV Sarajevo	Zvornicka 9 Sarajevo	(033) 230 426	(033) 652 403
WV Banja Luka	Brace Cubrilovica 8 Banja Luka	(051) 464 490	(051) 464 442
WV Drvar	Hrvatskih branitelja bb Drvar	(034) 819 801	(034) 819 801
WV Tuzla	Djordja Mihajlovica 2 Tuzla	(035) 255 213	(035) 281 593

**ANNEX 1 ADDRESSES OF UNHCR OFFICES IN BOSNIA & HERZEGOVINA**

<b>Office</b>	<b>Address</b>	<b>Tel.</b>	<b>Fax</b>
Office of the Chief of Mission, Sarajevo	Fra Andela Zvizdovica 1 Sarajevo	(033) 666 160	(033) 470 171
UNHCR Banja Luka	Mise Stupara 32 Banja Luka	(051) 313 462	(058) 316 750
UNHCR Bihac	Becira Islamovica bb Bihac	(037) 331 758	(037) 331 760
UNHCR Bijeljina	Kneza Ive od Semberije 23 Bijeljina	(055) 401 517	(055) 404 210
UNHCR Bugojno	KSC, Nugle II bb Bugojno	(030) 252 008	(030) 252 061
UNHCR Doboј	Kralja Dragutina 46 Doboј	(053) 221 743	(053) 221 953
UNHCR Drvar	Hrvatskih Branitelja 32 Drvar	(034) 820 016	(034) 820 179
UNHCR Gorazde	Alije Hodzica 9 Gorazde	(038) 224 120	(038) 224 024
UNHCR Jajce	Trg Hrv. Branitelja 2 Jajce	(030) 644 499	(030) 644 498
UNHCR Konjic	Kolonija bb Konjic	(036) 729 011	(036) 729 011
UNHCR Mostar	M. Balorde 35 Mostar	(036) 551 166	(036) 551 058
UNHCR Orasje	12 Ulica 30 Orasje	(031) 712 392	(031) 713 342
UNHCR Pale	Romanijska 8 Pale	(057) 226 311	(057) 226 178
UNHCR Prijedor	Prote Matije Nenadovica 24a Prijedor	(052) 233 864	(052) 234 868
UNHCR Stolac	Kneza Domagoja bb Stolac	(036) 853 763	(036) 853 763
UNHCR Travnik	Dolac na Lasvi bb Travnik	(030) 515 851	(030) 511 737
UNHCR Trebinje	Zasad 1 Trebinje	(059) 220 170	(059) 225 120
UNHCR Tuzla	Rudarska 72 Tuzla	(035) 284 199	(035) 282 105

UNHCR Visegrad	Kozacka 18/II Visegrad	(058) 620 676	(058) 620 676
UNHCR Zenica	Zmaja od Bosne bb Zenica	(032) 406 599	(032) 406 527
UNHCR Zvornik	Karadjordjeva bb Zvornik	(056) 210 039	(056) 210 981

**ANNEX 2 ADDRESSES OF UNHCR LEGAL AID & INFORMATION CENTRES IN BOSNIA & HERZEGOVINA**

<b>LAIC</b>	<b>Address</b>	<b>Tel./Fax</b>	<b>Opening Hours</b>
Banja Luka	Zdravke Korde 6 Banja Luka	(051) 217 197	08.30 - 16.30
Banja Luka	Milana Radmana 46 Banja Luka	(051) 310 257	08.00 - 16.00
Banovici	Contact LAIC Tuzla		
Berkovici	Osnova skola Berkovici 6 Berkovici	(059) 220 842	13:15 – 14:30
Bihac	Bedem 10 Ulaz A Bihac	(037) 323 431	08.30 - 16.00
Bijeljina	Knez Ivo od Semberije 23 Banja Luka	(055) 404 210	08.00 - 16.30
Bileca	Contact LAIC Trebinje		
Bosanska Dubica/ Kozarska Dubica	Svetosavska 5 Dubica	(052) 751 623	10.00 – 15.00
Bosanska Gradiska/ Gradiska	Kozarskih ustanika 36/2 Gradiska	(051) 815 852	08.00 - 16.00
Bosanska Krupa	511. slavne brdske brigade bb Bosanska Krupa		08.00 - 16.00
Bosanska Krupa/Krupa na Uni	511. slavne brdske brigade bb Bosanska Krupa	(037) 473 932	8.30 – 16.00
Bosanska/Srpska Kostajnica	Kancelarija OMI Kostajnica	(052) 751 623	Thursdays 10.00 - 15.00
Bosanski Novi/Novi Grad	Karadjordja Petrovica 27 Novi Grad	(052) 751 623	08.30 - 16.00
Bosanski Petrovac	Trg sehida 13 Bosanski Petrovac	(037) 881 248	08.00 - 16.00
Bosanski Samac/Samac	Njegoseva 3 Samac	(054) 611 201	08.00 - 16.30
Bosanski/Srpski Brod	Contact LAIC Derventa		
Bosansko Grahovo	Soba u zgradi Opcine Bosansko Grahovo	(034) 819 988	10.00 - 15.00
Bratunac	Contact LAIC Srebrenica		
Brcko	Dusana Djokica 1 Brcko	(049) 205 754	08.00 - 16.30

Breza	Contact LAIC Zenica		
Bugojno	Sultan Ahmetova bb Bugojno	(030) 251 233	08.30 - 17.00
Busovaca	Contact LAIC Travnik		
Buzim	Stara posta; ured Sportskog saveza Buzim	(037) 473 932	Thursdays 10.00 – 15.00
Cajnice	Kulturni centar Cajnice	(058) 210 218	Mondays 11.00 - 14.00
Capljina	OSCE citaonica Capljina	(058) 210 218	Mondays 10.00 - 12.00
Cazin	Branilaca 1 (Zgrada Opcine) Cazin	(037) 473 932	Mondays 10.00 – 15.00
Celic	Zlatnih ljiljana bb Celic	(035) 660 389	08.00 - 16.30
Celinac	Contact LAIC Banja Luka		
Citluk	Contact LAIC Centar Mostar		
Derventa	Jovana Ducica 21 Derventa	(053) 332 614	08.00 - 16.30
Doboj	Kralja Dragutina 46 Doboj	(053) 231 497	08.00 - 16.30
Doboj East	Contact LAIC Doboj		
Doboj South	Contact LAIC Teslic		
Dobretici	Contact LAIC Travnik		
Domaljevac – Samac	Contact LAIC Samac		
Donji Vakuf	Contact LAIC Travnik		
Drvar	Vlasotinacka 4 Drvar	(034) 819 988	08.30 - 16.00
Foca/Srbinje	Karadjordjeva bb Foca/Srbinje	(058) 210 218	09.00 - 14.00
Fojnica	Contact LAIC Travnik		
Gacko	Brace Grdica 2 Gacko	(059) 463 060	Thursdays 10.00 - 14.30
Glamoc	Zgrada Opcine Glamoc	(034) 203 172	Thursdays 10.00 - 15.00

Gorazde	Alije Hodzica 60 Gorazde	(038) 220 544	09.00 - 14.00
Gornji Vakuf	Contact LAIC Travnik		
Gracanica	Contact LAIC Tuzla		
Gradacac	Contact LAIC Samac		
Grude	Contact LAIC Mostar		
Han Pijesak	JNA, Institut za javne prihode Han Pijesak	(033) 652 227	Mondays 10.00 - 13.00
Ilidza	Contact LAIC Sarajevo		
Jablanica	Contact LAIC Konjic		
Jajce	Hrvoja Vukcica 57 Jajce	(030) 659 385	09.00 - 17.30
Jezero	Hrvoja Vukcica 57 Jajce	(030) 659 385	09.00 - 17.30
Kakanj	Contact LAIC Zenica		
Kalesija	Contact LAIC Zvornik		
Kalinovik	Kulturni centar Srpskih dobrovoljaca 3 Kalinovik	(058) 210 218	Fridays 11.00 - 14.00
Kiseljak	Josipa Bana Jelacica 97 Kiseljak	(030) 871 126	08.30 - 17.00
Kladanj	Kladanjskih brigada 1 Kladanj	(035) 621 122	08.00 - 16.30
Kljuc	Dom kulture Branilaca bb Kljuc	(037) 881 248	Tuesdays 10.00 - 15.00
Konjic	Kolonija bb Konjic	(036) 730 678	08.30 - 17.00
Kotor Varos	Udruzenje penzionera Kotor Varos	(052) 880 323	Tuesdays 10.00 - 14.00
Kresevo	Contact LAIC Travnik		
Kupres	Dom zdravlja Kupres	(034) 203 172	10.00 – 15.00
Livno	Goriska 20 Livno	(034) 203 172	08.30 - 16.00
Ljubuski	Contact LAIC Mostar		

Lopare	Contact LAIC Celic		
Lukavac	Contact by LAIC Tuzla		
Maglaj	Contact LAIC Zepce		
Milici	Contact LAIC Srebrenica		
Modrica	Contact LAIC Samac		
Mostar	Adema Buca 28 Mostar	(036) 580 901 (036) 581 013	08.30 - 17.00
Mrkonjic Grad	Stojana Jankovica 5 Mrkonjic Grad	(050) 212 208	08.00 - 16.00
Nevesinje	Dukice Grahovca 29 Nevesinje	(059) 601 738	08.30 - 17.00
Neum	Contact LAIC Mostar		
Novi Travnik	Obdaniste I Crveni krst Novi Travnik	(030) 518 848	Fridays 10.00 - 12.30 13.00 – 15.00
Odzak	Contact LAIC Samac		
Odzak/Vukosavlje	Contact LAIC Samac		
Olovo	Contact LAIC Kladanj		
Orasje	Contact LAIC Samac		
Osmaci	Contact LAIC Zvornik		
Pale	Gavrila Principa bb Pale	(057) 225 212	09.00 - 14.00
Pelagicevo	Contact LAIC Samac		
Petrovo	Contact LAIC Doboj		
Posusje	Contact LAIC Mostar		
Prijedor	Milosa Obilica GS2 Prijedor	(052) 212 964	08.00 - 16.00
Prnjavor	Udruzenja porodica poginulih, nestalih i zarobljenih lica Prnjavor	(051) 217 197	Wednesdays & Fridays 10.00 - 14.00
Prozor/Rama	Contact LAIC Konjic		
Ravno	Contact LAIC Mostar		
Ribnik	Zgrada opstine Ribnik	(050) 212 208	Tuesdays & Thursdays 10.00 - 14.00

Rogatica	Srpske sloge bb Rogatica	(057) 225 212	Tuesdays & Thursdays 10.00 - 16.00
Rudo	V.K. Petrovica 35a Rudo	(038) 220 544	Mondays 11.00 - 13.00
Sanski Most	Banjalucka bb Sanski Most	(037) 881 248	Mondays & Wednesdays 08.00 - 13.00
Sapna	Contact LAIC Zvornik		
Sarajevo	Azize Sacirbegovic 80 Sarajevo	(033) 652 227 (033) 652 237	09.00 - 17.00
Sarajevo	Husrefa Redzica 7 Sarajevo	(033) 443 604	09.00 - 15.00
Sarajevo	Generala D. Maihajlovica 122 Sarajevo	(033) 652 227	Tuesdays & Thursdays 09.00 - 13.00
Sekovici	Contact LAIC Zvornik		
Sipovo	Dom kulture Sipovo	(050) 212 208	Wednesdays & Fridays 10.00 - 14.00
Siroki Brijeg	Contact LAIC Mostar		
Skender Vakuf/Knezovo	Kancelarija OMI Skender Vakuf/Knezovo	(051) 217 197	Thursdays 10.00 – 14.00
Sokolac	Borke i Ratka Radovica bb Sokolac	(057) 225 212	Wednesdays 11.00 - 13.00
Srebrenica	Zivojina Misica 1 Srebrenica	(056) 386 902	08.00 - 16.30
Srebrenik	Contact LAIC Tuzla		
Srpski Drvar - Potoci	Vlasotinacka 4 Drvar	(034) 819 988	08:30 – 16:00
Srpski Kupres	Dom zdravlja Kupres	(034) 203 172	Wednesdays 10.00 – 15.00
Srpski Mostar	Adema Buca 28 Mostar	(036) 580 902 (036) 581 013	8.30 – 17.00
Srpski Sanski Most	Banjalucka bb Sanski Most	(037) 881 248	Wednesdays & Fridays 10.00 – 15.00
Srpsko Gorazde	Centar I Srpsko Gorazde	(058) 412 435	Wednesdays 11.00 – 14.00
Srpsko Orasje	Contact LAIC Samac		
Stolac	Prostorije UNHCR-a Stolac	(036) 580 902	Thursdays 10.00 – 12.00

Teocak	Contact LAIC Celic		
Tesanj	Contact LAIC Teslic		
Teslic	Sv. Save 77 Teslic	(053) 736 534	08.00 - 16.30
Tomislavgrad	Zgrada Opcine Tomislavgrad	(034) 203 172	Tuesdays 10.00 – 15.00
Travnik	Bosanska 157 (Zenjok) Travnik	(030) 518 848	08.30 - 17.00
Trebinje	Carine 3 Trebinje	(059) 220 842	08.30 - 17.00
Trnovo	Jahorinsko-partizanskog odreda bb Trnovo	(057) 860 336	Wednesdays 15.30 - 18.30
Tuzla	Rudarska 72 Tuzla	(035) 281 023	08.00 - 16.30
Ugljevik	Contact LAIC Celic		
Usora	Contact LAIC Teslic		
Vares	Contact LAIC Zenica		
Velika Kladusa	7. augusta 3 Velika Kladusa	(037) 473 932	Tuesdays 08.00 - 13.00
Visegrad	Ulica Kozacka 18 Visegrad	(058) 681 676	Tuesdays and Thursdays 09.00 - 17.00
Visoko	Contact LAIC Zenica		
Vitez	Contact LAIC Travnik		
Vlasenica	Contact LAIC Kladanj		
Vogosca	Contact LAIC Sarajevo		
Zavidovici	Contact LAIC Zepce		
Zenica	Zmaja od Bosne bb Zenica	(032) 404 816	08.00 - 16.30
Zepce	Ljudevita Gaja bb Berek Zepce	(032) 880 770	08.00 - 16.30
Zivinice	Contact LAIC Tuzla		
Zvornik	Karadjordjeva bb Zvornik	(056) 210 403	08.00 - 16.00

**ANNEX 3 REGIONAL PROFILES**

- In the following pages, brief descriptions of primary return areas throughout Bosnia and Herzegovina are provided. Some profiles cover return issues in an entire canton; others provide details for a municipality. They are listed in order of canton in FBiH and in order of region in RS.



The boundaries displayed on this map do not imply official recognition by the United Nations



UNHCR GIS Unit  
OCM BiH



Geographic data produced by SFOR  
Data on towns and villages from GISdata.

## **Canton 1 - Una Sana**

**Municipalities:** Bihac, Bosanska Krupa, Bosanski Petrovac, Buzim, Kljuc, Sanski Most, Velika Kladusa

### **General**

The current resident population of Una Sana Canton is estimated to be 273,251 with a Bosniac majority of 94 %. Only 2% are Bosnian Serb and 3.5% Bosnian Croat. The Una Sana Canton is currently hosting an additional 20,034 displaced persons from RS.

### **Political situation**

Government elections held late 2000 resulted in SDA receiving the majority of votes, however representatives from SDP, SBiH, DNZ and SPRS were also elected. Municipal governments in the eight municipalities of Canton 1 were elected in April 2000. In six municipalities (Bihac, Buzim, Bos. Krupa, Kljuc, Cazin, Sanski Most) mayors are members of the SDA party. In Velika Kladusa, the mayor belongs to DNZ and in Bosanski Petrovac to SPRS. The political situation is relatively stable.

### **Security**

The security situation in the Canton is stable and conducive to minority returns. Several minority police officers (Bosnian Serb) have been employed in Bosanski Petrovac and Bihac. Inhabited areas of the Canton have been de-mined since 1996. However, land mines are still a problem in uninhabited rural areas.

### **Return**

Return to Una Sana Canton began in 1996, however minority return did not start until 1998. During the year 2000, 3661 persons returned to their pre-war residences. The pace of return has increased and a large number of returns are expected during 2001; already 3021 persons returned during the first three months of 2001.

### **Property**

Implementation of property law is progressing at a satisfactory rate in the canton. On 1 April 2001, 13,446 claims for private property and socially owned apartments had been filed with housing authorities. 70 % of these claims had been processed and decisions for repossession issued. In 60% of these cases, pre-war owners and occupancy right holders have been able to return to their pre-war homes. Although Una-Sana Canton has many links with municipalities in the RS for successful property law implementation, efforts for inter-entity co-operation between respective housing authorities have not brought major results.

### **Reconstruction & Assistance**

Unfortunately funds have not been sufficient to cover all needs for reconstruction. Persons who wish to be considered must return to their properties first and engage in house-cleaning activities or stay overnight in tent settlements/communal housing.

### **Employment**

The employment situation in the canton is problematic as very few pre-war industries are functional. Most persons have turned to the private sector. Over the last months, several demonstrations of employees who have not been paid for months have taken place.

### **Education**

Five schools have been reconstructed in the minority return areas in Bosanski Petrovac and Bosanska Krupa. There have been no problems for children to access educational facilities in other areas.

## **Canton 2 - Posavina**

**Municipalities:** Orasje, Domaljevac - Samac, Odzak

### **General**

Posavina Canton consists of three municipalities: Odzak, Orasje and Domaljevac - Samac, a municipality created after the war. Before the war, the population of Posavina region, which included the municipalities of Posavina Canton and eight others, was mixed with 36% Bosnian Croats, 29% Bosniacs, 28% Bosnian Serbs and 8% others. Of the 58,526 persons who lived in the three mentioned municipalities of Posavina Canton before the war, 32,194 fled their homes during and immediately after the war. The population today includes 73% Bosnian Croats. Approx. 21,250 of those who fled have returned to their pre-war homes.

### **Political situation**

The results of elections held in November 2000 were fully implemented by January 2001. The cantonal government consists of a coalition of HDZ (Croatian Democratic Union) and SDA (Party for Democratic Action) and is proving to be very supportive of the minority return process. Municipal assemblies in all three municipalities have an HDZ majority.

### **Security**

General security situation is stable and conducive to return. No return-related incidents occurred during 2000.

### **Return**

Many Bosnian Croats returned to Posavina Canton immediately after the Dayton Peace Accords were signed in 1995. Bosniacs who began returning to town centres (Odzak and Orasje) encountered no major problems. The first minority returns of Bosnian Serbs took place in 2000 and have continued since. A lack of funds for shelter reconstruction and slow implementation of property legislation remain the main obstacles to the minority return process. In addition, the presence of active HVO bases in villages where Bosnian Serbs could potentially return presents a significant psychological and practical impediment to their return. Positive return trends are expected to continue in 2001 and will be facilitated by the reconstruction of the Prud Bridge over Bosna River which connects Odzak (municipality of pre-war residence of a large number of Bosnian Serbs) and Bosanski Samac/Samac (municipality of their displacement).

### **Property**

A total of 1079 claims for the repossession of property, including both private and socially owned property, were registered with the housing authorities on 31 January 2001. 31% of these claims had been resolved and legal owners/occupancy right holders were able to return to their pre-war homes. The performance of municipal housing authorities in the canton varies considerably; authorities in Orasje and Domaljevac - Samac are fairly efficient, however authorities in Idzak have proven obstructive to the return process.

### **Reconstruction and Assistance**

Due to a lack in funds for shelter assistance, reconstruction agencies only consider persons who have returned or have re-established their presence in the area by living at their premises and undertaking house cleaning activities.

### **Employment**

Pre-war industries in the area are still not operational and there is a serious lack of employment opportunities. Currently, main sources of income are through agriculture, retail trade and small businesses.

### **Education**

Children of returnees have no problem accessing education facilities at all levels. The education system in Posavina follows the Bosnian Croat curriculum.

### **Canton 3 - Tuzla**

**Municipalities:** Banovici, Celic, Dobojski East, Gracanica, Gradacac, Kalesija, Kladanj, Lukavac, Sapna, Srebrenik, Teocak, Tuzla, Zivinice

#### **General**

The current resident population of Tuzla Canton is 441,888 with a Bosniac majority of 86.4%, 3.2% Bosnian Serbs, 6.4% Bosnian Croats and 4% others. Tuzla Canton is currently hosting an additional 70,326 displaced persons from RS.

#### **Political situation**

The results of elections held in November 2000 were fully implemented by February 2001. The Social Democratic Party (SDP) and the Party for BiH (SBiH) have established a post-elections alliance; the new cantonal government therefore does not include members of the Party of Democratic Action (SDA). Local governments in the thirteen municipalities of Canton 3 were elected in April 2000. Seven mayors belong to SDP (Tuzla, Gracanica, Lukavac, Srebrenik, Gradacac, Zivinice, Kladanj). The general political situation is stable.

#### **Security**

The security situation in the canton is stable and conducive to minority return. Although the ethnic composition of the police force does not yet fully reflect the pre-war population structure, considerable participation of Bosnian Serbs and Bosnian Croats is evident. Inhabited areas of the canton have generally been de-mined since 1996. However, land mines are still a problem in uninhabited rural areas and a serious obstacle to return.

#### **Return**

Minority return to Tuzla Canton has been taking place since 1996. During the period 1996-2000, 8588 Bosnian Croats and Bosnian Serbs returned to the canton. There has been a considerable increase in the number of properties looted by temporary occupants. The relevant authorities usually fail to take necessary steps in investigating crimes. However, the first court judgement against a temporary occupant concerning looting has been issued by the Municipal Court of Tuzla.

#### **Property**

The majority of return to Tuzla Canton has taken place due to the implementation of property legislation. A total of 14,425 claims for the repossession of property, including both private and socially owned, was registered with housing authorities on 31 January 2001. 30% of these claims had been resolved and legal owners/occupancy right holders had been able to return to their properties.

#### **Reconstruction & Assistance**

The biggest minority return area in Tuzla Canton is the municipality of Lukavac. 500 houses of Bosnian Serbs have been repaired in several villages. Significant assistance has also been given in Gradacac, Kalesija and Zivinice. Breakthrough returns are expected during 2001 in other municipalities (i.e. Sapna, Tuzla, Kladanj, Banovici, Srebrenik).

#### **Employment**

76,152 persons were registered as employed at the end of December 2000. This figure includes 5,625 workers still on 'waiting lists'. In March 2001, 71,239 unemployed persons were registered with the Employment Office. Unemployment is still one of the major impediments for sustainable return.

#### **Education**

Children of returnees have no problems accessing education facilities at all levels.

#### **Problems**

Beneficiaries of the RS Pension Fund will not be eligible for health insurance in Tuzla Canton. They must rely on medical assistance from medical facilities in RS.

## **Canton 4 - Zenica-Doboj**

**Municipalities:** Breza, Doboj South, Kakanj, Maglaj, Olovo, Tesanj, Usora, Vares, Visoko, Zavidovici, Zenica, Zepce

### **General**

Canton 4 had a pre-war population of approx. 477,000 persons including 280,000 Bosniacs, 87,900 Bosnian Croats and 70,600 Bosnian Serbs. Cantonal authorities estimate the present population at approx. 350,000 persons; 292,000 Bosniacs, 53,000 Bosnian Croats and 9000 Bosnian Serbs. In addition, 33,000 displaced persons, primarily from RS, live in the canton. The pre-war and present population of Canton 4 remains relatively equal, however there has been a drastic change in the demographic ethnic distribution of persons.

### **Political situation**

The April 2000 municipal elections produced a landslide victory for the Social Democratic Party (SDP) which now governs the majority of municipalities in Canton 4. This has been seen by many minorities as a welcome development toward greater tolerance and reconciliation. The elections held in November 2000 also produced an SDP-led coalition government including HDZ but excluding SDA. The new government has taken proactive steps to ensure that all pre-war residents can return to their homes throughout the canton.

### **Security**

The establishment of a multi-ethnic police force in all municipalities of Canton 4 was completed in 1999. It provides a safe, secure and stable environment for return and serves as a confidence-building measure for minority return. No incidents against returnees have been reported during the last four years. The only remaining contentious return area is Vozuca in Zavidovici municipality, where some 1700 displaced persons from Srebrenica currently reside. Many areas are still heavily mined in a number of municipalities especially in former front line areas, and this has proven to be a major obstacle to return in Maglaj, Zavidovici and Visoko.

### **Return**

Urban return, primarily through property law implementation, was the predominant feature of minority return to Canton 4 in 2000. Until this year, persons returning to rural areas were predominantly Bosnian Croats, however the number of Bosnian Serbs returning is now increasing. Many persons have also returned from Serbia and Montenegro to repossessed apartments in urban centres. The total number of minority returns registered until now has been 6634.

### **Property**

All municipalities in Canton 4 have a systematic approach to resolve all 18,817 pending property claims. 34% of these have already been settled. The process is slow due to a lack of alternative accommodation for persons who must vacate property.

### **Reconstruction & Assistance**

There are limited resources available for shelter reconstruction in the canton. The main donor, the Swedish Government (SIDA), has programmes offering 'self-help' assistance.

### **Employment**

The official unemployment figure in Canton 4 is 50,000 persons, and the prospects for their re-employment is extremely slim.

### **Education**

Catholic schools exist in the city centres of Zenica and Vares. Both the Bosnian and Bosnian Croat curricula are taught in some schools following the 'two schools one roof' concept.

## **Canton 5 - Bosnia-Podrinje**

**Municipalities:** Gorazde, Foca - Ustikolina (Pale - Praca, also located in Canton 5, is covered in profile on Sokolac Region)

### **General**

Although approx. 30% of the population of Gorazde and 23% of the population of Foca - Ustikolina consisted of non-Bosniacs in 1991, i.e. Bosnian Serbs, Bosnian Croats and others, almost all of these persons left during the war. In 1996 the populations of these towns were 99% Bosniac. Return of non-Bosniacs to these towns took place increasingly during 2000. The Canton is still hosting 4320 individuals registered as displaced persons (2326 families).

### **Political situation**

The results of cantonal elections held in November 2000 were fully implemented by March 2001. The Party for BiH (SZBiH) and the Social Democratic Party (SDP), which won a majority of votes, established a post-election alliance. Local governments in the three municipalities of Canton 5 were elected in April 2000. The mayors elected to the municipalities of Gorazde and Foca - Ustikolina belong to the SDP.

### **Security**

The security situation in the canton is stable. The last security incident against a minority was reported in November 1997. Twenty-five minority police officers (Bosnian Serbs) currently work throughout the canton.

### **Return**

Gorazde Canton was officially declared an "Open City" in 1997, when first minority returns took place. Even though the canton has been open for return since 1997, the breakthrough of Serb return to urban areas started in 2000 (228 of 328 registered returnees belonged to minority populations). First self-organised returns started taking place at the beginning of 2001; approx. 200 persons are currently staying overnight in 21 self-organised return sites and even more are involved in daily activities, such as cleaning of destroyed houses and cultivation of land.

### **Property**

The majority of registered returns to Gorazde Canton are related to implementation of property laws. Of 1448 claims for repossession of property, both private and socially owned, 29% have been resolved and properties have been repossessed by pre-war owners/occupancy right holders.

### **Reconstruction & Assistance**

Minor shelter assistance is available to returnees, but only upon return/repossession of property. NGOs operating in Gorazde Canton have submitted project proposals for reconstruction (self-help) of houses in self-organised return sites.

### **Employment**

The unemployment rate continues to be high. Some 2700 persons were registered as unemployed at the end of March 2001.

### **Education**

Children of returnees have no problems accessing education facilities, although the number of minority children attending schools in Gorazde and Foca - Ustikolina is very low.

### **Problems**

Beneficiaries of the RS Pension fund will not be eligible for health insurance in Gorazde and have to rely on medical assistance from nearby institutions in Republika Srpska. However, in cases of emergency, persons will be treated in Gorazde hospital.

## **Canton 6 - Central Bosnia**

**Municipalities:** Bugojno, Busovaca, Dobretici, Donji Vakuf, Fojnica, Gornji Vakuf, Jajce, Kiseljak, Kresevo, Novi Travnik, Travnik, Vitez,

### **General**

The current resident population of Central Bosnia Canton is estimated to be 212,662 persons comprised of 123,520 Bosniacs (58%), 82,963 Bosnian Croats (39%), 4286 Bosnian Serbs (2%) and 1893 other persons (0,9%). Central Bosnia is currently hosting 26,324 displaced persons.

### **Political situation**

The results of November 2000 elections have not been fully implemented in Central Bosnia Canton. Major parties are still trying to form a coalition government. Administrations are functioning in all municipalities, with the exception of Gornji Vakuf.

### **Security**

The security situation in Canton 6 is stable and favourable for minority returns to take place in safety and dignity. No major return-related incidents were reported during 2000. The ethnic composition of the police force is the following: 637 Bosniacs, 580 Bosnian Croats, and 12 Bosnian Serbs (1229 in total). 131 positions have been reserved for Bosnian Serb returnees in the Joint Cantonal Police Force.

### **Return**

Return of all ethnicities to Central Bosnia Canton has been taking place since 1995. A total of 33,762 persons (17,551 Bosniacs, 14,394 Bosnian Croats and 1773 Bosnian Serbs) had returned to Canton 6 by December 2000. 4145 Bosnian Croats and 1201 Bosnian Serbs returned (minority return) to Canton 6, primarily to Bugojno, Travnik and Novi Travnik, during 2000. 1519 returnees have registered with local authorities this year. Further Bosnian Serb returns are expected to take place in 2001, again mainly to Bugojno, Travnik, Novi Travnik and Jajce.

### **Property**

Canton 6 has the highest efficiency rate (57%) of property law implementation in FBiH. 15,704 claims for repossession have been registered with local housing authorities; 11,294 decisions have been issued enabling 9031 repossessions of both socially owned and private property.

### **Reconstruction & Assistance**

Funds for reconstruction is available in Canton 6 to support minority return, however it is only available to persons who return and repossess pre-war properties. Income-generating activities and agricultural activities will be implemented to ensure sustainability of returns.

### **Employment**

34,154 persons were registered as employed in October 2000, while 23,899 persons were reported unemployed.

### **Education**

UNHCR is undertaking efforts to ensure that all children of returnees can access primary education. Bosnian and Bosnian Croat curricula are followed parallel in mixed schools. Bosnian Serb returnee children will be taught according to the Serb curriculum if there are enough numbers to form a class. The Cyrillic alphabet is taught under all curricula.

### **Problems**

Returnees are entitled to health insurance only upon registration with a pension fund or with the Employment Office in the municipality of return.

## Mostar

**Municipalities:** Mostar West, Mostar South West, Mostar South, Mostar South East, Mostar Stari Grad, Mostar North, Mostar Central Zone

### General

The city of Mostar is effectively divided in two, with Bosniacs governing three municipalities on the east side (Stari Grad, North and South East) and Croats governing three municipalities in the west (West, South West and South). The pre-war population of Mostar was 117,956; 43,601 Bosniacs, 42,948 Bosnian Croats, 23,775 Bosnian Serbs and 15,752 others. In December 1999, the population was 103,032; 53,363 Bosniacs, 46,362 Bosnian Croats, 2473 Bosnian Serbs and 834 others. Approx. 13,241 displaced Bosniacs live on the east side, 3763 of whom are from west Mostar, and approximately 9435 displaced Bosnian Croats on the west side, of whom 4670 are from east Mostar.

### Political situation

The results of elections held in November 2000 have not yet been implemented in Canton 7. At the municipal level, the HDZ controls Mostar West, South West and South municipalities while the SDA has the majority number of seats in Mostar North, Stari Grad and South East.

Parallel Bosniac and Croat structures exist for utilities, pensions, taxes and government services.

### Security

The security situation in Mostar is stable and conducive to minority return. Although the ethnic composition of the police force does not yet fully reflect the pre-war population structure, minority policemen are employed in all municipalities. Isolated incidents are not indicative of the general situation. Urban areas of Mostar have generally been de-mined, however land mines are still a problem in some rural areas.

### Return

All three major ethnic groups are returning to both sides of Mostar. During 2000, 864 persons (655 Bosniac, 43 Croat, 166 Serb) returned to east Mostar and 201 (90 Bosniac, 8 Croat, 103 Serb) to west Mostar.

### Property

The implementation of property legislation is slowly improving. A total of 10,894 claims for the repossession of property, including both private and socially owned property, was registered with housing authorities on 31 January 2001. 2603 claimants had received decisions and 1501 legal owners/occupancy right holders had reposessed their properties.

### Reconstruction & Assistance

Reconstruction assistance is still available to returnees subject to priorities set by the RRTF. Assistance is only available to persons who return or repossess their occupied property.

### Employment

On 31 March 2001, 8323 persons were registered as unemployed in east Mostar and 4324 persons in west Mostar.

### Education

Children of returnees have no problems accessing education facilities at all levels – elementary, secondary or tertiary. Elementary and secondary schools in Mostar either teach according to the Bosnian or Croat curriculum. There are currently no schools teaching the RS curriculum.

### Problems

In 2000 several Bosnian Serb returnees complained of difficulties in receiving their pensions in west Mostar. They were asked to provide proof that they had left their residence where they lived as displaced persons, and, in some cases, were also asked to prove their current place of residence.

## **Jablanica Municipality**

### **General**

The population of Jablanica in 1991 was 12,691, of whom 9105 were Bosniacs, 2291 Bosnian Croats and 504 Bosnian Serbs and 791 others. In December 1999, the population was 12,791 and comprised of 12,498 Bosniacs, 164 Bosnian Croats, 109 Bosnian Serbs. Jablanica is currently hosting 2700 displaced persons.

### **Political situation**

The results of elections held in November 2000 have been fully implemented. The SDA won the 2000 municipal elections with a 43% majority, closely followed by the SDP with 40.3%. At the end of May 2000 an SDP mayor was appointed. The general political situation is stable.

### **Security**

The security situation in the municipality is stable and conducive to minority return. Although the ethnic composition of the police force does not yet fully reflect the pre-war population structure, considerable participation of Bosnian Serbs and Bosnian Croats is evident. All registered incidents have been duly investigated and perpetrators prosecuted. Most incidents occurred in rural suburbs and involved displaced Bosniacs and returning minorities. They were classified as minor quarrels.

### **Return**

Return of all three major ethnic groups to Jablanica municipality has been taking place since 1996, although at a very slow pace.

### **Property**

A total of 231 claims for the repossession of property, including both private and socially owned property, was registered with housing authorities on 31 January 2001. 195 decisions had been issued resulting in 99 repossessions. Jablanica has four collective centres which are used as alternative accommodation. Due to their poor condition, other options for accommodation will be sought and the collective centres will be closed.

### **Reconstruction & Assistance**

During the last year, reconstruction was mainly concentrated on finding durable solutions for collective centre residents. 13 houses were rebuilt in the village of Slatina and five houses in the Doljani and Sovici areas. Seven houses were reconstructed by NPA and UMCOR completed reconstruction of 24 houses.

### **Employment**

The employment rate in Jablanica is poor. Only the education sector and the hydro-electrical power plants provide a small number of jobs.

### **Education**

Children of returnees have no problems accessing education facilities at all levels.

### **Problems**

Beneficiaries of the RS Pension Fund will not be eligible for health insurance in Jablanica. There is a lack of funding to cover reconstruction needs and a large number of people whose pre-war homes are destroyed are still occupying property. The high unemployment rate remains a major problem.

## Konjic Municipality

### General

The population of Konjic in 1991 was 43,878, of whom 23,823 were Bosniac, 11,524 Bosnian Croat and 6620 Bosnian Serb. In December 1999, the population was 33,282, including 30,406 Bosniacs, 2099 Bosnian Croats and 777 Bosnian Serbs. Konjic is host to 5400 displaced persons.

### Political situation

The results of elections held in November 2000 have been fully implemented. The SDA received the majority of votes; the SDP, HDZ, SBiH, BPS, and NHI parties are also represented.

### Security

The security situation in the municipality is stable and conducive to minority return. Although the ethnic composition of the police force does not yet fully reflect the pre-war population structure, considerable participation of Bosnian Serbs and Bosnian Croats is evident. During 2000, several minor incidents involving displaced Bosniacs and returning minorities in rural areas were reported.

### Return

The return of all three major ethnic groups to the municipality has been taking place since 1996 and on 1 July 1997, Konjic was declared an 'Open City'. Only one organised minority return of Bosnian Croats has taken place since the return process started; the persons returned to the village of Radesine in September 2000. Most persons return spontaneously. Some 2200 Croats and 850 Serbs have returned so far.

### Property

Returns to Konjic have taken place due to both the implementation of property legislation and reconstruction efforts. A total of 1374 claims for the repossession of property, including both private and socially owned property, were registered with housing authorities in March 2001. Approx. 50 % of these claims have been resolved and legal owners/occupancy right holders reinstated.

### Reconstruction & Assistance

During previous years, UNHCR/PIU reconstructed 15 housing units. ARC Montenegro reconstructed five housing units and CRS ten housing units.

### Employment

The employment rate in Konjic is poor; only approx. 1500 persons are registered as employed.

### Education

The children of returnees have no problems accessing elementary and secondary education facilities. Education levels acquired in countries of former Yugoslavia are generally recognised. A Catholic School Centre has been established and has approx. 55 pupils. The school has not yet been officially recognised by cantonal/federal authorities, as the school principal wants it to remain a Catholic school accessible for all children, and the Bosnian Croat authorities wish to convert the school into a Croat school.

### Problems

Beneficiaries of the RS Pension Fund will not be eligible for health insurance in Konjic. There is a lack of funding to cover high reconstruction needs.

## **Prozor/Rama Municipality**

### **General**

The population of Prozor/Rama in 1991 was 19,760 including 7225 Bosniacs, 2259 Bosnian Croats and 45 Bosnian Serbs. In December 1999, the population was 15,413. 3150 were Bosniacs, 12,250 Bosnian Croats and 13 Bosnian Serbs.

### **Political situation**

The results of elections held in November 2000 have been fully implemented. The HDZ received the majority of votes; the HSP, SDA 5 and SDP are also represented.

### **Security**

The security situation in the municipality is satisfactory, although some tensions can be noticed. The ethnic composition of the police force does not yet fully reflect the pre-war population structure, however considerable participation of Bosniacs is evident.

### **Return**

Return to empty houses has been completed. Return to reconstructed houses and to vacated property is also taking place, however at a slow pace.

### **Property**

Prozor/Rama has made significant progress in the implementation of property legislation. A total of 376 claims for repossession of private and socially owned property has been filed; 333 decisions have been issued which has led to 302 repossessions, an 80% implementation rate. The lack of alternative accommodation for vacating occupants is a major problem regarding future implementation.

### **Reconstruction & Assistance**

A total of 114 houses were reconstructed in Prozor/Rama last year. Currently HELP is working on the reconstruction of 50 houses for cross axis return with Bugojno municipality. UMCOR is reconstructing an additional 20 houses.

### **Employment**

Employment rate in Prozor/Rama is poor and remains a major problem for returnees.

### **Education**

A primary and secondary school are located in the town of Prozor. Until the end of the last school year, Bosniac students were attending classes in private premises. In August 2000, authorities agreed to accommodate Bosniac students in the school where they use seven classrooms in a second shift. Nine schools in villages follow the Bosnian Croat curriculum and one follows the Bosnian.

## **Ravno Municipality**

### **General**

Before the war, Ravno was administratively part of Trebinje municipality and consisted of a majority of Bosnian Croats and a significant Bosnian Serb minority concentrated in three areas: Ivanica, Bobani and Zavala.

### **Political situation**

Ravno is located in FBiH and has an HDZ majority at all levels of government. The first Bosnian Serb returnees to the area faced several problems, for example, with re-registration, however the international community is monitoring the situation closely to address any issues that may arise.

### **Security**

The general security situation is considered stable; no incidents have been reported in the area.

### **Return**

The return process to Ivanica began in October 1999. Twenty families have since returned to Ivanica and a large number are returning on weekends for house-cleaning activities.

### **Reconstruction & Assistance**

Emergency repairs, primarily of the roofs of approx. 130 houses, were completed by the NGO HELPearly 2000. UMCOR secured money for the reconstruction of 28 houses; 15 have been completed and 13 are still being rebuilt. IOCC is reconstructing a further 6 houses. The local school is also being reconstructed by UMCOR. The electricity network in the area is expected to be repaired by USAID by June 2001 which will make return to the region more viable. Ivanica should become an important return site for Bosnian Serbs in the Herzegovina region of FBiH.

## **Stolac & Capljina Municipalities**

### **General**

The population of Stolac in 1991 was 15,179 including 7375 Bosniacs, 5552 Bosnian Croats, and 1830 Bosnian Serbs. The population in December 1999 was 10,139; 2063 Bosniacs, 7822 Bosnian Croats and 254 Bosnian Serbs. The population of Capljina in 1991 was 27,882 including 7683 Bosniacs, 14,976 Bosnian Croats, and 3757 Bosnian Serbs. The population in December 1999 was 19,100 including 1609 Bosniacs, 17,389 Bosnian Croats and 102 Bosnian Serbs. Stolac and Capljina currently host approximately 1988 registered displaced persons.

### **Political situation**

The political situation in Stolac is calm although municipal authorities operate at a slow pace. The municipal assembly was appointed after a long delay and is now functioning. The HDZ has a majority in the assembly. There have been major changes in the political scene in Capljina since 2000. Municipal departments are now fully functional and Bosniac and Bosnian Croat officials co-operate well.

### **Security**

The security situation is calm in Stolac with no reported incidents concerning returnees in recent months. However, during the summer months of 2000, a number of incidents targeting returnees were reported. Two empty houses and crops were burnt and fruit trees destroyed. No incidents targeting returnees have been reported in Capljina.

### **Return**

Return of all three ethnic groups to Stolac and Capljina is taking place. Since 1997, 324 returnees have been officially registered. The number of returnees who have actually returned is estimated to be much higher.

### **Property**

Implementation of property laws in Capljina is improving, particularly relating to the eviction of double occupants. On 31 January 2001, a total of 1586 claims for repossession of property had been registered; 240 decisions had been issued resulting in 199 repossessions. Progress with the implementation of property laws in Stolac has been very poor, decisions are being issued extremely slowly and no evictions are taking place.

### **Reconstruction & Assistance**

Funding from the international community for reconstruction has been reduced as in other areas of BiH, however Stolac has not been affected greatly. All power lines throughout Stolac municipality have been repaired by USAID. The situation is similar in Capljina. Houses have been reconstructed and other assistance provided in all returnee villages, however many houses are still destroyed. Special attention is now being given to completely destroyed houses which have not been considered due to the high cost of reconstructing each house. Electricity lines have also been repaired by USAID throughout the municipality.

### **Employment**

In February 2001, 2629 unemployed persons were registered with the Employment Office in both municipalities.

### **Education**

Children of returnees have no problems accessing facilities at all levels; elementary, secondary and tertiary. There are elementary and secondary schools in both Stolac and Capljina where parallel Bosnian and Croatian curricula is taught.

## **Canton 9 - Sarajevo**

**Municipalities:** Centar Sarajevo, Hadzici, Ilidza, Ilijas, Novi Grad, Novo Sarajevo, Stari Grad, Trnovo FBiH, Vogosca

### **General**

The current resident population of Sarajevo is estimated to be 302,000 with a Bosniac majority of 81%, 8.4% Bosnian Serbs, 8% Bosnian Croats and 2.8% others. Sarajevo is currently hosting an additional 58,500 displaced persons from RS.

### **Political situation**

The results of elections held in November 2000 were fully implemented by March 2001. The Social Democratic Party (SDP) and the Party for BiH (SZBiH) have formed a coalition; the new cantonal government therefore does not include members of the Party of Democratic Action (SDA). Local governments in the nine municipalities of Canton 9 were elected in April 2000. In two municipalities (Trnovo FBiH and Ilidza) the mayors belong to the SDA. The general political situation is stable.

### **Security**

The security situation in the canton is stable and conducive to minority return. Although the ethnic composition of the police force does not yet fully reflect the pre-war population structure, considerable participation of Bosnian Serbs and Bosnian Croats in the police force is evident. In general, populated areas of the canton have been de-mined since 1996, however land mines are still a problem in unpopulated rural areas.

### **Return**

Persons of all three major ethnic groups have been returning to Sarajevo canton since 1996. During the second half of 1999, the majority of returnees were Bosnian Serb and Bosnian Croat. During 2000, 3852 families registered with cantonal authorities upon return; 2936 were Bosnian Serb and Bosnian Croat families.

### **Property**

The majority of return to Sarajevo has taken place due to implementation of property legislation. A total of 36,474 claims for the repossession of property, including both private and socially owned property, had been registered with housing authorities by 31 December 2000. 21.44% of these claims had been resolved and legal owners/occupancy right holders had been reinstated.

### **Reconstruction & Assistance**

Minor shelter assistance is still available to returnees who return and repossess their property.

### **Employment**

Approx. 12,000 workers are still on 'waiting lists' at places of pre-war employment. In July 2000, approx. 52,000 unemployed persons were registered with the Employment Office.

### **Education**

Children of returnees have no problems accessing either elementary, secondary or tertiary education facilities. Both Bosnian and Croatian curricula is taught parallel in some elementary and secondary schools in Sarajevo. Those who wish their children to learn according to RS curriculum should enrol their children in nearby schools in RS (Lukavica).

### **Problems**

Beneficiaries of the RS Pension Fund will not be eligible for health insurance in Sarajevo (FBiH). Instead they should seek medical assistance from nearby institutions in RS (Kasindol Hospital).

## **Canton 10 - Herzeg-Bosnia**

**Municipalities:** Bosansko Grahovo, Drvar, Glamoc, Kupres, Livno, Tomislavgrad

### **General**

Canton 10 is located in Western Bosnia and Herzegovina bordering Croatia and was predominantly inhabited by Bosnian Serbs before the war. As the conflict fought here was between Bosnian Serbs and Bosnian Croats, many Bosniacs stayed in Canton 10 throughout the war. Canton 10 is primarily governed and controlled by Bosnian Croats, however numbers of minorities are increasing. The municipality of Bosansko Grahovo has a majority Bosnian Serb population and Bosnian Serbs form a majority in its municipal assembly.

### **Political situation**

The results of elections held in November 2000 had not yet been implemented in March 2001 and the cantonal government had not yet been appointed. The pre-election government is still operational and both the governor and the prime minister belong to the HDZ party. The mayor of Drvar is Bosnian Serb and belongs to the SNSD party; the mayor of Bosansko Grahovo is also Bosnian Serb and belongs to the SPRS party; the mayors of Glamoc, Livno, Kupres and Tomislavgrad are all Bosnian Croats and belong to the HDZ party.

### **Security**

In the past, returnees to Drvar have faced serious security problems, however, as the number of returnees has grown, fewer incidents have been reported. In March 2001, an explosion occurred at a reconstructed school in Bosansko Grahovo which was to be used as a communal house and a hand grenade was thrown at a house belonging to returnees. Prior to these attacks, no security incidents against returnees had been reported. Both incidents are under investigation. An incident was also reported last year in Glamoc. No other major security incidences have been reported in other areas of the canton.

### **Return**

Return of Bosnian Serbs to the northern part of Canton 10 started in 1998 and by March 2001 approx. 4300 Bosnian Serbs had returned to Drvar, 1700 to Bosansko Grahovo and 800 to Glamoc. Bosnian Serbs began to return to Livno and Kupres last year.

### **Property**

Implementation of property law has been very slow in Canton 10. Most housing authorities only began to process claims mid-2000. Drvar has the largest number of claims with a total of approx. 3400. Due to the small number of claims received, several municipal housing authorities, for example in Bosansko Grahovo, Livno and Tomislavgrad, have less than 100 claims to process.

### **Reconstruction & Assistance**

Some reconstruction assistance is available for returnees, however only those who return and repossess their property will be considered.

### **Employment**

Unemployment continues to be a major problem in Canton 10 as in the rest of BiH. Micro-credits/grants are available to open small businesses.

### **Education**

All schools except one follow the Bosnian Croat curriculum. Large numbers of returnee children are therefore being taught according to this curriculum despite their various ethnic backgrounds (religious studies are conducted separately). The school in Prekaja which is located 12kms from the centre of Drvar, follows the Bosnian Serb curriculum.

### **Problems**

Difficulties have been reported in transferring pension payments from FRY or RS to Drvar.

## **Banja Luka Region**

**Municipalities:** Banja Luka, Prijedor, Bosanski Novi/Novi Grad, Bosanska Krupa/Krupa Na Uni, Bosanska/Srpska Kostajnica, Bosanska Dubica/Kozarska Dubica, Bosanska Gradiska/Gradiska, Srbac, Laktasi, Prnjavor, Celinac, Kotor Varos, Skender Vakuf/Knezevo, Jezero, Mrkonjic Grad, Ribnik/Kljuc, Petrovo, Srpski Sanski Most

### **General**

The current resident population of the above-mentioned municipalities is estimated to be 493,239 with a Bosnian Serb majority of 93%. Only 3.7% are Bosniac and 2.4% Bosnian Croat. Approx. 20,000 Croatian Serbs are registered as refugees and approx. 75,000 persons are registered as displaced persons from FBiH.

### **Political situation**

Elections held in November 2000 resulted in a SDS majority in local governments. The RS entity authorities include Mirko Sarovic (SDS) as President, Dragan Cavic (SDS) as Vice President and Dragan Kalinic (SDS) as National Assembly Speaker. On 12 January 2001 Mladen Ivanic was officially confirmed by the RS National Assembly as the new Prime Minister. In March 2001 the RS/BiH and FRY signed an Agreement on Special Parallel Relations.

### **Security**

The security situation in Western RS is stable and conducive to minority returns. Very few incidents involving returnees were reported during 2000.

### **Return**

The return of minority ethnic groups to western RS began late 1998, with a continual increase throughout 1999 and 2000. The greatest number of returns to rural areas have taken place to the municipalities of Prijedor and Kotor Varos. Return to urban centres, primarily to Banja Luka and Novi Grad, have been possible due to implementation of property legislation. During 2000, 10,006 minorities returned to their pre-war homes in western RS.

### **Property**

Steady, though modest, progress in the implementation of the property legislation was made throughout western RS during the year 2000. Progress varied between municipalities. By the end of the year 2000, 17% of claimants had repossessed their properties. 37,500 cases still have to be resolved.

### **Reconstruction & Assistance:**

Minor shelter assistance is still available to returnees. However persons must return to be considered. Small community projects are also being implemented such as seed distribution and construction of community housing. Two UNHCR bus lines operate free of charge between Banja Luka and Croatia (Daruvar and Karlovac).

### **Employment**

Approx. 60,000 workers are still on 'waiting lists' and approx. 155,000 persons are registered as unemployed.

### **Education**

Children of returnees have no problem accessing education facilities at all levels; elementary, secondary or tertiary. The Bosnian Serb curriculum is taught at all schools, however consideration is being given for other curricula to be followed.

### **Problems**

The RS government has severe budgetary problems which results in partial and sporadic salary payments for government employees, such as teachers, health workers, military personnel and police. The 170,000 pensioners in RS, who also receive their entitlements from the government budget, face similar problems. The RS government is making efforts to resolve this issue by addressing tax evasion.

## **Teslic Municipality**

### **General**

The pre-war population of Teslic was 59,000; 21% were Bosniac, 55% Bosnian Serb and 16% Bosnian Croat. The post-war population is 53,050; 13% are Bosniac, 80% Bosnian Serb and 4.5% Bosnian Croat. Approx. 8000 Bosniacs and 11,500 Bosnian Croats fled Teslic to Tesanj, Zepce, Zenica, Mostar and Croatia. Approx. 10,500 displaced Bosnian Serbs arrived primarily from Maglaj and Tesanj. Many Bosniacs stayed in Teslic throughout the war.

### **Political situation**

Teslic is known to be a stronghold of the hard-line Serb Democratic Party (SDS) and this was reaffirmed in elections held during 2000. However some minorities hold seats in the municipal assembly. The current mayor has taken a pragmatic approach to return and has worked constructively with the international community. Despite its hard-line reputation, Teslic has seen successful minority return. Since mid-2000, all potential return areas have been open for minority return.

### **Security**

Although security incidents marred the early stages of return in 1999, the security situation has since stabilised and is now conducive to minority return. UNHCR co-ordinates closely with IPTF and local police to ensure security for return areas. Although the ethnic composition of the police force does not yet fully reflect the pre-war population structure, considerable participation of Bosniacs and some Bosnian Croats is evident.

### **Return**

Efforts to achieve return to North Teslic area began in 1997. However the southern part of the municipality and urban areas remained closed to minority return until 1999 when Bosniacs and Bosnian Croats initiated return activities. Return activities of minorities are ongoing in all potential minority return areas.

### **Property**

The housing authorities in Teslic have received 3943 property claims; 3202 for private property and 741 for socially owned flats. Since the removal of the previous head of the Teslic housing authorities early September 2000, implementation of property law in the municipality has improved dramatically. At the moment over 100 claimants are able to return to their vacated property per month.

### **Reconstruction & Assistance**

Shelter assistance is still available to returnees, however funds are decreasing. All agencies prioritise persons who have returned and are undertaking housecleaning activities.

### **Employment**

Teslic, like the rest of RS, suffers economic and subsequently unemployment problems.

### **Education**

Children of returnees have no problem accessing education facilities. Schools were rebuilt in many return villages and returnee children attend schools following the Bosnian Serb curriculum. Those wishing to have their children taught according to Bosniac or Bosnian Croat curricula may attend schools in nearby Tesanj. The Bosnian Croat curriculum is also taught in Usora.

## **Doboj Municipality**

### **General**

Before the war, the municipality of Doboj had a population of 102,000; 41% were Bosniac, 39% Bosnian Serb and 13% Bosnian Croat. Bosniacs and Bosnian Croats fled the villages in 1992, however a significant number remained in Doboj town until 1995 when the Ozren pocket (Maglaj, Zavidovici) fell. A total of 61,000 persons fled during the war including 40,000 Bosniacs and 13,000 Bosnian Croats. 20,000 displaced Bosnian Serbs arrived from Canton 3 and Canton 4. The new municipalities of Doboj Istok, Doboj Jug, and Usora were previously part of Doboj municipality.

### **Political situation**

Doboj has been known as a hard-line Serb Democratic Party (SDS) stronghold and this was reaffirmed in the 2000 elections. However minorities have a number of seats in the municipal assembly. The current mayor has taken a pragmatic approach; he supports all Doboj citizens and works constructively with the international community. Despite its hard-line reputation, Doboj has seen successful minority return and all potential minority return areas have been open since mid-2000.

### **Security**

The security situation in the municipality is stable and conducive to minority returns. Although the ethnic composition of the police force does not yet fully reflect the pre-war population structure, considerable participation of Bosniacs and some Bosnian Croats is evident. A number of minor incidents marred the environment for return during 2000. Police investigated all incidents and the mayor spoke publicly against all aggression directed against minority return. Mines remain a problem in the areas of Doboj where frontlines were located. Some de-mining has taken place in return areas, however mines remain a serious problem.

### **Return**

Efforts to encourage return to the Doboj area began in 1996, however Bosniacs did not begin returning to the region until 1997. Several more areas opened to minority return during 1998/1999 including D. Rjecica, Miljkovac, Pridjel, Potocani, Police, Grapska and Svjetlica. All remaining potential areas of return, including areas that are partially occupied by Bosnian Serbs, urban areas and areas deep in RS, opened early 2000.

### **Property**

The housing authorities in Doboj have received 8300 property claims; 5500 for private property and 2800 for socially owned apartments. Since the removal of the former head of the Doboj Ministry for Refugees and Displaced Persons early September 2000, the implementation of property legislation has improved dramatically. Currently 25-30 claimants are able to repossess their property per week.

### **Reconstruction & Assistance**

Some shelter assistance is still available to returnees, however funds are decreasing. Only those persons who have returned and are undertaking house-cleaning activities will be considered for possible reconstruction.

### **Employment**

Current discussions concerning the repair of railway connections with Croatia, Serbia and Hungary and the rest of FBiH are promising for the economic future of Doboj.

### **Education**

Children of returnees have no problems accessing education facilities. Schools were rebuilt in many return villages and returnee children attend these schools which follow the Bosnian Serb curriculum. Those who wish their children to be taught the Bosniac curriculum can send their children to schools in nearby Doboj Istok or Doboj Jug. The Bosnian Croat curriculum is followed in Usora.

## **Derventa Municipality**

### **General**

The current resident population of Derventa municipality is estimated to be 36,000 with a Bosnian Serb majority of 97%. Only 2% are Bosniac and 0.3% Bosnian Croat. Derventa currently hosts an additional 12,000 Bosnian Serbs who are displaced from destroyed houses within the municipality, in FBiH (Bosanski Petrovac, Glamoc, Kakanj and Sarajevo) and from Croatia and Slovenia.

### **Political situation**

The mayor belongs to the Serb Democratic Party (SDS) which continues to dominate local politics. The general political situation is stable.

### **Security**

The security situation is stable and conducive to minority return. The ethnic composition of the police force does not yet reflect the pre-war population, and there is only minimal participation of Bosnian Croats and Bosniacs. There have not been any major incidents during the last year and all minor incidents have been investigated by the police. Landmines are still a problem in most uninhabited rural areas.

### **Return**

Minority returns started with the return of Bosniacs in 1998. Bosnian Croats began to return in 2000.

### **Property**

A total of 1027 claims for repossession of socially owned property and 3721 claims for private property was registered with housing authorities from 1998 to the end of 2000. Approx. 400 claimants have reposessed their pre-war properties.

### **Reconstruction & Assistance**

Shelter assistance is still available to returnees, however international donations are increasingly scarce. Priority is given to those who demonstrate their sincere commitment to return with return activities, such as house and road cleaning and who stay overnight in return sites or tent settlements.

### **Employment**

As in the rest of RS, unemployment is a widespread problem throughout the municipality of Derventa.

### **Education**

Education facilities are available for pupils at elementary and secondary levels. All schools, including those located in minority returnee areas, follow the Bosnian Serb curriculum. Minority returnees have been attending schools in Derventa without any problems.

## **Bosanski/Srpski Brod Municipality**

### **General**

The current resident population of Bosanski/Srpski Brod municipality is estimated to be 23,000 with a Bosnian Serb majority of 98%. 0.5% are Bosnian Croat and 0.4% Bosniac. Bosanski/Srpski Brod currently hosts an additional 13,000 displaced Bosnian Serbs and Croatian Serb refugees.

### **Political situation**

The mayor belongs to the Serb Democratic Party (SDS), which continues to dominate local politics. The general political situation is stable.

### **Security**

The security situation is stable and conducive to minority returns. The ethnic composition of the police force does not yet reflect the pre-war population, and there is only minimal participation of Bosnian Croats and Bosniacs. There have not been any major incidents during the last year and all minor incidents have been investigated by the police. Landmines are still a problem in most uninhabited rural areas.

### **Return**

Bosniacs started return activities in 1998. The establishment of the return association *Vrata Bosne* ('Door to Bosnia') in 1999 helped organise and facilitate the return of Bosnian Croats. The first large-scale return of Bosnian Croats to villages in Bosanski/Srpski Brod began in 2000.

### **Property**

A total of 1139 claims for the repossession of socially owned property and 1569 for private property was registered with housing authorities from 1998 to the end of 2000. In the same period, 362 claimants reposessed their pre-war property. Although housing authorities have been slow with property law implementation, its efficiency has improved notably since mid-2000. Extensive destruction of houses in Bosanski/Srpski Brod resulted in the displacement of a large number of Bosnian Serbs who now occupy properties belonging to Bosniacs.

### **Reconstruction & Assistance**

Shelter assistance is still available to returnees, however international donations are increasingly scarce. Priority is given to those who demonstrate their sincere commitment to return by returning and undertaking house-cleaning and road-cleaning activities.

### **Employment**

As in the rest of RS, unemployment is a wide spread problem. The oil refinery which was a major employer before the war, is currently operating at a small fraction of its pre-war capacity.

### **Education**

Education facilities are available for pupils at elementary and secondary school levels. Education levels acquired in countries of the former Yugoslavia are generally recognised in elementary and secondary schools. Schools, including those located in minority returnee areas, follow the Bosnian Serb curriculum.

## Pelagicevo Municipality

### General

The territory of Pelagicevo municipality was part of Gradacac municipality before the war. Its pre-war population was approx. 12,000; 41% were Bosnian Croat. Massive displacement occurred during the war leaving a post-war population of approx. 5500 Bosnian Serbs. This number includes 1800 displaced Bosnian Serbs from Canton 2, Canton 3 and Canton 6. The vast majority of pre-war Bosnian Croat inhabitants are refugees in Croatia.

### Political situation

The mayor of the municipality, elected during municipal elections held April 2000, belongs to the SNSD and is supported by NHI, the party representing Bosnian Croats returnees in the municipality. The president of the municipal assembly is a Bosnian Croat. Local authorities are very co-operative and support minority return to the municipality.

### Security

The security situation is stable and conducive to minority return. No return-related security incidents have taken place over the last 12 months.

### Return

The return of Bosnian Croats began in 1996 and has continued consistently. The municipality of Pelagicevo is considered the most successful Bosnian Croat return area in the Posavina region. Returnees have proven to be extremely well organised and dedicated which is demonstrated by their housing-cleaning and effective return activities.

### Property

A total of 849 claims for the repossession of property, including both private and socially owned, was registered with housing authorities on 31 January 2001. 20% of these claims had been resolved and legal owners/occupancy right holders had been able to return to their pre-war homes.

### Reconstruction and Assistance

Limited funds are available for the reconstruction of shelter, however the need far outweighs resources. Only those persons who return and repossess their properties will be considered for assistance.

### Employment

Prior to the conflict, Pelagicevo was a very affluent and prosperous agricultural area. Revitalisation of the agricultural-based economy is necessary. The municipality suffers a serious lack of employment opportunities.

### Education

Children of returnees have no problem accessing education facilities at all levels. The education system in Pelagicevo follows the Bosnian Serb curriculum.

## **Odzak/Vukosavlje Municipality**

### **General**

The municipality of Odzak/Vukosavlje was formed after the war from parts of the pre-war municipalities of Modrica and Odzak. The pre-war population of the area of the municipality is estimated to be around 7500. It currently stands at 6900. The municipality hosts some 3500 displaced persons from Canton 2 and Canton 4 who are occupying properties belonging to those who fled.

### **Political situation**

The mayor of Vukosavlje belongs to the SNSD Party; the deputy mayor is Bosniac (SDP). The political situation is stable, however local authorities are infamous for their systematic and creative obstruction of the return process. They accept, however do not welcome minority return.

### **Security**

The security situation is stable with few isolated return-related incidents reported concerning land disputes between returnees and displaced persons occupying property. Performance of the local police is satisfactory.

### **Return**

Until 18 months ago, the municipality of Odzak/Vukosavlje was closed to return. Improvements have been seen and are due to the extremely persistent nature of returnees and the resulting 'unstoppable' spontaneous minority return process. Minority returns started in 1999 when Bosniacs returned to the village of Modricki Lug. Since early 2000, both minority Bosniacs and Bosnian Croats are returning throughout the municipality. This positive trend is expected to continue during 2001. The main obstacles to return continue to be the lack of funds for shelter rehabilitation and slow implementation of property legislation.

### **Property**

A total of 1287 claims for the repossession of property, including both private and socially owned property, was registered with housing authorities on 31 January 2001. 29% of these claims had been resolved and legal owners/occupancy right holders were able to return to their property. Ineffective property implementation is used by authorities as a method of obstructing return.

### **Reconstruction and Assistance**

Limited funds for shelter assistance is available for returnees, however only those who return and repossess their properties will be considered.

### **Employment**

Before the war, state-owned industry represented 35% of the total economic output of the municipality. Today agriculture is the main economic sector. There is a serious lack of employment opportunities.

### **Education**

Children of returnees have no problem accessing education facilities at all levels. The education system in Odzak/Vukosavlje follows the Bosnian Serb curriculum.

## **Bijeljina Region**

**Municipalities:** Bijeljina, Ugljevik, Lopare

### **General**

The current resident population is estimated to be 110,000 in Bijeljina, 18,000 in Ugljevik and 20,000 in Lopare.

### **Political situation**

SDS (Serb Democratic Party) won a majority of votes in all three municipalities in Bijeljina region after elections held during 2000 and all three mayors are SDS members. The headquarters of the SRS (Serb Radical Party), which was banned by the High Representative from taking part in elections last year, is located in Bijeljina. Minorities are represented in all three local municipal assemblies.

### **Security**

During the year 2000, Bijeljina municipality witnessed violent attacks against minority returnees. These included arsons and grenade attacks. Smaller incidents varying from verbal attacks to stone throwing are still occasionally reported in the area of Janja, a hamlet of Bijeljina. The last serious incidents that were reported in Lopare and Ugljevik occurred in September last year. Smaller isolated incidents are reported occasionally. The ethnic composition of the police force does not yet reflect the pre-war population structure, however employment of minority police officers has become a practice and forty are currently employed by the Public Security Centre.

### **Return**

UNHCR estimates that 4 000 individuals returned to the area during the year 2000.

### **Property**

The majority of returns to Bijeljina municipality has taken place due to implementation of property legislation. By the end of March 2001, the housing authorities in Bijeljina had received a total of 7820 claims including claims for private and socially owned property. 20% of original owners or occupancy right holders had been able to return to their properties. In the remaining two municipalities, implementation of property legislation is progressing slowly.

### **Reconstruction & Assistance**

The town of Bijeljina did not suffer serious destruction during the war and hence reconstruction efforts have only been necessary in Janja. Villages in Lopare and in Ugljevik have also received reconstruction assistance. Due to limited resources, donors only target families which have already made efforts to return.

### **Employment**

Industries in the region are working at reduced capacity. Unemployment is still one of the major impediments for sustainable return.

### **Education**

Some minority returnees are still reluctant to send their children to school in the municipality of return and it is common for these children to complete their schooling in the place of displacement. However both returnee and displaced Bosnian Serb children are attending a primary school together in Koraj (Lopare) without any problems.

## **Bosanski Samac/Samac Municipality**

### **General**

The territory of the municipality of Bosanski Samac/Samac was larger before the war. Part of its territory now lies in the municipality of Odzak and the post-Dayton municipality of Domaljevac - Samac. Its pre-war population was approx. 32,700. Samac town was populated predominantly by Bosniacs and surrounding villages by Bosnian Croats and Bosnian Serbs. The post-war population is approx. 26,000. Samac hosts some 7000 displaced Bosnian Serbs from Canton 2 and Canton 10.

### **Political situation**

The SDS is the dominant party in the municipality of Bosanski Samac/Samac. Through absentee voting, the HDZ also holds a number of seats on the municipal assembly, however many of these councillors have not effectively returned from their place of displacement. The mayor of Bosanski Samac/Samac is very co-operative and supports minority return. The general political situation is stable.

### **Security**

The security situation is stable and conducive to minority returns. There have not been any major return-related incidents in the municipality during the last year.

### **Return**

Minority return of Bosnian Croats began late 1998 and has continued not only to the urban centre of Samac but also to rural areas. Due to the level of devastation of housing and infrastructure and ineffective implementation of property legislation, the return of an increased number of Bosniacs and Bosnian Croats has been hindered.

### **Property**

A total of 2350 claims for repossession of property, including both private and socially owned property, was registered with the housing authorities on 31 January 2001. 20% of these claims had been resolved and legal owners/occupancy right holders had been able to return to their pre-war homes.

### **Reconstruction and Assistance**

Some funds are available to assist with the reconstruction of houses, however only for those who return and repossess their property.

### **Employment**

Pre-war industries have still not been revitalised. The municipality suffers a serious lack of employment opportunities.

### **Education**

Children of returnees have no problem accessing education facilities at all levels. The education system in Samac follows the Bosnian Serb curriculum.

## **Srpsko Orasje Municipality**

### **General**

The municipality of Srpsko Orasje was formed after the adoption of the Dayton Peace Agreement from part of the pre-war municipality of Orasje. It is a small municipality with four villages. The pre-war population of the area was approx. 4164. The current population of approx. 4600 consists primarily of Bosnian Serbs. A small number of Bosniac Croats have returned.

### **Political situation**

SDS is the dominant political party at all levels of government. Local authorities support minority return of Bosnian Croats. The general political situation is stable.

### **Security**

The security situation in the municipality is stable and conducive to return.

### **Return**

The only minority return that has taken place so far is the return of Bosnian Croats to the village of Jenjic. Returnees have not encountered any problems.

### **Property**

A total of 17 claims for the repossession of property, including both private and socially owned, was registered with the housing authorities on 31 January 2001. All cases have been resolved and legal owners/occupancy right holders have returned to their property.

### **Reconstruction and Assistance**

Limited funds for shelter assistance is available to returnees, however only those who return and repossess their properties will be considered.

### **Employment**

Traditionally, the vast majority of the population in this municipality lives from agriculture. Poor economic opportunities therefore do not represent a major problem for sustainability.

### **Education**

Children of returnees have no problem accessing education facilities at all levels. The education system in Srpsko Orasje follows the Bosnian Serb curriculum.

## Vlasenica Region

**Municipalities:** Zvornik, Milici, Vlasenica, Sekovici, Bratunac, Srebrenica

### General

Before the war, the region was predominantly populated by Bosniacs and Bosnian Serbs. Most Bosniacs fled their homes during the war and the region now hosts an additional 30,000 displaced Bosnian Serbs.

### Security

Initial security concerns have been overcome and the region is now safe for minority return. However several communities of displaced persons who oppose any minority return and occupy property threaten to initiate security incidents if eviction orders are enforced against them. Sporadic incidents against minority returnees are still occurring, however these do not undermine or prevent return-related activities. Mines are still a problem in some villages.

### Return

This area of eastern RS is known for the hard-line politicians who, until early 1999, obstructed all return efforts. Nevertheless, over the past year and a half, every area in Zvornik has 'opened' for minority return. Approx. 6000 Bosniac families have accessed their properties whilst almost 1700 properties have been reconstructed or are in the process of reconstruction. At the beginning of 2000, minority return began to expand into the neighbouring municipalities and deeper into eastern RS – Vlasenica, Milici, Bratunac and Srebrenica. Political obstruction and poor security conditions in Bratunac and Srebrenica have hindered minority return movements. The international community has therefore taken a proactive approach to ensure a safe and non-obstructionist conducive environment for minority returnees. These actions have had a very good impact and excellent results, allowing return in 2001 to Potocari and Luka, and consequently facilitating the expansion of existing return sites. Reconstruction and infra-structure repairs are ongoing. With the establishment of a new NATO-SFOR Military Camp in Bratunac municipality, activities in rural return sites (house-cleaning, cultivation of land, reconstruction) have increased and more persons have returned.

### Property

In general, the rate of property law implementation is low.

### Reconstruction & Assistance

Already much reconstruction has taken place throughout the region. However only those who return to destroyed property or vacated property are offered assistance. Funds are limited and agencies follow rigid criteria when selecting beneficiaries. The majority of projects now being implemented are 'self-help' projects.

### Education

Only the Serb curriculum is taught in schools in the region and some returnees are therefore sending their children to schools in FBiH. Two new schools have been built in Zvornik municipality. OHR and OSCE are currently working closely with municipal authorities to implement a multi-ethnic curriculum.

### Employment

Large companies which employed most inhabitants of the region before the war are now being privatised and operate at only a fraction of their pre-war capacity. Areas such as Vlasenica are experiencing severe economic depression and unemployment levels in the region are high.

## **Sokolac Region**

**Municipalities:** Sokolac, Rogatica, Pale, Pale-Praca (Canton 5), Han Pijesak (Vlasenica Region)

### **Political situation**

The results of the November 2000 municipal elections confirmed a SDS majority in the local assemblies of Sokolac, Han Pijesak, Pale, and Rogatica. SDA won a majority of votes (60%) in Pale - Praca and SDP won approx. 35%.

### **Security**

The security situation in the area is generally stable. Co-operation between local authorities and the returnee population has improved over the years and is now satisfactory. Some minor incidents directed against minority populations have been reported, however some perpetrators have been prosecuted and the remaining cases are still under investigation. One of the biggest concerns at the moment is the looting of vacated flats and houses although this is not unique to the region.

### **Return**

Minority return, i.e. of Bosniacs to the RS and of Serbs to Pale-Praca, has increased with successful implementation of property laws. Assistance provided for urban return since 2000 has helped increase the number of persons returning to towns, however numbers still remain low due to uncertainty, problems with education and health insurance. Significant numbers of spontaneous returns have been occurring to rural areas in the region since 2000. As minority populations gain confidence, the number of persons involved in self-organised spontaneous return is expected to increase.

### **Property**

The majority of returns to all municipalities in this region has taken place due to the implementation of property legislation. A total of 5387 claims for the repossession of property, including both private and socially owned, was registered with housing authorities on 31 December 2000. 43% of these claims had been resolved, and in 12% of the cases, legal owners/occupancy right holders had been reinstated.

### **Reconstruction & Assistance**

Minor shelter assistance is still available to returnees who return and repossess their property. Priority is given to the most vulnerable cases.

### **Employment**

Unemployment rates continue to be quite high in RS. Returnees to this region have the advantage of the close proximity to Sarajevo, where many people continue to work even after returning to their pre-war homes. A regular bus service between Sarajevo and Pale enables workers to travel to their place of employment in Sarajevo daily. Discussions with bus companies in other municipalities are taking place for regular bus lines to be established for those who work in Sarajevo.

### **Education**

Primary level education remains an issue for returnees. While access to schools is available and generally encouraged by local authorities, parents of minority populations have been reluctant to enrol their children in local schools. Education curriculum is a current priority of the Office of the High Representative, and a multi-ethnic education plan is envisioned. Meanwhile, Bosniacs tend to send their children to FBiH (either Gorazde or Sarajevo) for schooling.

### **Problems**

Returnees receiving their pensions from FBiH pension funds can also receive health care in RS, however, due to the fact that health care laws between FBiH and RS have not been resolved, returnees to RS will be charged additional fees. As a result, many returnees have to travel to Sarajevo for health treatment.

## **Srbinje Region**

**Municipalities:** Foca/Srbinje, Srpsko Gorazde, Cajnice

### **General**

Although these towns had predominant Bosniac populations before the war (Srpsko Gorazde 90%, Foca/Srbinje 53% and Cajnice 49%), today they are populated almost 100% by Bosnian Serbs.

### **Political situation**

The results of November 2000 elections have been fully implemented. SDS has a substantial majority in all municipal assemblies.

### **Security**

Generally the security situation is stable. Two incidents against minority returnees have been reported in Foca/Srbinje this year. Incidents against Bosniac returnees in Srpsko Gorazde were also reported during 2000 and some of their properties were vandalised.

### **Return**

Despite persistent obstruction by local authorities of Srpsko Gorazde to block return, reconstruction and implementation of property law, it is the municipality with the largest number of registered minority returnees in eastern RS. Original owners have returned to all reconstructed houses and most vacated property (including partially-vacated property). The great majority of Bosniac displaced persons from Srpsko Gorazde is currently living in Gorazde and their wish to return is very strong. Also a traditional hard-line municipality, breakthrough return to rural areas of Foca/Srbinje took place during spring 2000 and faced no obstructions by municipal authorities. The first return to urban areas took place to Donje Polje in November 2000 and was followed by more return to Gornje Polje in April 2001. Although more than 100 Bosniac apartments have been vacated throughout the town centre of Foca/Srbinje, no owners have yet returned. Some return to both rural and urban areas has been followed by reconstruction, however a great number of returnees currently living in self-organised return sites are still waiting for reconstruction of their houses. Cajnice was the first municipality in eastern RS to enable minority return (return to reconstructed houses in rural areas in 1999). The number of returns to urban areas remains low.

### **Property**

The rate of implementation of property law remains low in the entire region of eastern RS. There has been a little improvement in Srpsko Gorazde; the majority of destroyed property and fields have been repossessed, however only 8% of habitable property has been returned to original owners.

### **Reconstruction & Assistance**

During the year 2000, some houses of returnees were reconstructed and minor repairs to some vacated housing units carried out. However funds are not sufficient to meet all needs. Only those persons who return and repossess their property will be considered for possible assistance.

### **Employment**

As in other parts of RS, the unemployment rate in eastern RS is very high and standard of living low.

### **Education**

No minority children are currently attending schools in eastern RS. Some returnees have attempted to enrol their children in the primary school in Srpsko Gorazde, however the principal was not co-operative, and the children continue attending school in Gorazde. A director of a school in Foca/Srbinje stated he could not guarantee security to minority children.

## Visegrad Municipality

### General

Before the war, the population of Visegrad was ethnically mixed with a majority of Bosniacs (67%) which fled the municipality in 1992. The current resident population of Visegrad is estimated to be 19,000; approx. 12,000 are Bosnian Serbs, the majority displaced from the suburbs of Sarajevo after the transfer of territory at the beginning of 1996. Thirteen collective centres, located in various public buildings in Visegrad, house a total of 1590 persons. Living conditions in all are extremely basic and there is little privacy.

### Political situation

The authorities in Visegrad are traditionally hard-line and the municipality is notorious to be a stronghold for Serb nationalists. The majority of municipal authorities belong to SDS.

### Security

The security situation in the municipality is stable, however several minority-related incidents have occurred.

### Return

Return to rural areas of the municipality began in May 2000. As of March 2001, approx. 250 Bosniacs had returned to rural areas and 3 elderly individuals had repossessed their properties in town.

### Property

A Property Commission meets twice a month in Visegrad and includes representatives of leading organisations to monitor implementation of property law. At the end of March 2001, the housing authorities had received a total of 2742 claims for property repossession but had only issued 1018 decisions. 85 houses and 103 apartments have been vacated; a large number of them have still not been repossessed and are standing empty.

### Reconstruction & Assistance

Last year all reconstruction projects focused exclusively on the local community of Medjedja. IRC plans to reconstruct 40 houses in the municipality and DRA may reconstruct 4 houses in Kaostice.

### Employment

The standard of living in Visegrad is very low. Unemployment is high and has worsened due to the current economic crisis in Yugoslavia. The largest company in Visegrad is the hydroelectric plant, which pays the highest salaries. The plant provides electricity to Gorazde and Serbia. Some other state-owned companies, e.g. the Transport Company, continue to function, however as elsewhere in RS, at a much-reduced capacity and only very low salaries are paid.

### Education

A school has been reconstructed in the return site Medjedja, however due to a lack of equipment and teaching staff, parents are sending their children to schools in Gorazde or Sarajevo.

## **Rudo Municipality**

### **General**

Before the war, the population of Rudo was ethnically mixed with a majority of Bosnian Serbs (70%). Most of the Bosniacs were elderly. The current resident population of Rudo is estimated to be 8807; 1606 are displaced Bosnian Serbs.

### **Political situation**

The authorities hold a pragmatic view regarding minority return to Rudo. Although they do not deter any persons from returning, they emphasise that financial difficulties faced by persons who return is a real problem. As in other largely rural areas of Bosnia, most people supplemented their income through agricultural means before the war, and now many people survive on this means alone.

### **Security**

The security situation in the municipality is stable and conducive to minority returns.

### **Return**

Representatives of displaced Bosniacs from Rudo in Sarajevo and Gorazde have met on numerous occasions with the mayor of Rudo and UNHCR since 1999 to establish a successful dialogue to support return to Rudo. The first minority return took place in spring 2000 to the village of Dorici.

### **Property**

The housing authorities in Rudo continue to receive claims for property repossession. Up to date 1125 claims have been filed and 763 decisions issued. However, the implementation rate remains one of the lowest in eastern RS. Only 11 socially owned apartments and 35 private properties have been vacated and repossessed by original owners.

### **Reconstruction & Assistance**

Some assistance for minor repairs of shelter is available from NGOs. Only those persons who return and repossess their property will be considered.

### **Employment**

The current economic crisis in FRY has had a great impact on the economy in Rudo. Before the war, many persons who lived in Rudo (both Bosnian Serbs and Bosniacs alike) worked in factories across the border in Serbia. The three factories located in Rudo produced goods for the FRY market. However this market is now non-existent and many workers have been laid off.

### **Education**

No children have been amongst the returnees to Rudo. However it is not expected that problems in accessing education facilities will occur.

### **Problems**

Initial plans for returnee shelter projects were made for the community of Strgacina, a settlement of approximately 250 housing units. Although pre-war residents (most of whom are displaced in Sarajevo) have expressed a wish to return, a problem concerning nearby military barracks has so far not been resolved and this continues to hinder return to the community. IRC has therefore decided to rebuild nine houses in Mioce instead.

## Trebinje Region

**Municipalities:** Trebinje, Ljubinje, Gacko, Bileca, Berkovici

### General

In all areas of the region before the war, Bosnian Serbs formed the majority of populations, however there were also substantial numbers of Bosniacs, for example, 17% of residents of Trebinje and 35% of Gacko were Bosniacs. Most of these persons left the region during the war. Each of the towns now host large numbers of displaced Bosnian Serbs; Trebinje has 6867 (from Neretva valley and Sarajevo), Gacko 3108 (from Mostar area and Sarajevo), Bileca 2078 (from Neretva valley) and Ljubinje 442 (from Stolac and Capljina).

### Political situation

The results of elections have been implemented in all municipalities. SDS has a majority in all municipal councils; all mayors and directors of state-owned companies belong to the SDS.

### Security

Although the international community is encouraging members of minority populations to apply to the local police force, it currently consists of only Bosnian Serbs. Some serious incidents have occurred against returnees to Gacko and Bileca, however the situation is under control and is being closely monitored by the international community. There have also been several incidents with mines in the area of Kula. SFOR has deployed three patrols to the municipality and has conducted surveys of the roads. RS MAC is undertaking mine clearance in this area as a priority task.

### Return

Especially with the successful implementation of property law, return to the urban areas of Trebinje and Gacko is now possible and encouraged.

### Property

Implementation of property law in this region is resulting in urban property being vacated, however the number of owners and occupancy-right holders repossessing their property is very low.

## Nevesinje Municipality

### General

The present population of Nevesinje is approximately 18,000, the majority of whom are Bosnian Serbs. Approx. 6000 displaced persons are living in the municipality.

### Political situation

Following elections in April and November 2000, the major parties active in Nevesinje are the SDS and SDA. The mayor is moderate and other Bosniac and Bosnian Serb politicians in Nevesinje work together satisfactorily.

### Security

The security situation is stable for minority return. Except for a few thefts, no security incidents involving returnees have been reported.

### Return

Return has been possible due to the reconstruction of destroyed houses. The return of Bosniacs to Nevesinje began in 1999 and continued in 2000. Returns have taken place to all destroyed Bosniac villages in the area. The first return of Bosnian Croats to the municipality (Seljani) took place in summer 2000.

### Property

The rate of implementation of property legislation is slowly improving. A total of 692 claims for repossession of private property and 33 for socially owned apartments have been registered with the housing authorities. 591 decisions have been issued for private property and 23 for socially owned property.

### Reconstruction & Assistance

Assistance is only available for those who return and repossess their property. DRC has reconstructed 38 houses in villages with a Bosniac majority. IRC is currently reconstructing 38 more houses in Bosniac villages. ARC has reconstructed approx. 20 houses for Bosniacs in the village of Sopilja. Other NGOs and the Association of Bosniac Displaced Persons from Nevesinje have also provided assistance to returnees.

### Employment

The economic situation is very difficult in the area of Nevesinje for local residents, displaced persons and minority returnees alike.

### Education

Schools in Nevesinje follow the RS education curriculum. No returnee children have been registered to attend schools so far.

## **Brcko District**

### **General**

Brcko District was established on 8 March 2000 as a territory belonging to both entities but with its own political and judiciary authorities according to the Final Award and Annex of the Arbitration Tribunal of 5 March 1999. Twenty district laws have already been passed by the assembly to supersede entity laws that otherwise continue to apply. The International Supervisor for Brcko is still tasked to monitor and guarantee all aspects of the Final Award and has the power to issue binding supervisory orders.

### **Political situation**

All parties are represented in the interim district assembly with the exception of the SRS. A local council consisting of nine persons was appointed in March 2000 by the International Supervisor. All important decisions taken by the assembly must also be approved by OHR.

### **Security**

No major security problems have been reported concerning return to all parts of the district including the town of Brcko. During autumn 2000, demonstrations were organised by Bosnian Serb hard-liners to protest against a joint school system. Properties of Bosniac returnees were attacked, however, all have been compensated. The local police force is multi-ethnic.

### **Return**

It is estimated that more than 15,000 minority returns (primarily Bosniac) have taken place to the district since the war ended in 1995. A huge project to support the return of Bosnian Croats by funding the reconstruction of 350 houses has had a low implementation rate. Collective return of Bosnian Serbs to the southern part of the district started in the year 2000.

### **Property**

Resolving property disputes falls under the direct responsibility of the district government. Of 9547 claims for repossession of property (including destroyed property), 1225 habitable properties had been handed over to the rightful owners or occupancy rights holders by January 2001. The government of Brcko has set a target of reinstating 900 families during 2001. In addition, the trend of displaced persons to voluntarily vacate properties they are occupying is increasing.

### **Reconstruction & Assistance**

More than 3000 citizens have applied to district authorities to have their property reconstructed, however funds are limited. Donors will only consider persons who have returned.

### **Employment**

Industries are working at reduced capacity. Some individual business initiatives have been taken. Unemployment is still one of the major impediments for sustainable return. Privatisation, not yet started, is expected to create new job opportunities.

### **Education**

Notwithstanding the existence of a unique school system in the district, classes still follow three different curricula. Secondary schools use the same buildings in shifts. Education laws are currently being drafted to establish an education system where the principle of multi-ethnic education is respected.

**ANNEX 4 MUNICIPAL CONTACT DETAILS**

- The following tables of contact details are listed in alphabetical order of municipality.

**Banja Luka**

Office	Tel.	Fax	Address	Contact Person
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(051) 216 943	(051) 216 943	Jovana Ducica 3	Nebojsa Krcmar
Public Security Station (MUP)	(051) 301 280	301 280	Kralja Alfonsa 7	Ranko Vukovic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103	
Displaced Persons Association 'Ostanak'	(051) 304 010	(051) 304 015		Bosko Bajic
Displaced Persons Association 'Koalicija za povratak'	(051) 218 398			Mile Marceta
Displaced Persons Association 'Glamoc'	(051) 357 538			Stanko Krstanovic
Displaced Persons Association	(051) 213 097		Udruzenje povratnika u Banja Luka	Kemal Gunic
Office for Social Welfare	(051) 319 960		Svetozara Markovica – baraka C	
Office of Local Red Cross	(051) 213 483	(051) 213 483	Milana Tepica 4	Milena Mandic
Employment Office	(051) 216 522		Save Mrkalja	
Office of the Ministry of Defence	(051) 314 830		Opstina	
Health Insurance Fund	(051) 216 377		Zdravka Korde 8	
Pension Fund	(051) 216 580		Zdravka Korde 10	
Office for Education	(051) 212 666		Odjeljenje za opstu upravu Opstina Banja Luka	
LAIC	(051) 217 197	(051) 217 197	IUSTITIA Zdravka Korde 6	
LAIC	(051) 310 256	(051) 310 256	TERRA Milana Radmana 46	
PLIP Focal Point	(051) 313 462	(051) 316 750	UNHCR Mise Stupara 32	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb	
OSCE	(051) 216 543	(051) 216 926	Omladinska 109	
IPTF	(051) 371 501	(051) 371 503	Branka Popovica 43 International Hotel	

**Banovici**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(035) 874 301	(035) 874 301	Branilaca Banovica 27	Fuad Brigic
Police Administration	(035) 875 555		Branilaca Banovica bb	
Housing Authorities	(035) 875 826	(035) 876 647	Branilaca Banovica bb	Fuad Brigic
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Office for Social Welfare	(035) 875 981	(035) 875 981	Branilaca Banovica bb	
Office of Local Red Cross	(035) 875 065	(035) 875 065	Oslobodilackih brigada 2 Samacka br. 24	
Employment Office	(035) 876 815	(035) 876 815	119. muslimanske brdske brigade bb	
Office of the Ministry of Defence	(035) 875 114	(035) 875 985	Branilaca Banovica 31	
Health Insurance Fund	(035) 876 215	(035) 876 215	Branilaca 40	
Pension Fund	(035) 876 215	(035) 876 215	Branilaca 40	
Office for Education	(035) 281 296	(035) 283 340	Slatina 2 Tuzla	
LAIC	(035) 281 023	(035) 281 023	Rudarska 72 Tuzla	
PLIP Focal Point	(035) 250 123	(035) 252 659	OHR Nikole Tesle 22 Tuzla	
UNHCR	(035) 284 199	(035) 282 105	Rudarska 72 Tuzla	
OHR RRTF	(035) 250 123	(035) 252 659	Nikole Tesle 22 Tuzla	
OSCE	(035) 282 522	(035) 282 525	Solanska 3 Tuzla	
IPTF	(035) 283 400	(035) 283 400	P.O. Box 23 Tuzla	
Mercy Corps Scotland	(035) 250 561	(035) 250 561	18. hrvatske brigade 25	Alenka Savic
ICRC	(035) 281 555		Rudarska 72 Tuzla	Dragoslav Blazevic

**Berkovici**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(059) 480 010	(059) 480 701	Berkovici bb	Momcilo Kundacina
Public Security Station (MUP)	(059) 860 024	(059) 860 024	Berkovici bb	Marinko Milosevic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Refugees and Displaced Persons of Eastern Herzegovina Region	(059) 260 967	(059) 260 967	Obala Luke Vukalovica 17 Trebinje	
Association of Displaced Sarajevo Serbs	(059) 260 548	(059) 260 548	Police bb Trebinje	
Office for Social Welfare	(059) 480 010	(059) 480 010	Berkovici bb	Ljeposava Domazet
Office of Local Red Cross	(059) 480 010	(059) 480 010	Berkovici bb	Ljeposava Domazet
Employment Office	(059) 860 116		Berkovici bb	Zoran Nikolic
Office of the Ministry of Defence	(059) 860 002	(059) 860 002	Berkovici bb	Ranka Djurica
Health Insurance Fund	(059) 370 078	(059) 370 078	Obilicev vijenac 10 Bileca	Dragan Parezanin
Pension Fund	(059) 370 143		Kralja Petra I Oslobodioca 4 Bileca	Momcilo Ivankovic
Office for Education	(059) 480 010	(059) 480 701	Berkovici bb	Ljeposava Domazet
LAIC	(059) 220 842	(059) 220 842	Osnovna skola Berkovici 6	
PLIP Focal Point	(059) 220 170	(059) 225 120	UNHCR Zasad 1 Trebinje	
UNHCR	(059) 220 170	(059) 225 120	Zasad 1 Trebinje	
OHR RRTF	(059) 260 718	(059) 260 718	Svetozara Corovica 4 Trebinje	
OSCE	(059) 260 886	(059) 260 886	Vuka Micunovica bb Trebinje	
IPTF	(059) 260 113	(059) 260 113	Ustanicka 10 Trebinje	
MALTESER	(059) 225 120	(059) 225 120	Zasad 1 Trebinje	Aleksandra Aleksic
UMCOR	(059) 222 183	(059) 222 183	Atanasija Popovica 1 Trebinje	Pero Milinic
ICRC	(059) 260 863	(059) 261 092	Nemanjina 7 Trebinje	Gordana Cuzulan
IFRC	(059) 260 383	(059) 260 383	Nemanjina 5 Trebinje	Slobodanka Curic

**Bihac**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(037) 322 150	(037) 322 221	Bosanska 4	Sadeta Sabic
Police Administration	(037) 331 307	(037) 332 443	Safvet Bega Basagica bb	
Housing Authorities	(037) 322 150	(037) 322 220	Bosanska 4	Jadranka Rezic Dina Zanacic
Cantonal Ministry for Health, Labour, Social Affairs, Refugees & Displaced Persons	(037) 331 077	(037) 331 692	Alije Djerzeleza 2	
Office for Social Welfare	(037) 320 899	(037) 320 899	Mladena Stojanovica 5	Bahrija Toromanovic
Office of Local Red Cross	(037) 332 101	(037) 332 101	Branislava Djurdjeva bb	Selam Midzic
Employment Office	(037) 311 380	(037) 311 381	Branislava Djurdjeva 1	Safet Ziric
Office of the Ministry of Defence	(037) 331 017		Borisa Krajgera	
Health Insurance Fund	(037) 322 621	(037) 322 621	Petog korpusa 10	
Pension Fund	(037) 319 004	(037) 319 004	Ul. 501. slavne brigade	
Office for Education	(037) 322 144	(037) 322 220	Bosanska 4	Catiba Dupanovic
LAIC	(037) 323 431		Bedem br. 10 Ulaz A	
PLIP Focal Point	(037) 331 758	(037) 331 760	UNHCR Becira Islamovica bb	
UNHCR	(037) 331 758	(037) 331 760	Becira Islamovica bb	
OHR RRTF	(037) 331 512	(037) 331 756	Plandiste 22	
OSCE	(037) 331 135	(037) 331 136	Do 1	
IPTF	(037) 323 121	(037) 323 131	Viktora Bubnja 3	

**Bijeljina**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(055) 472 144	(055) 472 144	27. marta	Nenad Djokic
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI) - Janja	(055) 541 374		Karadjordjeva 136	Zeljka Simic
Public Security Station (MUP)	(055) 407 633		Ulica neznaninh junaka bb	Sava Cvjetinovic
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(055) 408 027	(055) 408 027	Potporucnika Smajica 24	Dara Micic
Office of Local Red Cross	(055) 402 425	(055) 402 425	Nusiceva 22	Djoko Mihajlovic
Employment Office	(055) 471 982	(055) 471 982	Karadjordjeva 15	Miro Bajagic
Office of the Ministry of Defence	(055) 401 011	(055) 401 011	Karadjordjeva 4	Desanka Jovic
Health Insurance Fund	(055) 401 284	(055) 401 284	Mese Selimovica 14	Nada Milosevic
Pension Fund	(055) 472 684		Njegoseva 30 A	Zora Asceric
LAIC	(055) 404 210	(055) 404 210	Knez Ive od Semberije 23	
PLIP Focal Point	(055) 211 266	(055) 211 299	OHR Filipa Visnjica 4	
UNHCR	(055) 401 517	(055) 401 517	Kneza Ive od Semberije 23	
OHR RRTF	(055) 211 266	(055) 211 299	Filipa Visnjica 4	
OSCE	(055) 401 197	(055) 401 197	Srpske dobrov. garde 54	
IPTF	(055) 402 021	(055) 402 021	Srpske vojske 2	

**Bileca**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(059) 374 803	(059) 374 803	Gligora Milicevica 45	Drago Vuckovic
Public Security Station (MUP)	(059) 372 555	(059) 370 226	Kralja Aleksandra 55	Dragisa Trklja
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Refugees and Displaced Persons of Eastern Herzegovina Region	(059) 260 967	(059) 260 967	Obala Luke Vukalovica 17 Trebinje	
Association of Displaced Sarajevo Serbs	(059) 260 548	(059) 260 548	Police bb Trebinje	
Office for Social Welfare	(059) 370 210	(059) 370 210	Kralja Aleksandra 34	Momir Vujovic
Office of Local Red Cross	(059) 370 215	(059) 370 215	Vladimira Gacinovica bb	Slobodan Kapor
Employment Office	(059) 372 461		Kralja Petra I oslobodioca bb	Mihajlo Kapor
Office of the Ministry of Defence	(059) 370 154	(059) 370 154	Majke Jugovica bb	Zoran Topalovic
Health Insurance Fund	(059) 370 078	(059) 370 078	Obilicev vijenac 10	Dragan Parezanin
Pension Fund	(059) 370 143		Kralja Petra I Oslobodioca 4	Momcilo Ivankovic
Office for Education	(059) 370 316	(059) 370 309	Kralja Aleksandra 28	Blagoje Keseljjevic
LAIC	(059) 220 842	(059) 220 842	Carine 3 Trebinje	
PLIP Focal Point	(059) 260 886	(059) 260 886	OSCE Vuka Micunovica bb Trebinje	
UNHCR	(059) 220 170	(059) 225 120	Zasad 1 Trebinje	
OHR RRTF	(059) 260 718	(059) 260 718	Svetozara Corovica 4 Trebinje	
OSCE	(059) 260 886	(059) 260 886	Vuka Micunovica bb Trebinje	
IPTF	(059) 260 113	(059) 260 113	Ustanicka 10 Trebinje	
MALTESER	(059) 225 120	(059) 225 120	Zasad 1 Trebinje	Aleksandra Aleksic
UMCOR	(059) 222 183	(059) 222 183	Atanasija Popovica 1 Trebinje	Pero Milinic
ICRC	(059) 260 863	(059) 261 092	Nemanjina 7 Trebinje	Gordana Cuzulan
IFRC	(059) 260 383	(059) 260 383	Nemanjina 5 Trebinje	Slobodanka Curic

**Bosanska Dubica/Kozarska Dubica**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(052) 411 359	(052) 411 359	Trebinjska bb	Branko Trbojevic
Public Security Station (MUP)	(052) 411 011		Trebinjska	Branko Pralica
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(052) 410 226	(052) 410 286	Mihajla Pupina	Ljuban Krnjajic
Office of Local Red Cross	(052) 410 090	(052) 410 090	Svetosavska 41	Goran Gajic
Employment Office	(052) 410 192		Svetosavska 11	Spomenka Petrovic
Office of the Ministry of Defence	(052) 411 388		Trebinjska	Dusko Milunovic
Health Insurance Fund	(052) 410 218	(052) 410 440	Svetosavska 11	Danica Ovuka
Pension Fund	(052) 410 225		M. Antica bb	Bosko Latinovic
Office for Education	(052) 411 278		Svetosavska 5	Drasko Cesto
LAIC	(052) 751 623	(052) 751 623	Svetosavska 5	
PLIP Focal Point	(052) 233 864	(052) 234 868	UNHCR Prote Matije Nenadovica 24a Prijeđor	
UNHCR	(052) 233 864	(052) 234 868	Prote Matije Nenadovica 24a Prijeđor	
OHR RRTF	(052) 234 887	(052) 234 887	Vuka Karadzica 7 Prijeđor	
OSCE	(052) 231 605	(052) 233 445	Srpskih velikana 91 Prijeđor	
IPTF	(052) 213 116		Stepe Stepanovica 3 Prijeđor	

**Bosanska Gradiska/Gradiska**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(051) 813 549	(051) 813 549	Vojvode Misica bb	Petar Misina
Public Security Station (MUP)	(051) 813522		Nikole Tesle	Dragoljub
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(051) 814 853	(051) 814 853	Kozarskih ustanika bb	Biljana Ponjevic
Office of Local Red Cross	(051) 813 345	(051) 813 345	Mitropolita Georgija Nikolajevica 28	Radislav Spanjic
Employment Office	(051) 814 737	(051) 814 737	Vidovdanska bb	Gordana Latinovic
Office of the Ministry of Defence	(051) 813 378	(051) 813 378	Krajiskih ustanika	Bosko Pucar
Health Insurance Fund	(051) 814 921	(051) 814 921	Vidovdanska 5	Milka Slijepcevic
Pension Fund	(051) 814 921	(051) 814 921	Vidovdanska 5	Borka Savija
Office for Education	(051) 813 377	(051) 814 689	Opstina	Branko Bjelovuk
LAIC	(051) 815 852	(051) 815 852	Kozarskih ustanika bb	
PLIP Focal Point	(051) 815 189	(051) 815 191	OSCE Mese Selimovica bb	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32 Banja Luka	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(051) 815 189	(051) 815 191	Mese Selimovica bb	
IPTF	(051) 814 793	(051) 814 793	Knjaza Milosa 8	

**Bosanska Krupa**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(037) 471 095	(037) 471 084	Trg Avde Cuka 16	Aida Dupanovic
Police Administration	(037) 471 014	(037) 471 121	Patriotske lige bb	
Housing Authorities	(037) 471 084	(037) 471 084	Trg Avde Cuka 16	Ajsa Kadiric
Cantonal Ministry for Health, Labour, Social Affairs, Refugees & Displaced Persons	(037) 331 077	(037) 331 692	Alije Djerzeleza 2 Bihac	
Association of Displaced Persons from Kostajnica in Bosanska Krupa	(037) 473 928	(037) 473 928		Hasim Valjevac
Office for Social Welfare	(037) 471 009	(037) 471 009	Lamele 9	Mediha Sertovic
Office of Local Red Cross	(037) 471 011	(037) 471 011	Ul. 511. slavne bb	Hase Causevic
Employment Office	(037) 471 133	(037) 471 134	Ul. 511. slavne brigade	Jagoda Terzic
Office of the Ministry of Defence	(037) 331 017		Borisa Krajgera Bihac	
Health Insurance Fund	(037) 322 621	(037) 322 621	Petog korpusa 10 Bihac	
Pension Fund	(037) 471 104	(037) 471 104	Trg Avde Cuka bb	
Office for Education	(037) 471 092		Trg Avde Cuka 16	Sead Gorinjac
LAIC	(037) 473 932	(037) 473 932	511. slavne brdske brigade bb	
PLIP Focal Point	(037) 331 135	(037) 331 136	OSCE Do 1 Bihac	
UNHCR	(037) 331 758	(037) 331 760	Becira Islamovica bb Bihac	
OHR RRTF	(037) 331 512	(037) 331 756	Plandiste 22 Bihac	
OSCE	(037) 331 135	(037) 331 136	Do 1 Bihac	
IPTF	(037) 323 121	(037) 323 131	Viktora Bubnja 3 Bihac	

**Bosanska Krupa/Krupa Na Uni**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(052) 751 461	(052) 751 461	Petra Kocica 2 Novi Grad	Dusan Umicevic
Public Security Station (MUP)	(052) 480 874		Donji Dubovik	Goran Sekerovic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(052) 751 534	(052) 751 555	Vidovdanska 10 Novi Grad	Vladimir Miric
Office of Local Red Cross	(052) 311 127	(052) 311 127	Donji Dubovik	Biljana Basaric
Employment Office	(052) 480 835		Donji Dubovik	Slavko Mackic
Office of the Ministry of Defence			Donji Dubovik	Jovica Sladakovic
Health Insurance Fund	(052) 751 050	(052) 751 050	Milosa Obilica 1 Novi Grad	Rada Majstorovic
Pension Fund	(052) 751 298		Karadjordja Petrovica 73	Ljiljana Strbac
Office for Education	(052) 480 835	(052) 768 536	Donji Dubovik	Djuro Babic
LAIC	(037) 473 932		511. slavne brdske brigade bb	
PLIP Focal Point	(052) 233 864	(052) 234 868	UNHCR Prote Matije Nenadovica 24a Prijevor	
UNHCR	(052) 233 864	(052) 234 868	Prote Matije Nenadovica 24a Prijevor	
OHR RRTF	(052) 234 887	(052) 234 887	Vuka Karadzica 7 Prijevor	
OSCE	(037) 331 135	(037) 331 136	Do 1 Bihac	
IPTF	(052) 213 116		Stepe Stepanovica 3 Prijevor	

**Bosanska/Srpska Kostajnica**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(052) 663 359	(052) 663 359	Svetosavska bb	Ilija Vasic
Public Security Station (MUP)	(052) 663 117		Svetosavska bb	Miroslav Umicevic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(052) 663 026	(052) 663 026	Svetosavska bb	(052) 663 026
Office of Local Red Cross	(052) 663 012	(052) 663 012	Vatrogasna 13	Djuro Borojevic
Employment Office	(052) 663 799	(052) 663 799	Svetosavska bb	Srpko Grubljesic
Office of the Ministry of Defence	(052) 663 950	(052) 663 440	Svetosavska bb	Dragan Stijak
Health Insurance Fund	(052) 663 430		Svetosavska bb	Rajna Gligic
Pension Fund	(052) 663 144		Svetosavska bb	Zeljka Stanisavljevic
Office for Education	(052) 663 113	(052) 663 553	Svetosavska bb	Ranko Kovacevic
LAIC	(052) 751 623	(052) 751 623	Karadjordja Petrovica 27 Novi Grad	
PLIP Focal Point	(052) 231 605	(052) 233 445	OSCE Srpskih velikana 91 Prijevor	
UNHCR	(052) 233 864	(052) 234 868	Prote Matije Nenadovica 24a Prijevor	
OHR RRTF	(052) 234 887	(052) 234 887	Vuka Karadzica 7 Prijevor	
OSCE	(052) 231 605	(052) 233 445	Srpskih velikana 91 Prijevor	
IPTF	(052) 213 116		Stepe Stepanovica 3 Prijevor	

**Bosanski Novi/Novi Grad**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(052) 751 461	(052) 751 461	Petra Kocica 2	Dusan Umicevic
Public Security Station (MUP)	(052) 751 251		Mladena Stojanovica bb	Lazar Stupar
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Displaced Persons from Ivanjska	(052) 752 245			Dacic
Office for Social Welfare	(052) 751 534	(052) 751 555	Vidovdanska 10	Vladimir Miric
Office of Local Red Cross	(052) 751 469	(052) 751 469	Milosa Obilica bb	David Bundalo
Employment Office	(052) 751 135		Pionirska bb (Ograde bb)	Jovanka Rakic
Office of the Ministry of Defence	(052) 751 091		Petra Kocica 2	Nikola Graonic
Health Insurance Fund	(052) 751 050	(052) 751 050	Milosa Obilica 1	Rada Majstorovic
Pension Fund	(052) 751 298		Karadjordja Petrovica 73	Ljiljana Strbac
Office for Education	(052) 751 444		Petra Kocica 2	Malik Kapetanovic
LAIC	(052) 751 623	(052) 751 623	Karadjordja Petrovica 27	
PLIP Focal Point	(052) 233 864	(052) 234 868	UNHCR Prote Matije Nenadovica 24a Prijevor	
UNHCR	(052) 233 864	(052) 234 868	Prote Matije Nenadovica 24a Prijevor	
OHR RRTF	(052) 234 887	(052) 234 887	Vuka Karadzica 7 Prijevor	
OSCE	(052) 231 605	(052) 233 445	Srpskih velikana 91 Prijevor	
IPTF	(052) 213 116		Stepe Stepanovica 3 Prijevor	

**Bosanski Petrovac**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(037) 881 043		Bosanska 10	Enisa Muratovic
Police Administration	(037) 881 014	(037) 881 155	Didovici bb	
Housing Authorities	(037) 881 043	(037) 881 021	Bosanska 10	Ismet Basic
Cantonal Ministry for Health, Labour, Social Affairs, Refugees & Displaced Persons	(037) 331 077	(037) 331 692	Alije Djerzeleza 2 Bihac	
Association for Displaced Persons in Bosanski Petrovac from Prnjavor	(037) 881 019	(037) 881 019		
Association for Displaced Persons in Bosanski Petrovac from Gradiska	(037) 881 120	(037) 881 120		Enver Alagic
Office for Social Welfare	(037) 881 410	(037) 881 410	Skolska bb	Sead Rekić
Office of Local Red Cross	(037) 881 710	(037) 881 710	Bosanska 110	Muharem Arnaut
Employment Office	(037) 881 052	(037) 881 053	Bosanska 114	Amir Ferizovic
Office of the Ministry of Defence	(037) 331 017		Borisa Krajgera Bihac	
Health Insurance Fund	(037) 322 621	(037) 322 621	Petog korpusa 10 Bihac	
Pension Fund	(037) 881 176	(037) 881 176	Pekijska 1	
Office for Education	(037) 881 043		Bosanska 10	Mustafa Ferizovic
LAIC	(037) 881 248	(037) 881 248	Trg sehidu 13	Slobodan Popovic
PLIP Focal Point	(037) 331 135	(037) 331 136	OSCE Do 1 Bihac	
UNHCR	(037) 331 758	(037) 331 760	Becira Islamovica bb Bihac	
OHR RRTF	(037) 331 512	(037) 331 756	Plandiste 22 Bihac	
OSCE	(037) 331 135	(037) 331 136	Do 1 Bihac	
IPTF	(037) 323 121	(037) 323 131	Viktora Bubnja 3 Bihac	

**Bosanski Samac/Samac**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(054) 613 009	(054) 613 009	Cara Dusana bb	Marinko Trninic
Public Security Station (MUP)	(054) 611 100		Kralja A. Karadjordjevica bb	
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(054) 611 125	(054) 611 125	Nikole Pasica	Ljubomir Cordasevic
Office of Local Red Cross	(054) 612 774	(054) 612 774	Kralja A. Karadjordjevica bb	
Employment Office	(054) 611 145	(054) 611 145	Vuka Karadzica	
Office of the Ministry of Defence	(054) 611 236	(054) 611 236	Gavrila Principa	
Health Insurance Fund	(054) 611 156	(054) 611 156	Nikole Tesle	Dusko Maslic
Pension Fund	(054) 611 353	(054) 611 353	Nikole Tesle	Gospava Teodorovic
Office for Education	(054) 611 217	(054) 611 149	Kralja A. Karadjordjevica 2	
LAIC	(054) 611 201	(054) 611 201	Njegoseva 3	
PLIP Focal Point	(031) 712 392	(031) 713 342	UNHCR XII ulica 30 Orasje	
UNHCR	(031) 712 392	(031) 713 342	XII ulica 30 Orasje	
OHR RRTF	(049) 205 666	(049) 205 560	Obiliceva bb Brcko	
OSCE	(031) 713 477	(031) 713 660	Ugljara 172a Orasje	
IPTF	(053) 881 022	(053) 881 022	Hilandarska 6 Modrica	

**Bosanski/Srpski Brod**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(053) 664 574	(053) 664 574	Svetog Save	Zarko Sikman
Public Security Station (MUP)	(053) 660 222		Trg 7. oktobra	Boro Coric
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Displaced Persons Association 'Vrata Bosne'	(053) 661 918	(053) 661 918	Radnicka	Josip Brocilo Tomo Sedlo
Office for Social Welfare	(053) 661 238	(053) 661 238	Svetog Save 43	Branko Kravljaca
Employment Office	(053) 661 465	(053) 661 465	Svetog Save 45	Stojka Cvijanovic
Health Insurance Fund	(053) 661 803	(053) 661 803	Svetog Save 31	Zeljko Milicic
Pension Fund	(053) 661 430		Svetog Save 3	Branislav Mitrovic
LAIC	(053) 332 614	(053) 332 614	Jovana Ducica 21 Derventa	
PLIP Focal Point	(053) 221 743	(053) 221 743	UNHCR Kralja Dragutina 46 Doboj	
UNHCR	(053) 221 743	(053) 221 743	Kralja Dragutina 46 Doboj	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(031) 713 477	(031) 713 660	Ugljara 172a Orasje	
IPTF	(053) 665 455	(053) 665 455	Lokalna policijska stanica Derventa	
NRC	(053) 664 389	(053) 664 389	Aleja Petra Petrovica Njegosa 44	

**Bosansko Grahovo**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(034) 850 190	(034) 850 190	Marsala Tita 21	Dragana Galic
Police Administration	(034) 850 099		Gavrila Principa bb	Katica Lovrinovic
Housing Authorities	(034) 850 190	(034) 850 190	Marsala Tita 21	Milovan Stevancic
Cantonal Ministry for Labour, Health, Social Welfare & Expelled Persons	(034) 352 914	(034) 352 914	Kralja Zvonimira bb Tomislavgrad	
Office for Social Welfare	(034) 850 190	(034) 850 190	Marsala Tita 21	Maric Bosko
Office of Local Red Cross	(034) 850 203	(034) 850 203	Marsala Tita 21	Dragana Damjanovic
Employment Office	(034) 850 211		Marsala Tita 21	Milena Saric
Office of the Ministry of Defence	(034) 850 198	(034) 850 190	Marsala Tita 21	
Health Insurance Fund	(034) 201 224		Kneza Butimira bb Livno	Duska Vrdoljak
Pension Fund	(034) 850 201		Kninski put bb	Zvezdana Saric
Office for Education	(034) 850 190	(034) 850 190	Marsala Tita 21	Bosko Maric
LAIC	(034) 819 988	(034) 819 988	Soba u zgradi opstine	
PLIP Focal Point	(034) 820 016	(034) 820 179	UNHCR Hrvatskih branitelja 32 Drvar	
UNHCR	(034) 820 016	(034) 820 179	Hrvatskih branitelja 32 Drvar	
OHR RRTF	(037) 331 512	(037) 331 756	Plandiste 22 Bihac	
OSCE	(034) 201 855	(034) 201 610	Zrinsko-frankopanska 34 Livno	
IPTF	(034) 820 169		Kraljice Katarine 31 Drvar	

**Bratunac**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(056) 881 120	(056) 881 120	Drinska 1	Djukan Licina
Public Security Station (MUP)	(056) 881 096		Trg Milosa Obilica bb	Dragan Andan
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Displaced Persons from Bosanska Krupa	(056) 881 411	(056) 881 411		Dusan Stupar
Association of Displaced Persons from Donji Vakuf	(056) 386 420	(056) 386 420		Mladenko Srdija
Office for Social Welfare	(056) 881 504	(056) 881 504	Svetog Save bb	Ljubica Beribak
Office of Local Red Cross	(056) 881 593	(056) 881 593	Vidovdanska bb	Cedo Pavlovic
Employment Office	(056) 881 560	(056) 881 560	17. aprila bb	Dragojlo Neskovic
Office of the Ministry of Defence	(056) 881 480	(056) 881 480	Svetog Save bb	Aleksandar Tesic
Health Insurance Fund	(056) 881 288	(056) 881 288	Srebrenicko-partizansog odreda bb	Gojko Pavlovic
Pension Fund	(056) 881 202	(056) 881 202	Srebrenicko-partizansog odreda bb	Tomo Braunovic
Office for Education	(056) 881 512	(056) 881 176	Svetog Save bb	Milisav Stojanovic
LAIC	(056) 386 902	(056) 386 902	Zivojina Misica 1 Srebrenica	
PLIP Focal Point	(056) 386 981	(056) 386 981	OSCE Hotel Domavija Crvena Rijeka bb Srebrenica	
UNHCR	(056) 210 039	(056) 210 039	Karadjordjeva bb Zvornik	
OHR RRTF	(056) 386 976	(056) 385 901	Hotel Domavija Crvena Rijeka bb Srebrenica	
OSCE	(056) 386 981	(056) 386 981	Hotel Domavija Crvena Rijeka bb Srebrenica	
IPTF	(056) 881 157	(056) 881 157	Drinska 35	

**Brcko District**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Department for Refugees & Displaced Persons	(049) 224 664	(049) 225 000	I Posavska 11	Majdanac Ilija
Public Security Station (MUP)	(049) 204 675		Brcko District	Kokanovic Dusan
Housing Authorities	(049) 223 374	(049) 223 374	Brcko District	Ivo Andjelovic Zlata Ribic
Office for Social Welfare	(049) 225 164	(049) 225 164	Brcko District	Natasa Stevanovic
Office of Local Red Cross	(049) 205 008	(049) 205 008	Naselje S/IV	Mitrovic Bosko
Employment Office	(049) 205 411	(049) 205 411	Brcko District	Aleksija Grdan
Health Insurance Fund	(049) 204 011	(049) 204 011	Brcko District	Anto Domic
Pension Fund	(049) 205 105		Brcko District	Zarko Gajic
Office for Education	(049) 204 011	(049) 204 011	Brcko District	Izet Banjda Slavoljub Basic
LAIC	(049) 205 754	(049) 205 754	Cara Dusana bb	
PLIP Focal Point	(049) 205 666	(049) 205 560	OHR Obiliceva bb	
UNHCR	(055) 401 517	(055) 401 517	Kneza Ive od Semberije 23 Bijeljina	
OHR RRTF	(049) 205 666	(049) 205 560	Obiliceva bb	
OSCE	(049) 205 309	(049) 205 309	Kralja Petra I Karadjordja 1	
IPTF	(049) 205 848	(049) 205 848	Krajiski put bb	
CRPC	(049) 205 572	(049) 205 572	Aleksandra Karadjordjevica bb	
Mercy Corps Scotland	(049) 222 799	(049) 222 799	Pere Kitica 19	

**Breza**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 766 057	(032) 766 057	Bogumilska 1	
Police Administration	(032) 783 410	(032) 783 410	Hasana Kjafije 1	
Housing Authorities	(032) 783 317	(032) 783 314	ZAVNOBIH-a 4	Almir Dervisevic Mubera Salihovic
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Trvtka I 17 Zenica	
Office for Social Welfare	(032) 766 057	(032) 766 057	Bogumilska 1	
Office of Local Red Cross	(066) 792 207		Sehidska	Dijakovic Zlatko
Employment Office	(032) 783 509	(032) 783 509	Bogumilska bb	Zihnija Herco
Office of the Ministry of Defence	(032) 783 302		Bogumilska 1	
Health Insurance Fund	(032) 766 054	(032) 766 054	ZAVNOBIH-a bb	Biljana Miketin
Pension Fund	(032) 766 751	(032) 766 751	Bosanskih namjesnika 37	Seid Mamela
Office for Education	(032) 415 202	(032) 415 202	Bulevar Kralja Trvtka I 17	Asim Gacic
LAIC	(032) 404 816	(032) 404 816	Zmaja od Bosne bb Zenica	
PLIP Focal Point	(032) 406 599	(032) 406 599	UNHCR Zmaja od Bosne bb Zenica	
UNHCR	(032) 406 599	(032) 406 599	Zmaja od Bosne bb Zenica	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(032) 845 854	(032) 845 854	Djuro Djakovica bb Vares	
IPTF	(032) 765 621	(032) 765 621	Rudarske bb	

**Bugojno**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 252 060	(030) 252 222	307. motor. brigade bb	Senada Colic
Police Administration	(030) 252 411	(030) 252 411	Vagnerova 12	Senad Dautovic
Housing Authorities	(030) 251 407	(030) 251 407	307. motor. brigade 96	Maida Duvnjak
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16 Travnik	
Bosnian Serb Returnee Association 'Povratak'	(030) 251 794	(030) 251 794	Cipuljic	Nikola Simic
Office for Social Welfare	(030) 251 171		Sultan Ahmedova 84	Nahid Muratspahic
Office of Local Red Cross	(030) 252 443	(030) 252 443	Sultan Ahmedova 86	Amir Hadzibegovic
Employment Office	(030) 251 235	(030) 251 235	Nugle II 15	Dzevad Duvnjak
Office of the Ministry of Defence	(030) 251 212	(030) 251 212	Bosanska	Himzo Becirevic
Health Insurance Fund	(030) 251 950	(030) 251 950	Vagnerova 5	Muhamed Alicelebic
Pension Fund	(030) 252 091	(030) 252 091	Vagnerova 9	Abduselam Redzibasic
Office for Education	(030) 251 210	(030) 251 210	307. motor. brigade bb	Dzevad Zdralovic
LAIC	(030) 251 233	(030) 251 233	Sultan Ahmedova bb	Dina Skopljakovic
PLIP Focal Point	(030) 251 050	(030) 252 245	OSCE Donjici I/2	
UNHCR	(030) 252 008	(030) 252 008	Nugle II bb KSC	
OHR RRTF	(030) 252 500	(030) 251 301	Bosanska 46	
OSCE	(030) 251 050	(030) 252 245	Donjici I/2	
IPTF	(030) 251 988	(030) 251 988	Omladinska bb	Ed Forman
ARC	(030) 251 233	(030) 251 233	Zlatnih ljiljana 1	Dina Skopljakovic
IRC	(030) 252 586	(030) 252 586	Zlatnih ljiljana bb	Amira Smajic
World Vision	(030) 251 271	(030) 251 571	Kulina Bana 1	Dzan Tumbek
UNDP	(030) 251 771	(030) 251 771	Nugle II bb	Mustafa Zolota

**Busovaca**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 732 152	(030) 732 152	16. kolovoza	Adnan Markic
Police Administration	(030) 732 103	(030) 732 108	Nikole Subic Zrinskog bb	
Housing Authorities	(030) 732 561	(030) 733 036	16. kolovoza	Naser Hadzibegovic
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16 Travnik	
Office for Social Welfare	(030) 732 620	(030) 732 620	Kneza Mislora	Kata Vareskovic
Office of Local Red Cross	(030) 733 004	(030) 733 004	Uskok	Stipo Santic
Employment Office	(030) 732 094	(030) 732 094	N.S. Zrinjski	Jozo Velbe
Office of the Ministry of Defence	(030) 732 144	(030) 732 144	16. kolovoza	Vlado Vuleta
Health Insurance Fund	(030) 732 247	(030) 732 247	N.S. Zrinjski	Milica Subasic- Akrap
Pension Fund	(030) 732 344	(030) 732 344	Vrbak	Andjelko Vujica
Office for Education	(030) 518 675	(030) 518 675	Stanica 43 Travnik	Jozo Boro
LAIC	(030) 518 848	(030) 518 848	Bosanska 157 Travnik	
PLIP Focal Point	(030) 511 186	(030) 511 518	OSCE Mehmeda Spahe 2h Travnik	
UNHCR	(030) 515 851	(030) 511 737	Dolac na Lasvi bb Travnik	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(030) 511 186	(030) 511 518	Mehmeda Spahe 2h Travnik	
IPTF	(030) 518 420		Luka 2 Travnik	

**Buzim**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(037) 410 091	(037) 410 031	505. brigade 26	Hilmija Nanic
Police Administration	(037) 410 022	(037) 410 014	505. viteske brigade 28	
Housing Authorities	(037) 410 091	(037) 410 031	505. brigade 26	Juso Veladzic
Cantonal Ministry for Health, Labour, Social Affairs, Refugees & Displaced Persons	(037) 331 077	(037) 331 692	Alije Djerzeleza 2 Bihac	
Office for Social Welfare	(037) 410 023	(037) 410 023	Ul. 5. korpusa	Ajsa Amidzic
Office of Local Red Cross	(037) 410 332	(037) 410 332	505. viteska brigada	Osman Mustafic
Employment Office	(037) 410 470	(037) 410 471	Izeta Nanica	Dzemaludin Dervic
Office of the Ministry of Defence	(037) 331 017		Borisa Krajgera Bihac	
Health Insurance Fund	(037) 322 621	(037) 322 621	Petog korpusa 10 Bihac	
Pension Fund	(037) 410 075	(037) 410 075	Ul. 505. viteske brigade	
Office for Education	(037) 410 242	(037) 410 031	505. brigade 26	Sead Emric
LAIC	(037) 473 932		Stara posta Ured Sportskog saveza	
PLIP Focal Point	(037) 772 085	(037) 770 180	OSCE Senada Husica 88 Velika Kladusa	
UNHCR	(037) 331 758	(037) 331 760	Becira Islamovica bb Bihac	
OHR RRTF	(037) 331 512	(037) 331 756	Plandiste 22 Bihac	
OSCE	(037) 772 085	(037) 770 180	Senada Husica 88 Velika Kladusa	
IPTF	(037) 770 114	(037) 770 114	Ibrahima Mrzljaka 114 Velika Kladusa	

**Cajnice**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(058) 316 183	(058) 316 183	Kralja Petra I oslobodioca	Ostoja Cevriz
Public Security Station (MUP)	(058) 316 015	(058) 316 015	Pavla Djurisica bb	Zoran Stupic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Bosniac DPs from Cajnice in Gorazde	(038) 228 958	(038) 228 958	Kulina Bana bb Gorazde	Amir Kulin
Association of Serb Returnees to Gorazde 'Drina'	(038) 228 958	(038) 228 958	Dubiste	Blagoje Petrovic Stojan Tanovic
Office for Social Welfare	(058) 315 327	(058) 315 327	Dom kulture	Zivanka Stupic
Office of Local Red Cross	(058) 315 327	(058) 315 327	Dom kulture	Ivan Dragicevic
Employment Office	(058) 135 234	(058) 135 234	Serdar Janka Vukotica bb	Tanja Pejovic
Office of the Ministry of Defence	(058) 315 858	(058) 315 858	Kralja Petra Karadjordjevica bb	Dusan Pavicevic
Health Insurance Fund	(058) 315 157	(058) 315 148	Serdar Janka Vukovica bb	Sena Komlenovic
Pension Fund	(058) 315 157	(058) 315 157	Kralja Petra Karadjordjevica bb	Zagorka Cupara
Office for Education	(058) 315 404	(058) 315 404	Pavla Djurisica bb	Janjic Mladen
LAIC	(058) 210 218	(058) 210 218	Kulturni centar	
PLIP Focal Point	(038) 224 673	(038) 228 724	OSCE 31. drinske brigade 116 Gorazde	
UNHCR	(038) 224 120	(038) 224 024	Alije Hodzica 9 Gorazde	
OHR RRTF	(057) 447 586	(057) 448 633	Milana Sarca bb Sokolac	
OSCE	(038) 224 673	(038) 228 724	31. drinske brigade 116 Gorazde	
IPTF	(038) 224 012	(038) 224 012	Alije Hodzica 23 Gorazde	

**Capljina**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(036) 805 052	(036) 805 983	Trg Kralja Tomislava	Vlatka Knezevic
Police Administration	(036) 806 105	(036) 806 105	Gojka Suska bb	
Housing Authorities	(036) 805 052	(036) 805 983	Trg Kralja Tomislava	Zdenko Tomic
Cantonal Ministry for Labour & Social Welfare	(036) 310 146	(036) 310 147	Lacina 9 Mostar	
Displaced Persons Association 'Fond Pocitelj'	(036) 570 039		Sjeverni logor Mostar	Cirzo Colakovic
Office for Social Welfare	(036) 800 351	(036) 800 351	Trg Svetog Franje bb	Mara Jurkovic Vlatka Knezevic
Office of Local Red Cross	(036) 800 265	(036) 800 265		
Employment Office	(036) 800 135	(036) 800 135	Ante Starcevic bb	Dominik Vego
Office of the Ministry of Defence	(036) 800 137	(036) 800 137	Zagrebacka bb	
Health Insurance Fund	(036) 800 196	(036) 800 196	Rudjera Boskovic bb	Ljuba Emilija Vego
Pension Fund	(036) 800 195	(036) 800 195	Trg Svetog Franje bb	Mila Pavlovic
Office for Education	(036) 800 052	(036) 805 983	Trg Kralja Tomislava	Snjezana Grgic
LAIC	(036) 580 902	(036) 580 902	OSCE citaonica	
PLIP Focal Point	(036) 804 234	(036) 804 290	OSCE Tobac. Fac. Brace Radica bb	
UNHCR	(036) 853 763	(036) 853 763	Kneza Domagoja bb Fabrika Inkos Stolac	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb Mostar	
OSCE	(036) 804 234	(036) 804 290	Tobac. Fac. Brace Radica bb	
IPTF	(036) 812 229	(036) 812 229	Radnja-Trebizat	

**Cazin**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(037) 514 809	(037) 514 314	Trg branilaca bb	Hamdija Muhic
Police Administration	(037) 514 025	(037) 512 380	Trg branilaca bb	
Housing Authorities	(037) 514 882	(037) 514 314		Said Keranovic
Cantonal Ministry for Health, Labour, Social Affairs, Refugees & Displaced Persons	(037) 331 077	(037) 331 692	Alije Djerzeleza 2 Bihac	
Office for Social Welfare	(037) 512 103	(037) 512 103	Ul. 505. viteske	Amela Toromanovic
Office of Local Red Cross	(037) 514 454	(037) 514 454	Hasana Mujezinovica 12	Mujo Pajic
Employment Office	(037) 514 049	(037) 514 050	Ul. cazinske brigade	Hilmija Delalic
Office of the Ministry of Defence	(037) 331 017		Borisa Krajgera Bihac	
Health Insurance Fund	(037) 322 621	(037) 322 621	Petog korpusa 10 Bihac	
Pension Fund	(037) 514 203	(037) 514 203	Hasana Mujezinovica bb	
Office for Education	(037) 514 809	(037) 514 314	Trg branilaca bb	Hamdija Muhic
LAIC	(037) 473 932	(037) 473 932	Opcina Branilaca BiH 1	
PLIP Focal Point	(037) 772 085	(037) 770 180	OSCE Senada Husica 88 Velika Kladusa	
UNHCR	(037) 331 758	(037) 331 760	Becira Islamovica bb Bihac	
OHR RRTF	(037) 331 512	(037) 331 756	Plandiste 22 Bihac	
OSCE	(037) 772 085	(037) 770 180	Senada Husica 88 Velika Kladusa	
IPTF	(037)323 121	(037) 323 131	Viktora Bubnja 3 Bihac	

**Celic**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Police Administration	(035) 660 470		Patriotske lige	Ahmet Salkic
Housing Authorities	(035) 660 455	(035) 660 455	Patriotske lige 32	Arif Salkic
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Office for Social Welfare	(035) 660 199	(035) 660 199	108. brčanske brigade 3	Aida Hajdarevic
Office of Local Red Cross	(035) 660 329		Zmaja od Bosne	Islamovic Samid
Employment Office	(035) 660 464	(035) 660 464	Patriotske lige	Azra Ibrimovic
Office of the Ministry of Defence	(035) 660 458	(035) 66 458	Patriotske lige	Musib Dzinovic
Health Insurance Fund	(035) 660 077	(035) 660 077	Patriotske lige	Smajic Ferida
Pension Fund	(035) 660 077		Patriotske lige	Foric Senada
Office for Education	(035) 662 032	(035) 662 032	Ratkovici	
LAIC	(035) 660 389		Zlatnih ljiljana bb	
PLIP Focal Point	(055) 401 197	(055) 401 197	OSCE Srpske dobrov. garde 54 Bijeljina	
UNHCR	(055) 401 517	(055) 401 517	Kneza Ive od Semberije 23 Bijeljina	
OHR RRTF	(035) 250 123	(035) 252 659	Nikole Tesle 22 Tuzla	
OSCE	(055) 401 197	(055) 401 197	Srpske dobrov. garde 54 Bijeljina	
IPTF	(055) 670 985		Majke Angeline bb Lopare	

**Celinac**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(051) 851 039	(051) 851 039	Opstina	Nedeljko Bojic
Public Security Station (MUP)	(051) 851 001	(051) 851100		Mirko Mikanovic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(051) 852 613	(051) 852 613	Vojvode Misica bb	Vojo Garic
Office of Local Red Cross	(051) 851 072	(051) 851 072	Vojvode Misica bb	Ostoja Kovacic
Employment Office	(051) 851 114	(051) 851 114	Vidovdanska	Mira Malinovic
Office of the Ministry of Defence	(051) 851 212	(051) 851 212	Opstina	Vitimir Djuric
Health Insurance Fund	(051) 851 080	(051) 851 080	Vidovdanska	Nada Pejakovic
Pension Fund	(051) 851 239	(051) 851 239	Vidovdanska	Borka Derajic
Office for Education	(051) 852 710	(051) 851 002	Opstina	Momcilo Trivic
LAIC	(051) 217 197	(051) 217 197	IUSTITIA Zdravka Korde 6	
LAIC	(051) 310 256	(051) 310 256	TERRA Milana Radmana 46	
PLIP Focal Point	(051) 313 462	(051) 316 750	UNHCR Mise Stupara 32 Banja Luka	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32 Banja Luka	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(051) 216 543	(051) 216 926	Omladinska 109 Banja Luka	
IPTF	(051) 880 393	(051) 880 393	Cara Dusana 113 Kotor Varos	

**Centar Sarajevo**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(033) 668 097	(033) 668 097	Mis Irbina 1	Zlatko Voljevic
Police Administration	(033) 265 732		Zaima Sarca bb	
Housing Authorities	(033) 214 726	(033) 668 097	Mis Irbina 1	Samir Ferah
Cantonal Ministry for Labour, Social Affairs, Displaced Persons & Refugees	(033) 443 641	(033) 470 893	Ef. Reisa Causevica 1	
Office for Social Welfare	(033) 668 098	(033) 668 097	Mis Irbina 1	Osmo Babic
Office of Local Red Cross	(033) 220 168		Valtera Perica 10	
Employment Office	(033) 219 765		Valtera Perica 15	
Office of the Ministry of Defence	(033) 663 450	(033) 668 097	Mis Irbina 1	
Health Insurance Fund	(033) 210 282	(033) 210 282	Vrazova 11	
Pension Fund	(033) 230 161		Dolina 9	
Office for Education	(033) 663 450	(033) 668 097	Mis Irbina 1	Zahira Sero
LAIC	(035) 652 227	(035) 652 227	Azize Sacirbegovic 80	
LAIC	(033) 443 604	(033) 443 604	Husrefa Redzica 7	
PLIP Focal Point Socially owned property:	(033) 666 160	(033) 470 171	UNHCR/SHC Fra Andjela Zvizdovica 1	
Privately owned property:	(033) 292 251	(033) 237 004	OSCE Kundurdziluk 2/II	
UNHCR	(033) 666 160	(033) 470 171	Fra Andjela Zvizdovica 1	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1	
OSCE	(033) 292 251	(033) 237 004	Kundurdziluk 2/II	
IPTF	(033) 658 585	(033) 497 409	Dervisa Numica 6	

**Citluk**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(036) 643 090	(036) 642 537	Trg zrtava domovinskog rata	Aurelija Ljubic
Police Administration	(036) 642 535		Kralja Tomislava	Silvije Pehar
Housing Authorities	(036) 642 675	(036) 642 537	Trg zrtava domovinskog rata	Vesna Vasilj
Cantonal Ministry for Labour & Social Welfare	(036) 310 146	(036) 310 147	Lacina 9 Mostar	
Office for Social Welfare	(036) 642 635		S.S.Kranjcevic	Zdenko Markota
Office of Local Red Cross	(036) 642 639		Kralja Tomislava	Mladen Cilic
Employment Office	(036) 642 630		Kralja Tomislava	Nikola Ostojic
Health Insurance Fund	(036) 642 219		Kralja Tomislava	Kreso Vasilj
Pension Fund	(036) 642 631		Kralja Tomislava	Zdravko Bevana
Office for Education	(036) 642 635	(036) 642 537	Trg zrtava domovinskog rata	Ilko Prusina
LAIC	(036) 580 901	(036) 580 901	Adema Buca 28 Mostar	
PLIP Focal Point	(036) 804 234	(036) 804 290	OSCE Tobac. Fac. Brace Radica bb Capljina	
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35 Mostar	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb Mostar	
OSCE	(036) 804 234	(036) 804 290	Tobac. Fac. Brace Radica bb Capljina	
IPTF	(036) 812 229	(036) 812 229	Radnja-Trebizat Capljina	

**Derventa**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(053) 333 682		Nikole Tesle bb	Nada Subotic
Public Security Station (MUP)	(053) 333 444		Kralja Petra bb	Slobodan Jamadzija
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of DPs from Petrovac in Derventa	(066) 652 883	(066) 652 883		Milenko Dragicevic
Office for Social Welfare	(053) 333 162	(053) 333 162	Jevrejska bb	Nada Aleksic
Office of Local Red Cross	(053) 333 086	(053) 333 086	Trg oslobodjenja 24	
Employment Office	(053) 331 677	(053) 331 677	Stevana Nemanje	Bogdan Vojinovic
Office of the Ministry of Defence	(053) 333 198	(053) 333 198	Kralja Petra I bb	
Health Insurance Fund	(053) 333 282	(053) 333 282	Mladena Stojanovic bb	Zoran Bogdanovic
Pension Fund	(053) 333 191		Cara Lazara bb	Nada Dodig
Office for Education	(053) 333 122		Kralja Petra	
LAIC	(053) 332 614	(053) 332 614	Jovana Ducica 21	
PLIP Focal Point	(053) 241 355	(053) 241 381	OSCE Kolobarska bb Doboj	
UNHCR	(053) 221 743	(053) 221 743	Kralja Dragutina 46 Doboj	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(053) 241 355	(053) 241 381	Kolobarska bb Doboj	
IPTF	(053) 665 455	(053) 665 455	Lokalna policijska stanica	
Hilfswerk Austria	(053) 333 532	(053) 333 532	Trg oslobodjenja 24	
NRC	(053) 664 389	(053) 664 389	Aleja Petra Petrovica Njegosa 44 Brod	

**Doboj**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(053) 242 148	(053) 242 148	Srpskih sokolova	Jovica Sarkanovic
Public Security Station (MUP)	(053) 242 210		Svetog Save 34	Mirko Slavuljica
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(053) 231 528	(053) 231 528	Kralja Dragutina 60	Mitrovic
Office of Local Red Cross	(053) 235 500	(053) 235 500	Vidovdanska 160	Dusko Savic
Employment Office	(053) 241 036	(053) 241 036	Kralja Dragutina 68	Radmila Mlinarevic
Office of the Ministry of Defence	(053) 242 266	(053) 242 266	Brace Jugovica 1	Mirko Okolic
Health Insurance Fund	(053) 241 763	(053) 241 763	Filipa Visnjica 51	Ruzica Blagojevic
Pension Fund	(053) 241 711		Nikole Pasica 22	Drago Dujakovic
LAIC	(053) 221 497		Kralja Dragutina 46	
PLIP Focal Point	(053) 241 355	(053) 241 381	OSCE Kolobarska bb	
UNHCR	(053) 221 743	(053) 221 743	Kralja Dragutina 46	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1	
OSCE	(053) 241 355	(053) 241 381	Kolobarska bb	
IPTF	(053) 242 334	(053) 241 157	Svetog Save 1	
World Vision	(035) 211 204	(035) 211 204	Djordja Mihajlovica 2 Tuzla	
SRSA	(035) 250 163	(035) 250 163	Mihajla i Zivka Crnogorcevica 1 Tuzla	
Mercy Corps Scotland	(035) 250 560	(035) 250 560	18. hrvatske brigade 25 Tuzla	
ARC Zenica	(032) 412 125	(032) 412 125	Prve zenicke brigade 1 A Zenica	
CRI Zenica	(032) 410 579	(032) 410 579	Lukovo Polje 51 B	
CRS Sarajevo	(033) 205 827	(033) 205 827	Muhameda Kantardzica 3 / 4 Sarajevo	

**Doboj East**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(035) 720 908	(035) 720 908	Klokotnica	
Police Administration	(035) 720 366		Velika Brijesnica	Smailbasic Safet
Housing Authorities	(035) 720 263	(035) 720 263	Velika Brijesnica	Klokic Saban
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Office for Social Welfare	(035) 722 695	(035) 722 695	Velika Brijesnica	Zefija Sinanovic
Office of Local Red Cross	(035) 722 709			
Employment Office	(035) 720 115	(035) 720 115	Velika Brijesnica	Hasan Mesanovic
Office of the Ministry of Defence	(035) 720 972		Klokotnica	
Health Insurance Fund	(035) 720 493	(035) 720 493	Velika Brijesnica	Fadil Hadzic
Pension Fund	(035) 722 571	(035) 722 571	Velika Brijesnica	Sabahija Becirovic
Office for Education	(035) 720 457	(035) 720 028	Klokotnica	
LAIC	(053) 221 497	(053) 221 497	Kralja Dragutina 46	
PLIP Focal Point	(053) 221 743	(053) 221 743	UNHCR Kralja Dragutina 46 Doboj	
UNHCR	(053) 221 743	(053) 221 743	Kralja Dragutina 46 Doboj	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(053) 241 355	(053) 241 381	Kolobarska bb Doboj	
IPTF	(035) 641 900	(035) 641 900	Mese Selimovica 26 Srebenik	

**Doboj South**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 691 735		Matuzici	
Police Administration	(032) 691 064		Matuzici	Izudin Alicic
Housing Authorities	(032) 691 985	(032) 691 245	Matuzici	Melisa Sahbegovic
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Trvtka I 17 Zenica	
Office for Social Welfare	(032) 650 207	(032) 650 207	Matuzici	Maida Hotic
Office of Local Red Cross	(032) 691 564	(032) 691 564	Matuzici	
Employment Office	(032) 650 343	(032) 650 343	Cazima Golalica	Muharem Berberovic
Office of the Ministry of Defence	(032) 691 443		Matuzici	
Health Insurance Fund	(032) 650 158		Opca bolnica Tesanj	Mahmo Husebegovic
Pension Fund	(032) 650 071		Tesanj	Sabiha Klokic
Office for Education	(032) 415 202	(032) 415 202	Bulevar Kralja Trvtka I 17 Zenica	Asim Gacic
LAIC	(053) 736 534		Svetog Save 77 Teslic	
PLIP Focal Point	(053) 221 743	(053) 221 743	UNHCR Kralja Dragutina 46 Doboj	
UNHCR	(053) 221 743	(053) 221 743	Kralja Dragutina 46 Doboj	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(053) 241 355	(053) 241 381	Kolobarska bb Doboj	
IPTF	(053) 242 334	(053) 241 157	Svetog Save 1 Doboj	

**Dobretici**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 875 671	(030) 875 671	Dobretici bb	Zeljko Cica
Police Administration	(030) 875 676	(030) 875 676	Dobretici bb	Mirko Sivonjic
Housing Authorities	(030) 875 671	(030) 875 671	Dobretici bb	Pile Idzanovic
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16 Travnik	
Office for Social Welfare	(030) 875 671	(030) 875 671	Dobretici bb	Zeljko Cica
Office of Local Red Cross	(030) 658 046	(030) 658 046	Basceluci bb Jajce	Jozo Bojanic
Employment Office	(030) 658 014	(030) 658 014	Zagrebacka bb Jajce	Vesna Ljubicic
Office of the Ministry of Defence	(030) 658 024	(030) 658 024	Zagrebacka bb Jajce	Ljubo Bojanic
Health Insurance Fund	(030) 658 229	(030) 658 229	Hrvoja Vukcica Hrvatnica 49 Jajce	Ljerka Spajic
Pension Fund	(030) 658 037	(030) 658 062	Hrvoja Vukcica Hrvatnica 49 Jajce	Zdravko Pranjko
LAIC	(030) 518 848	(030) 518 848	Bosanska 157 Travnik	
PLIP Focal Point	(030) 644 499	(030) 644 498	UNHCR Trg hrvatskih branitelja 2 Jajce	
UNHCR	(030) 644 499	(030) 644 498	Trg hrvatskih branitelja 2 Jajce	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(030) 251 050	(030) 252 245	Donjici I/2 Bugojno	
IPTF	(030) 658 097	(030) 658 097	Trg hrvatskih branitelja bb Jajce	

**Domaljevac - Samac**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(031) 791 050		Posavskih branitelja 148	Mirko Abramovic
Police Administration	(031) 791 094		Posavskih branitelja bb	Josip Petric
Housing Authorities	(031) 791 050	(031) 791 030	Posavskih branitelja 148	Mirko Abramovic
Cantonal Ministry for Health, Labour and Social Affairs	(031) 762 701	(031) 762 701	Titova bb Odzak	
Office for Social Welfare	(031) 791 362	(031) 791 362	Posavskih branitelja bb	Ruzica Leovac
Office of Local Red Cross	(031) 791 046	(031) 791 046		Ivo Gasparevic
Employment Office	(031) 791 931	(031) 791 931	Posavskih branitelja bb	Tunjo Gasparevic
Office of the Ministry of Defence	(031) 791 067	(031) 791 067	Posavskih branitelja 148	
Health Insurance Fund	(031) 791 931	(031) 791 931	Posavskih branitelja bb	Tunjo Gasparevic
Pension Fund	(031) 791 931	(031) 791 931	Posavskih branitelja bb	Tunjo Gasparevic
LAIC	(054) 611 201	(054) 611 201	Njegoseva 3 Samac	
PLIP Focal Point	(031) 712 392	(031) 713 342	UNHCR XII ulica 30 Orasje	
UNHCR	(031) 712 392	(031) 713 342	XII ulica 30 Orasje	
OHR RRTF	(049) 205 666	(049) 205 756	Obiliceva bb Brcko	
OSCE	(031) 713 477	(031) 713 660	Ugljara 172a Orasje	
IPTF	(053) 881 022	(053) 881 022	Hilandarska 6 Modrica	

**Donji Vakuf**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 202 231	(030) 202 222	14. septembar bb	Jasmina Balihodzic
Police Administration	(030) 202 015	(030) 202 239	Omladinska bb	Abdulah Cepo
Housing Authorities	(030) 202 249	(030) 202 645	14. septembar bb	Sulejman Magrdzija Sadik Hodzic
	(030) 202 229	(030) 202 500		
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16 Travnik	
Office for Social Welfare	(030) 202 222	(030) 202 222	14. septembar bb	Namik Hodzic
Office of Local Red Cross	(030) 202 881	(030) 202 881	770. slavne brdske brigade bb	Senada Kico
Employment Office	(030) 201 539	(030) 201 539	Omladinska bb	Vasva Imsirpasic
Office of the Ministry of Defence	(030) 201 794	(030) 202 239	14. septembar bb	Mustafa Hodzic
Health Insurance Fund	(030) 202 182	(030) 202 182	770. slavne brdske brigade bb	Mesud Kuric
Pension Fund	(030) 658 037	(030) 658 062		Besima Terzic
LAIC	(030) 518 848	(030) 518 848	Bosanska 157 Travnik	
PLIP Focal Point	(030) 251 050	(030) 252 245	OSCE Donjici I/2 Bugojno	
UNHCR	(030) 644 499	(030) 644 498	Trg hrvatskih branitelja 2 Jajce	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(030) 251 050	(030) 252 245	Donjici I/2 Bugojno	
IPTF	(030) 251 988	(030) 251 988	Omladinska bb Bugojno	

**Drvar**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(034) 820 031	(034) 820 031	Kralja Tomislava 1	BorisTomazovic
Police Administration	(034) 820 100		Ante Brune Busica 1	Kata Matijevic
Housing Authorities	(034) 820 090	(034) 819 001	Kralja Tomislava 1	Drago Gloginje
Cantonal Ministry for Labour, Health, Social Welfare & Expelled Persons	(034) 352 914	(034) 352 914	Kralja Zvonimira bb Tomislavgrad	
Office for Social Welfare	(034) 819 193		Kralja Tomislava 1	Zdravko Josipovic
Office of Local Red Cross	(034) 819 487	(034) 819 487	Grmecka bb	
Employment Office	(034) 819 599		Kralja Tomislava 40	Kaja Kordic
Office of the Ministry of Defence	(034) 820 061	(034) 819 156	Kralja Tomislava 1	Slavko Budimir
Health Insurance Fund	(034) 819 598		Kralja Tomislava 40	Marusa Bagavac
Pension Fund	(034) 820 059		Kralja Tomislava 40	Mato Franic
Office for Education	(034) 819 193	(034) 819 001	Kralja Tomislava 1	Zdravko Josipovic
LAIC	(034) 819 988	(034) 819 988	Vlasotinacka 4	
PLIP Focal Point	(034) 819 768	(034) 820 698	OSCE Hrvatskih gard. brigada S24/3	
UNHCR	(034) 820 016	(034) 820 179	Hrvatskih branitelja 32	
OHR RRTF	(037) 331 512	(037) 331 756	Plandiste 22 Bihac	
OSCE	(034) 201 855	(034) 201 610	Zrinsko- frankopanska 34 Livno	
IPTF	(034) 820 169		Kraljice Katarine 31	

**Foca/Srbinje**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(058) 210 868	(058) 210 868	Knjaza Nikole bb	Simo Avramovic
Public Security Station (MUP)	(058) 210 906	(058) 210 223	Kralja Petra bb	Sinisa Kosoric
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Bosniacs displaced from Foca	(033) 204 431	(033) 204 431	Valtera Perica 12 Sarajevo	Halim Brajlovic
Office for Social Welfare	(058) 210 270	(058) 210 270	Njegoseva bb	Svetozar Kostovic
Office of Local Red Cross	(058) 210 098	(058) 210 098	Jevrejska bb	Snezana Kovac
Employment Office	(058) 210 271	(058) 210 271	Stepe Stepanovica bb	Zoran Nikolic
Office of the Ministry of Defence	(058) 210 640	(058) 210 640	MUP Building Kralja Petra bb	Milojica Miletic
Health Insurance Fund	(058) 210 164	(058) 210 164	Kralja Petra bb	Milorad Djajic
Pension Fund	(058) 210 354	(058) 210 354	Kocicevo bb	Slava Obrenovic
Office for Education	(058) 210 064	(058) 210 064	Kralja Petra bb	Borislav Drakulic
LAIC	(058) 210 218	(058) 210 218	Karadjordjeva bb	
PLIP Focal Point	(038) 224 673	(038) 228 724	OSCE 31. drinske brigade 116 Gorazde	
UNHCR	(038) 224 120	(038) 224 024	Alije Hodzica 9 Gorazde	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1 Sarajevo	
OSCE	(038) 224 673	(038) 228 724	31. drinske brigade 116 Gorazde	
IPTF	(058) 575 943	(058) 575 943	Petra Karadjordjevica bb	

**Foca - Ustikolina**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(038) 518 105	(038) 518 105	Ustikolina bb	Arif Katovic
Police Administration	(038) 518 101	(038) 518 101	Ustikolina bb	Esad Jahic
Housing Authorities	(038) 518 106	(038) 518 106	Ustikolina bb	Remzija Mujezinovic
Cantonal Ministry for Social Affairs, Health, Displaced Persons & Refugees	(038) 221 212	(038) 224 161	Titova 13 Gorazde	
Association of Serb Returnees to Ustikolina	(038) 228 958	(038) 228 958	Tulovici bb	Petar Mihajlovic
Office for Social Welfare	(038) 518 100	(038) 518 100	Ustikolina bb	Suad Dzomba
Office of Local Red Cross			Ustikolina bb	Zijad Kunovac
Employment Office	(038) 518 100	(038) 518 100	Ustikolina bb	Amela Cengic
Office of the Ministry of Defence	(038) 518 028	(038) 518 028	Ustikolina bb	Rifet Krndzija
Health Insurance Fund	(038) 228 348	(038) 228 348	Visegradska 1 Gorazde	Fehim Pleh
Pension Fund	(038) 518 140	(038) 518 140	Dom zdravlja Ustikolina bb	Dino Omerbasic
Office for Education	(038) 224 259	(038) 224 259	Kulina Bana 3 Gorazde	Ferid Rahman
LAIC	(058) 210 218	(058) 210 218	Karadjordjeva bb Foca/Srbinje	
PLIP Focal Point	(038) 224 673	(038) 228 724	OSCE 31. drinske brigade 116 Gorazde	
UNHCR	(038) 224 120	(038) 224 024	Alije Hodzica 9 Gorazde	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1 Sarajevo	
OSCE	(038) 224 673	(038) 228 724	31. drinske brigade 116 Gorazde	
IPTF	(058) 575 943	(058) 575 943	Petra Karadjordjevica bb	

**Fojnica**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 837 310	(030) 837 310	Opcina Bosanska	Andja Kapetanovic
Police Administration	(030) 837 211	(030) 837 195	Bosanska 59	Nail Krsic
Housing Authorities	(030) 837 202	(030) 837 222	Bosanska	Dzevahira Pubovic
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16 Travnik	
Office for Social Welfare	(030) 837 310	(030) 837 310	Bosanska	Aisa Custovic
Office of Local Red Cross	(030) 837 519	(030) 837 519	Bosanska	Hidajeta Boric
Employment Office	(030) 837 246	(030) 837 246	Hadrovici 5	Biba Dedic
Office of the Ministry of Defence	(030) 837 214	(030) 837 214	Mehmeda Spahe 25	Nasuf Beba
Health Insurance Fund	(030) 837 423	(030) 837 423	Husnije Numeragica	Salko Hurko
Pension Fund	(030) 837 235	(030) 837 235	Mehmeda Spahe 22	Rausmila Beganovic
Office for Education	(030) 518 675	(030) 518 675	Stanica 43 Travnik	Jozo Boro
LAIC	(030) 518 848	(030) 518 848	Bosanska 157 Travnik	
PLIP Focal Point	(030) 515 851	(030) 511 737	UNHCR Dolac na Lasvi bb Travnik	
UNHCR	(030) 515 851	(030) 511 737	Dolac na Lasvi bb Travnik	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(030) 511 186	(030) 511 518	Mehmeda Spahe 2h Travnik	
IPTF	(030) 879716	(030) 879269	Restoran "Orijent" Kiseljak	

**Gacko**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(059) 464 940	(059) 464 940	Nemanjina 7	Ljeposava Glogovac
Public Security Station (MUP)	(059) 464 373	(059) 464 540	Nemanjina 7	Milan Pusara
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Refugees and Displaced Persons of Eastern Herzegovina Region	(059) 260 967	(059) 260 967	Obala Luke Vukalovica 17 Trebinje	
Association of Displaced Sarajevo Serbs	(059) 260 548	(059) 260 548	Police bb Trebinje	
Office for Social Welfare	(059) 464 376		Nemanjina 6	Dobrivoje Vukovic
Office of Local Red Cross	(059) 464 426	(059) 464 426		Milutin Savic
Employment Office	(059) 464 611		Stojana Kovacevica bb	Milimirka Govedarica
Office of the Ministry of Defence	(059) 464 601	(059) 464 601	Nemanjina 7	Goran Lucic
Health Insurance Fund	(059) 464 656	(059) 464 656	Bogdana Zimonjica 12	Blagoje Tepavcevic
Pension Fund	(059) 464 655	(059) 464 655	Njegoseva bb	Sreten Grcic
Office for Education	(059) 464 423	(059) 464 401	Solunskih dobrovoljaca 2	Dragan Papovic
LAIC	(059) 463 060	(059) 463 060	Brace Grdica 2	
PLIP Focal Point	(059) 220 170	(059) 225 120	UNHCR Zasad 1 Trebinje	
UNHCR	(059) 220 170	(059) 225 120	Zasad 1 Trebinje	
OHR RRTF	(059) 260 718	(059) 260 718	Svetozara Corovica 4 Trebinje	
OSCE	(059) 260 886	(059) 260 886	Vuka Micunovica bb Trebinje	
IPTF	(059) 260 113	(059) 260 113	Ustanicka 10 Trebinje	
UMCOR	(059) 222 183	(059) 222 183	Atanasija Popovica 1 Trebinje	Aleksandra Aleksic
ICRC	(059) 260 863	(059) 261 092	Nemanjina 7 Trebinje	Gordana Cuzulan
IRC	(036) 550 124	(036) 550 124	Trg Ivana Krndelja 11c Mostar	Amela Dzajic
IFRC	(059) 260 383	(059) 260 383	Nemanjina 5 Trebinje	Slobodanka Curic
MALTESER	(059) 225 120	(059) 225 120	Zasad 1 Trebinje	Aleksandra Aleksic

**Glamoc**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(034) 272 223	(034) 272 223	S.S. Kranjcevic bb	Franjo Pranic
Police Administration	(034) 272 401		S.S. Kranjcevic bb	Jakov Kasalo
Housing Authorities	(034) 272 110		S.S. Kranjcevic bb	Fatima Jerlagic
Cantonal Ministry for Labour, Health, Social Welfare & Expelled Persons	(034) 352 914	(034) 352 914	Kralja Zvonimira bb Tomislavgrad	
Office for Social Welfare	(034) 272 223		S.S. Kranjcevic bb	Franjo Pranic
Office of Local Red Cross	(034) 272 290	(034) 272 290		Dragan Damjanovic
Employment Office	(034) 272 344		Bana Jelacica 1	Vlatka Damjanovic
Office of the Ministry of Defence	(034) 272 342	(034) 272 342	S.S. Kranjcevic bb	Stipe Cavar
Health Insurance Fund	(034) 272 293		Bana Jelacica 9	Ante Viskovic
Pension Fund	(034) 272 420	(034) 272 420	Bana Jelacica 9	Marija Urumovic
Office for Education	(034) 272 209	(034) 272 402	S.S.Kranjcevic	Petar Kelava
LAIC	(034) 203 172	(034) 203 172	Opcina	
PLIP Focal Point	(034) 820 016	(034) 820 179	UNHCR Hrvatskih branitelja 32 Drvar	
UNHCR	(034) 820 016	(034) 820 179	Hrvatskih branitelja 32 Drvar	
OHR RRTF	(037) 331 512	(037) 331 756	Plandiste 22 Bihac	
OSCE	(034) 201 855	(034) 201 610	Zrinsko- frankopanska 34 Livno	
IPTF	(034) 202 970		Goricka cesta Livno	

**Gorazde**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(038) 226 598	(038) 226 598	Zaima Imamovica 56	Izet Herenda
Police Administration	(038) 221 125	(038) 221 125	Zaima Imamovica 5	Hasib Hadzic
Housing Authorities	(038) 221 002	(038) 221 332	Marsala Tita 2	Enver Adzem
Cantonal Ministry for Social Affairs, Health, Displaced Persons & Refugees	(038) 221 212	(038) 224 161	Titova 13	
Regional Board for Return to Eastern BiH	(038) 228 958	(038) 228 958	Kulina Bana bb	Vahid Kanlic
Office for Social Welfare	(038) 223 343	(038) 223 343	Zaima Imamovica 56	Alma Delizaimovic
Office of Local Red Cross	(038) 221 128	(038) 224 108	Zaima Imamovica 27	Ibro Causevic
Employment Office	(038) 221 546	(038) 221 546	Seada Sofovica 9	Nadjida Briga
Office of the Ministry of Defence	(038) 228 586	(038) 228 587	Marsala Tita bb	Nedžad Usanovic
Health Insurance Fund	(038) 228 348	(038) 228 348	Visegradaska 1	Fehim Pleh
Pension Fund	(038) 221 430	(038) 221 430	Visegradaska 1	Nezir Usanovic
Office for Education	(038) 224 259	(038) 224 259	Kulina Bana 3	Ferid Rahman
LAIC	(038) 220 544	(038) 220 544	Alije Hodzica 60	
PLIP Focal Point	(038) 224 120	(038) 224 024	UNHCR Alije Hodzica 9	
UNHCR	(038) 224 120	(038) 224 024	Alije Hodzica 9	
OHR RRTF	(057) 447 586	(057) 448 633	Milana Sarca bb Sokolac	
OSCE	(038) 224 673	(038) 228 724	31. drinske brigade 116	
IPTF	(038) 224 012	(038) 224 012	Alije Hodzica 23	

**Gornji Vakuf**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 265 060	(030) 265 703	Bratstva i jedinstva	Hidajet Redzic
Police Administration	(030) 494 092	(030) 265 088	Fra Andjela Zvizdovica	Islam Causevic
Housing Authorities	(030) 265 403	(030) 265 703	Branilaca grada	Ekrem Polic
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16 Travnik	
Displaced Persons Association	(030) 265 471	(030) 494 698	Fra Andjela Zvizdovica	Melika Gigovic
Office for Social Welfare	(030) 265 046	(030) 265 046	Zlatnih ljljana	Abdulah Ohran
Office of Local Red Cross	(030) 265 510		Veterana rata bb	Jasmina Ljubuncic
Employment Office	(030) 265 638	(030) 265 703	Branilaca grada	Mahmut Drino
Office of the Ministry of Defence	(030) 265 719	(030) 265 719	305. slavne brdske brigade	Sahbaz Zekotic
Health Insurance Fund	(030) 265 176	(030) 265 176	Zlatnih ljljana	Secira Kasimovic
Pension Fund	(030) 265 791	(030) 265 791	Mehmet Bega Stocanina	Nadja Karamustafic
Office for Education	(030) 265 403	(030) 264 703	Branilaca grada	Nedzad Causevic
LAIC	(030) 518 848	(030) 518 848	Bosanska 157 Travnik	
PLIP Focal Point	(030) 252 008	(030) 252 061	UNHCR KSC, Nugle II bb Bugojno	
UNHCR	(030) 252 008	(030) 252 061	KSC, Nugle II bb Bugojno	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(030) 251 050	(030) 252 245	Donjici I/2 Bugojno	
IPTF	(030) 251 988	(030) 251 984	Omladinska bb Bugojno	
Omladinski Centar	(030) 265 594	(030) 265 594	Bratstva i jedinstva	Jasminka Kirlic

**Gracanica**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(035) 700 800			
Police Administration	(035) 787 222		Mehmeda Vehbije efendije Semsekadica 8	
Housing Authorities	(035) 700 844	(035) 700 844	Mulamustafe Baseskije 1	
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Office for Social Welfare	(035) 702 566	(035) 702 566	Armije BiH bb	
Office of Local Red Cross	(035) 787 177	(035) 787 177	Centar	
Employment Office	(035) 702 719	(035) 702 719		
Office of the Ministry of Defence	(035) 703 880	(035) 703 880	22. divizije	
Health Insurance Fund	(035) 786 553		Fridriga Foglara 10	
Pension Fund	(035) 703 276	(035) 703 276	22. divizije 42C	
Office for Education	(035) 281 296	(035) 283 340	Slatina 2 Tuzla	
LAIC	(035) 281 023	(035) 281 023	Rudarska 72 Tuzla	
PLIP Focal Point	(035) 250 123	(035) 252 659	OHR Nikole Tesle 22 Tuzla	
UNHCR	(035) 284 199	(035) 282 105	Rudarska 72 Tuzla	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(053) 241 355	(053) 241 381	Kolobarska bb Doboj	
IPTF	(035) 641 900	(035) 641 900	Mese Selimovica 26 Srebrenik	
Mercy Corps Scotland	(035) 250 561	(035) 250 561	18. hrvatske brigade 25 Tuzla	
ICRC	(035) 281 555	(035) 281 555	Rudarska 72 Tuzla	

**Gradacac**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(035) 817 322		Husein Kapetan Gradiscevica bb	Sevko Sibonjic
Police Administration	(035) 817 202		Husein Kapetan Gradiscevica bb	Novalic Bahra Selimovic Nurija
Housing Authorities	(035) 817 322	(035) 817 322	Husein Kapetan Gradiscevica bb	Nadira Pamukovic
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Associatoin of DPs from Modrica in Gradacac	(035) 819 480	(035) 819 480	Varoska bb	Dzambic Dzevad
Office for Social Welfare	(035) 817 227	(035) 817 227	Ulica Hadziefendijina	Rasim Omeragic
Office of Local Red Cross	(035) 817 406	(035) 817 406	Hasana Kikica bb	Husein Muftic
Employment Office	(035) 817 166	(035) 817 166	I. Kapetanovica	Mirsada Smajlovic
Office of the Ministry of Defence	(035) 816 985	(035) 816 985	Husein Kapetan Gradiscevica bb	
Health Insurance Fund	(035) 817 119	(035) 817 119	Hadziefendijina	Ema Pandzo
Pension Fund	(035) 817 155	(035) 817 155	Hadziefendijina	Bahrija Rokic
Office for Education	(035) 281 296	(035) 283 340	Slatina 2 Tuzla	
LAIC	(054) 611 201		Njegoseva 3 Samac	
PLIP Focal Point	(031) 713 477	(031) 713 660	OSCE Ugljara 172 A Orasje	
UNHCR	(031) 712 392	(031) 713 342	XII ulica 30 Orasje	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(031) 713 477	(031) 713 660	Ugljara 172 A Orasje	
IPTF	(035) 641 900	(035) 641 900	Mese Selimovica 26 Srebrenik	

**Grude**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Police Administration	(039) 662 129	(039) 662 188	Fra Paskala Buconjica	Ivica Soldo
Housing Authorities	(039) 662 420	(039) 662 421	Fra G. Grubisica 2	Tatjana Zoric
Cantonal Ministry for Health, Labour & Social Affairs	(039) 661 675	(039) 661 676	Stjepana Radica 3 Grude	
Office for Social Welfare	(039) 662 337	(039) 662 337	Fra P. Buconjica 28	Veselko Pezer
Office of Local Red Cross	(039) 662 181	(039) 662 181	Ivana Gundulica bb	Bozo Vukoja
Employment Office	(039) 662 171	(039) 662 171	Fra G. Grubisica bb	Branko Corluka
Office of the Ministry of Defence	(039) 662 145	(039) 662 180	Fra G. Grubisica 2	Jure Tomas
Health Insurance Fund	(039) 662 400	(039) 662 400	H.V. Hrvatinica bb	Jure Grizelj
Pension Fund	(039) 662 309	(039) 662 309	H. V. Hrvatinica bb	Mile Vlastic
Office for Education	(039) 662 420	(039) 662 421	Fra G. Grubisica 2	Srecko Mikulic
LAIC	(036) 580 901	(036) 580 901	Adema Buca 28 Mostar	
PLIP Focal Point	(039) 705 276	(039) 705 277	OSCE Trg ratnih zrtava bb Siroki Brijeg	
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35 Mostar	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb Mostar	
OSCE	(039) 705 276	(039) 705 277	Trg ratnih zrtava bb Siroki Brijeg	
IPTF	(039) 662 129	(039) 662 129	Lokalna policijska stanica	

**Hadzici**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(033) 421 014	(033) 421 000	Hadzeli 114	Zuhdija Sunj
Police Administration	(033) 420 087	(033) 420 145	Hadzeli bb	Enver Dupovac
Housing Authorities	(033) 421 002	(033) 421 000	Hadzeli 114	Suad Maslesa
Cantonal Ministry for Labour, Social Affairs, Displaced Persons & Refugees	(033) 443 641	(033) 470 893	Ef. Reisa Causevica 1 Sarajevo	
Office for Social Welfare	(033) 420 143	(033) 420 143	Hadzeli bb	Ramiz Dizdarevic
Office of Local Red Cross	(033) 420 133	(033) 420 133	Hadzeli bb	Ferid Borovina
Employment Office	(033) 420 112	(033) 420 112	Hadzeli 114	Enver Osmanspahic
Office of the Ministry of Defence	(033) 421 401	(033) 421 410	Hadzeli 114	Ramiz Dupovac
Health Insurance Fund	(033) 420 107		Hadzeli 169	Kemal Hasanovic
Pension Fund	(033) 420 219	(033) 420 219	Hadzeli bb	Enes Jazic
Office for Education	(033) 421 010	(033) 421 000	Hadzeli 114	Sefkija Dziko
LAIC	(035) 652 227	(035) 652 227	Azize Sacirbegovic 80 Sarajevo	
LAIC	(033) 443 604	(033) 443 604	Husrefa Redzica 7 Sarajevo	
PLIP Focal Point Socially owned property:	(033) 666 160	(033) 470 171	UNHCR/SHC Fra Andjela Zvizdovica 1 Sarajevo	
Privately owned property:	(033) 666 160	(033) 470 171	UNHCR Fra Andjela Zvizdovica 1 Sarajevo	
UNHCR	(033) 666 160	(033) 470 171	Fra Andjela Zvizdovica 1 Sarajevo	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1 Sarajevo	
OSCE	(033) 292 251	(033) 237 004	Kundurdziluk 2/II Sarajevo	
IPTF	(033) 658 585	(033) 497 409	Dervisa Numica 6 Sarajevo	

**Han Pijesak**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(057) 557 488	(057) 557 488	JNA bb	Nada Supic
Public Security Station (MUP)	(057) 557 289	(057) 557 289	Zeljeznicka bb	Dragan Golijan
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(057) 557 108		Aleksandra Karadjordjevica bb	Gordana Terzic
Office of Local Red Cross	(057) 557 739	(057) 557 739	JNA bb	Kaca Marjanovic
Employment Office	(057) 557 392	(057) 557 392	Zeljeznicka bb	Milanka Mitrovic
Office of the Ministry of Defence	(057) 557 431	(057) 557 431	Zeljeznicka bb	Desimir Lucic
Health Insurance Fund	(057) 557 215	(057) 557 215	Zeljeznicka bb	Ranka Lucic
Pension Fund	(057) 557 010		Svetozara Kosorica bb	Dafina Ilic
Office for Education	(057) 557 108		Aleksandra Karadjordjevica bb	Gordana Terzic
LAIC	(033) 652 227	(033) 652 227	JNA, Institut za javne prihode	
PLIP Focal Point	(033) 666 160	(033) 470 171	UNHCR Fra Andjela Zvzdovica 1 Sarajevo	
UNHCR	(057) 226 311	(057) 226 178	Romanijska 8 Pale	
OHR RRTF	(057) 447 586	(057) 448 633	Milana Sarca bb Sokolac	
OSCE	(056) 386 981	(056) 386 981	Hotel Domavija Crvena Rijeka bb Srebrenica	
IPTF	(056) 731 030		Drinskog korpusa 1 Vlasenica	

**Ilidza**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(033) 407 384		J. Fincija 12	Osman Keres
Police Administration	(033) 234 261		E.B. Carlija 4	Zeljko Mijatovic
Housing Authorities Socially owned property:	(033) 625 561	(033) 625 561	Mala aleja 40	Mirsada Mujanovic
Privately owned property:	(033) 407 755	(033) 458 922	Samira Catovica Kobre 2	Nazim Mahmutovic
Cantonal Ministry for Labour, Social Affairs, Displaced Persons & Refugees	(033) 443 641	(033) 470 893	Ef. Reisa Causevica 1	
Displaced Persons Association 'Gornji Kotorac'	(033) 623 620		Mala aleja 6	Zijo Rahimic
Office for Social Welfare	(033) 408 201		12. marta 5	Gordana Kadic
Office of Local Red Cross	(033) 408 022		J. Fincija 14	Senada Brkic
Employment Office	(033) 464 173		Mala aleja bb	Hajrija Hadzic
Office of the Ministry of Defence	(033) 622 375		Dz. Bijedica 356	Hajrudin Avdibegic
Health Insurance Fund	(033) 407 384		J. Fincija 12	Mirsad Sinanovic
Pension Fund	(033) 627 343		Mala aleja bb	Rabija Gagic
Office for Education	(033) 407 755	(033) 407 219	Samira Catovica Kobre 2	Damir Nuhanovic
LAIC	(035) 652 227	(035) 652 227	Azize Sacirbegovic 80 Sarajevo	
LAIC	(033) 443 604	(033) 443 604	Husrefa Redzica 7 Sarajevo	
PLIP Focal Point Socially owned property:	(033) 666 160	(033) 470 171	UNHCR/SHC Fra Andjela Zvizdovica 1	
Privately owned property:	(033) 666 160	(033) 470 171	UNHCR Fra Andjela Zvizdovica 1	
UNHCR	(033) 666 160	(033) 470 171	Fra Andjela Zvizdovica 1	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1	
OSCE	(033) 292 251	(033) 237 004	Kundurdziluk 2/II	
IPTF	(033) 658 585	(033) 497 409	Dervisa Numica 6	
DISS	(033) 452 907			Jovo Janjic
Moja zemlja	(033) 409 094			Nikola Babic

**Ilijas**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(033) 400 205	(033) 402 046	126. ilijaske brigade	Stanko Ivanic
Police Administration	(033) 400 490	(033) 400 490	Zlatnih Ilijana 2	
Housing Authorities	(033) 400 505	(033) 400 505	126. ilijaske brigade	Sadeta Brkic
Cantonal Ministry for Labour, Social Affairs, Displaced Persons & Refugees	(033) 443 641	(033) 470 893	Ef. Reisa Causevica 1 Sarajevo	
Office for Social Welfare	(033) 400 205	(033) 402 046	126. ilijaske brigade	Nijaz Spahic
Office of Local Red Cross	(033) 430 209		Igmanska 32 Vogosca	
Employment Office	(033) 400 047		Zlatnih Ilijana 2	
Office of the Ministry of Defence	(033) 400 005	(033) 400 005	126. ilijaske brigade	Nedžad Lisak
Health Insurance Fund	(033) 401 305		Zlatnih Ilijana 1	
Pension Fund	(033) 400 039		Zlatnih Ilijana bb	
Office for Education	(033) 430 205	(033) 402 046	126. ilijaske brigade	Dusko Drljaca
LAIC	(035) 652 227	(035) 652 227	Azize Sacirbegovic 80 Sarajevo	
LAIC	(033) 443 604	(033) 443 604	Husrefa Redzica 7 Sarajevo	
PLIP Focal Point Socially owned property:	(033) 666 160	(033) 470 171	UNHCR/SHC Fra Andjela Zvizdovica 1 Sarajevo	
Privately owned property:	(033) 666 160	(033) 470 171	UNHCR Fra Andjela Zvizdovica 1 Sarajevo	
UNHCR	(033) 666 160	(033) 290 565	Fra Andjela Zvizdovica 1 Sarajevo	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1 Sarajevo	
OSCE	(033) 292 251	(033) 237 004	Kundurdziluk 2/II Sarajevo	
IPTF	(033) 658 585	(033) 497 409	Dervisa Numica 6 Sarajevo	

**Jablanica**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(036) 752 954		Trg oslobodjenja bb	Jasna Halebic
Police Administration	(036) 752 660		Pere Bilica bb	Emin Zebic
Housing Authorities	(036) 752 954	(036) 752 651	Trg oslobodjenja 25	Omer Neziric
Cantonal Ministry for Labour & Social Welfare	(036) 310 146	(036) 310 147	Lacina 9 Mostar	
Office for Social Welfare	(036) 753 170		Trg oslobodjenja bb	Ismet Muratovic
Office of Local Red Cross	(036) 752 170	(036) 752 170	Trg oslobodjenja bb	Nedzad Music
Employment Office			Trg oslobodjenja 36/38	Ismet Muratovic
Office of the Ministry of Defence	(036) 752 954	(036) 752 954	Trg oslobodjenja bb	Nermin Pozder
Health Insurance Fund	(036) 752 831		Pere Bilica bb	Sarajlic Sulejman
Pension Fund	(036) 752 754		Pere Bilica bb	Amra Begic
Office for Education	(036) 752 954	(036) 752 954	Trg oslobodjenja bb	Omer Neziric
LAIC	(036) 730 678	(036) 730 678	Kolonija bb Konjic	
PLIP Focal Point	(036) 752 200	(036) 752 200	OSCE Pere Bilica 43A	
UNHCR	(036) 729 011	(036) 729 011	Kolonija bb Konjic	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb Mostar	
OSCE	(036) 752 200	(036) 752 200	Pere Bilica 43A	
IPTF	(036) 753 219	(036) 753 219	Zeljeznicka	

**Jajce**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 659 490	(030) 659 490	Hrvoja Vukcica Hrvatnica 49	Matija Spajic
Police Administration	(030) 658 042	(030) 658 042	Zagrebacka bb	Rajko Bogic
Housing Authorities	(030) 658 011	(030) 658 011	Zagrebacka bb	Ramiz Kliko
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16 Travnik	
Office for Social Welfare	(030) 658 230	(030) 658 230	Hrvoja Vukcica Hrvatnica 49	Mladinko Pejic
Office of Local Red Cross	(030) 658 046	(030) 658 046	Basceluci bb	Jozo Bojanic
Employment Office	(030) 658 014 (030) 659 844	(030) 658 014 (030) 659 844	Zagrebacka bb Hrvoja Vukcica Hrvatnica 54	Vesna Ljubicic Sabahudin Kliko
Office of the Ministry of Defence	(030) 658 024	(030) 658 024	Zagrebacka bb	Ljubo Bojanic
Health Insurance Fund	(030) 658 229	(030) 658 229	Hrvoja Vukcica Hrvatnica 49	Ljerka Spajic
Pension Fund	(030) 658 037	(030) 658 062	Hrvoja Vukcica Hrvatnica 49	Zdravko Pranjko
Office for Education	(030) 518 675	(030) 518 675	Stanica 43 Travnik	Jozo Boro
LAIC	(030) 659 385	(030) 659 385	Hrvoja Vukcica 57	
PLIP Focal Point	(030) 644 499	(030) 644 498	UNHCR Trg hrvatskih branitelja 2	
UNHCR	(030) 644 499	(030) 644 498	Trg hrvatskih branitelja 2	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(030) 251 050	(030) 252 245	Donjici I/2 Bugojno	
IPTF	(030) 658 097	(030) 658 097	Trg hrvatskih branitelja bb	

**Jezero**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(050) 211 507	(050) 211 507	Cara Dusana 21 Mrkonjic Grad	Milutin Pavlovic
Public Security Station (MUP)	(050) 291 003		Vuka Karadzica 113	Djuro Gavric
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(050) 291 002	(050) 291 002	Vuka Karadzica 13	Savo Markanovic
Office of Local Red Cross	(050) 291 002	(050) 291 002	Vuka Karadzica 13	Ostoja Aleksic
Employment Office	(050) 291 160	(050) 291 160	Vuka Karadzica 11	Rosa Kacar
Office of the Ministry of Defence	(050) 291 299	(050) 291 299	Vuka Karadzica 13	
Health Insurance Fund	(050) 211 321		Karadjordjevica 14 Mrkonjic Grad	Blagoje Stupar
Pension Fund	(050) 211 304	(050) 211 304	Karadjordjevica 14 Mrkonjic Grad	Slavko Kajtaz
Office for Education	(050) 291 001	(050) 291 001	Vuka Karadzica 13	
LAIC	(030) 659 385	(030) 659 385	Hrvoja Vukcica 57	
PLIP Focal Point	(051) 313 462	(051) 316 750	UNHCR Mise Stupara 32 Banja Luka	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32 Banja Luka	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(030) 251 050	(030) 252 245	Donjici I/2 Bugojno	
IPTF	(050) 212 479	(050) 212 479	Milana Budimira 17 Mrkonjic Grad	

**Kakanj**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 550 972	(032) 550 972	Zgoscanska bb	Atifa Prozo
Police Administration	(032) 550 156		Zgoscanska 78	
Housing Authorities	(032) 550 491	(032) 550 146	Zgoscanska bb	Ivo Bojic
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Tvrtka I 17 Zenica	
Office for Social Welfare	(032) 550 076	(032) 550 076	309. brdske brigade 17	Fikret Becirovic
Office of Local Red Cross	(032) 550 172	(032) 550 172	Rudi Cajavec bb	
Employment Office	(032) 735 176	(032) 735 176	Zgoscanska bb	Husein Kadric
Office of the Ministry of Defence	(032) 551 280		Rudarska 36	
Health Insurance Fund	(032) 550 896	(032) 550 896	Zgoscanska 53	Sevala Haracic
Pension Fund	(032) 551 012	(032) 551 012	Zgoscanska penzionerska	Saima Bajraktarevic
Office for Education	(032) 415 202	(032) 415 202	Bulevar Kralja Tvrtka I 17	Asim Gacic
LAIC	(032) 404 816	(032) 404 816	Zmaja od Bosne bb Zenica	
PLIP Focal Point	(032) 845 854	(032) 845 854	OSCE Djure Djakovica bb Vares	
UNHCR	(032) 406 599	(032) 406 599	Zmaja od Bosne bb Zenica	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(032) 845 854	(032) 845 854	Djure Djakovica bb Vares	
IPTF	(032) 410 690	(032) 410 690	Kralja Tvrtka I 17 Zenica	

**Kalesija**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(035) 631 247		Patriotske lige bb	Hadzic Dzevad Kulanic Zijad
Police Administration	(035) 631 235		Patriotske lige bb	Osman Jajcevic
Housing Authorities	(035) 631 247	(035) 631 247	Patriotske lige bb	Alikadic Zuhdija
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Office for Social Welfare	(035) 631 176	(035) 631 176	Patriotske lige bb	Jusufovic Hazim
Office of Local Red Cross	(035) 631 540	(035) 631 540	Kalesijskih brigada bb	
Employment Office	(035) 631 266		Patriotske lige bb	
Office of the Ministry of Defence	(035) 631 003	(035) 631 003	Patriotske lige bb	Halil Jahic
Health Insurance Fund	(035) 631 030	(035) 631 030	Patriotske lige bb	Zehra Huremovic
Pension Fund	(035) 631 207	(035) 631 207	Oslobodilaca Kalesije	
Office for Education	(035) 631 262	(035) 631 262	Patriotske lige bb	Smigalovic Izet
LAIC	(056) 210 403	(056) 210 403	Karadjordjeva bb Zvornik	Mulija Markovic
PLIP Focal Point	(035) 250 123	(035) 252 659	OHR Nikole Tesle 22 Tuzla	
UNHCR	(035) 284 199	(035) 282 105	Rudarska 72 Tuzla	
OHR RRTF	(035) 250 123	(035) 252 659	Nikole Tesle 22 Tuzla	
OSCE	(056) 210 362	(056) 210 746	Hotel Drina Svetog Save bb Zvornik	
IPTF	(035) 283 400	(035) 283 400	P.O. Box 23 Tuzla	
Mercy Corps Scotland	(035) 250 561	(035) 250 561	18. hrvatske brigade Tuzla	Alenka Savic
ICRC	(035) 281 555		Rudarska 72 Tuzla	Dragoslav Blazevic
INTERSOS	(035) 250 634		Slavinovici Luke C1 Tuzla	

**Kalinovik**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(057) 623 521	(057) 623 521	Karadjordjeva 19 Kalinovik	Radomir Zdrale
Public Security Station (MUP)	(057) 623 036	(057) 623 036	Kalinovik	Mirko Simic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(057) 623 353	(057) 623 353	Kalinovik	Mileva Bozalo
Office of Local Red Cross	(057) 623 166	(057) 623 166	Kalinovik	Borko Koprivica
Employment Office	(057) 623 006	(057) 623 006	Kalinovik	Milivoje Sladoje
Office of the Ministry of Defence	(057) 623 252	(057) 623 252	Kalinovik	Nedjo Banjanin
Health Insurance Fund	(057) 623 353	(057) 623 353	Karadjordjeva 25	Mileva Bozalo
Pension Fund	(057) 623 155	(057) 623 155	Kalinovik	Dusan Zubac
Office for Education	(057) 623 345	(057) 623 118	Kalinovik	Radmilo Ceranic
LAIC	(058) 210 218		Kulturni centar srpskih dobrovoljaca 3 Foca/Srbinje	
PLIP Focal Point	(057) 225 795	(057) 225 794	OSCE Ive Andrica bb Pale	
UNHCR	(033) 666 160	(033) 470 171	Fra Andjela Zvzdovica 1 Sarajevo	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1 Sarajevo	
OSCE	(057) 225 795	(057) 225 784	Ive Andrica bb Pale	
IPTF	(058) 575 943	(058) 575 943	Petra Karadjordjevica bb Foca/Srbinje	

**Kiseljak**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 871 445	(030) 871 445	Ulica zrtava domovinskog rata	Viktor Barbic
Police Administration	(030) 879 150	(030) 870 495	Bana Jelacica bb	
Housing Authorities	(030) 871 557	(030) 870 921	Bana Jelacica	Nijaz Bunjo
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16 Travnik	
Office for Social Welfare	(030) 879 551	(030) 879 551	Bana Jelacica	Pusic Marica
Office of Local Red Cross	(030) 871 445	(030) 871 445	Ulica zrtava domovinskog rata	Viktor Barbic
Employment Office	(030) 879 579	(030) 879 579	Bana Jelacica	Pero Madzar
Office of the Ministry of Defence	(030) 879 147	(030) 879 147	Bana Jelacica	Miroslav Biletic
Health Insurance Fund	(030) 879 217	(030) 879 217	Bana Jelacica	Ljiljana Biletic
Pension Fund	(030) 879 133	(030) 879 133	Bana Jelacica	Milka Larkovic
Office for Education	(030) 518 675	(030) 518 675	Stanica 43 Travnik	Jozo Boro
LAIC	(030) 871 126	(030) 871 126	Josipa Bana Jelacica 97	
PLIP Focal Point	(030) 515 851	(030) 511 737	UNHCR Dolac na Lasvi bb Travnik	
UNHCR	(030) 515 851	(030) 511 737	Dolac na Lasvi bb Travnik	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(030) 511 186	(030) 511 518	Mehmeda Spahe 2h Travnik	
IPTF	(030) 879716	(030) 879 269	Restoran "Orijent"	

**Kladanj**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(035) 621 779		Kladanjske brigade bb	Emir Softic
Police Administration	(035) 621 112		Patriotske lige 1	Munib Saric
Housing Authorities	(035) 621 779	(035) 621 779	Kladanjske brigade bb	Mustafa Hasic Senahid Music
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Office for Social Welfare	(035) 621 422	(035) 621 422	Kladanjske brigade bb	Mumin Saric
Office of Local Red Cross	(035) 621 422	(035) 621 422	Kladanjske brigade bb	
Employment Office	(035) 621 209		Kladanjske brigade 1	Esma Jakupovic
Office of the Ministry of Defence	(035) 621 099	(035) 621 099	Patriotske lige 1	Danis Gojacic
Health Insurance Fund	(035) 621 206	(035) 621 206	Avdage Hasica 25	Hajrudin Imamovic
Pension Fund	(035) 621 278	(035) 621 278	Avdage Hasica 25	Ohran Salihovic
Office for Education	(035) 631 262	(035) 631 262	Patriotske lige bb	Smigalovic Izet
LAIC	(056) 621 122	(056) 621 122	Kladanjskih brigada 1	
PLIP Focal Point	(035) 284 199	(035) 282 105	UNHCR Rudarska 72 Tuzla	
UNHCR	(035) 284 199	(035) 282 105	Rudarska 72 Tuzla	
OHR RRTF	(035) 250 123	(035) 252 659	Nikole Tesle 22 Tuzla	
OSCE	(056) 210 362	(056) 210 746	Hotel Drina Svetog Save bb Zvornik	
IPTF	(056) 731 030	(056) 731 030	Drinski Korpus 8 Vlasenica	
Mercy Corps Scotland	(035) 250 561	(035) 250 561	18. hrvatske brigade 25 Tuzla	Alenka Savic
ICRC	(035)281 555		Rudarska 72 Tuzla	Dragoslav Blazevic

**Kljuc**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(037) 661 100		Branilaca BiH br. 78	Elvira Botonjic
Police Administration	(037) 661 037	(037) 661 171	Izeta Nanica 2	
Housing Authorities	(037) 661 001	(037) 661 104	Branilaca BiH 78	Hasan Basic Hilmija Draganovic
Cantonal Ministry for Health, Labour, Social Affairs, Refugees & Displaced Persons	(037) 331 077	(037) 331 692	Alije Djerzeleza 2 Bihac	
Office for Social Welfare	(037) 661 154	(037) 661 154	Branilaca BiH 80	Husein Krantic
Office of Local Red Cross	(037) 661 066	(037) 661 066	Branilaca BiH 78	Sehiza Barucic
Employment Office	(037) 661 079	(037) 661 080		Ekrem Mulaamhmetovic
Office of the Ministry of Defence	(037) 331 017		Borisa Krajgera Bihac	
Health Insurance Fund	(037) 322 621	(037) 322 621	Petog korpusa 10 Bihac	
Pension Fund	(037) 661 105	(037) 661 105	Ul. Kulina Bana	
Office for Education	(037) 661 100	(037) 661 104	Branilaca BiH 78	Sulejman Halilovic
LAIC	(037) 881 248	(037) 881 248	Dom kulture Branilaca bb	Slobodan Popovic
PLIP Focal Point	(037) 683 644	(037) 683 662	OSCE Bulevar 7. korpusa Sanski Most	
UNHCR	(037) 331 758	(037) 331 760	Becira Islamovica bb Bihac	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(037) 683 644	(037) 683 682	Bulevar VII korpusa 16 Sanski Most	
IPTF	(050)212 479	(050) 212 479	Milana Budimira 17 Mrkonjic Grad	

**Konjic**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(036) 726 160		Marsala Tita bb	Mirko Mrkajic
Police Administration	(036) 727 675		Musala bb	Vahid Alagic
Housing Authorities	(036) 726 160	(036) 726 160	Marsala Tita bb	Sevala Mesic
Cantonal Ministry for Labour & Social Welfare	(036) 310 146	(036) 310 147	Lacina 9 Mostar	
Office for Social Welfare	(036) 726 171	(036) 726 171	Marsala Tita bb	Alija Buturovic
Office of Local Red Cross	(036) 726 183	(036) 726 183	Kolonija 72	Jusa Hondo
Employment Office	(036) 726 253	(036) 726 253	Kolonija 12	Nedžad Hadzimesic
Office of the Ministry of Defence	(036) 726 161	(036) 726 161	Musala bb	Selim Heric
Health Insurance Fund	(036) 726 250	(036) 726 250	Kolonija 12	Dzumhur Seno
Pension Fund	(036) 726 241	(036) 726 241	Kolonija 12	Rasim Hasanovic
Office for Education	(036) 726 160	(036) 726 160	Marsala Tita bb	Ismet Smajlovic
LAIC	(036) 730 678	(036) 730 678	Kolonija bb	
PLIP Focal Point	(036) 729 011	(036) 729 011	UNHCR Kolonija bb	
UNHCR	(036) 729 011	(036) 729 011	Kolonija bb	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb Mostar	
OSCE	(036) 752 200	(036) 752 200	Pere Bilica 43a Jablanica	
IPTF	(036) 753 219	(036) 753 219	Zeljeznicka Jablanica	

**Kotor Varos**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(051) 880 279	(051) 880 279	Cara Dusana 7	Rajko Ponorac
Public Security Station (MUP)	(051) 882 103	(051) 880 103	Cara Dusana bb	Nedeljko Glamocak
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Displaced Persons Association	(051) 880 279			Milovan Maric
Croat Returnees Association 'Sveti Roko'	(051) 882 109		Opstina Cara Dusana	Ilija Maric
KV Displaced Persons Association, based in Travnik	(030) 614 037			Bekir Imamovic
Office for Social Welfare	(051) 880 169	(051) 880 169	Cara Dusana 21	Drago Slavnic
Office of Local Red Cross	(051) 882 179	(051) 882 179	Cara Dusana 5	Zdravko Markovic
Employment Office	(051) 880 035	(051) 880 035	Cara Dusana bb	Nebojsa Sebic
Office of the Ministry of Defence	(051) 880 012	(051) 880 012	Cara Dusana bb	Gostimir Milic
Health Insurance Fund	(051) 880 126	(051) 880 126	Cara Dusana bb	Petko Petrovic
Pension Fund	(051) 880 172		Cara Dusana bb	Milan Radosevic
Office for Education	(051) 882 016	(051) 882 016	Cara Dusana bb	Radenko Cupic
LAIC	(051) 880 323	(051) 880 323	Kancelarija Udruzenja penzionera	
PLIP Focal Point	(051) 313 462	(051) 316 750	UNHCR Mise Stupara 32 Banja Luka	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32 Banja Luka	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(051) 216 543	(051) 216 926	Omladinska 109 Banja Luka	
IPTF	(051) 880 393	(051) 880 393	Cara Dusana 113	
DRA	(051) 880 202	(051) 880 202	Cara Dusana bb	
Merhamet	(051) 882 292	(051) 882 292	Donja Varos	Fra Pero Karajica
Caritas	(051) 882 955		Cara Dusana bb	

**Kresevo**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 806 826	(030) 806 826	Opcina Fra Grge Martica 49	Refik Lusija
Police Administration	(030) 806 520	(030) 806 520	Fra Grge Martica 131	Alojz Filipovic
Housing Authorities	(030) 806 602	(030) 806 602	Opcina Fra Grge Martica 49	Boso Bosnjak
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16 Travnik	
Office for Social Welfare	(030) 806 513	(030) 806 513	Fra Grge Martica 120	Jozo Beslic
Office of Local Red Cross	(030) 806 816	(030) 806 816	Fra Grge Martica bb	Zora Vidovic
Employment Office	(030) 806 522	(030) 806 522	Fra Grge Martica	Vlado Lalic
Office of the Ministry of Defence	(030) 806 668	(030) 806 668	Fra Grge Martica	Drago Bilic
Health Insurance Fund	(030) 806 513	(030) 806 513	Fra Grge Martica 120	Jozo Beslic
Pension Fund	(030) 806 569	(030) 806 569	Fra Grge Martica	Fanika Misanovic
LAIC	(030) 518 848	(030) 518 848	Bosanska 157 Travnik	
PLIP Focal Point	(030) 511 186	(030) 511 518	OSCE Mehmeda Spahe 2h Travnik	
UNHCR	(030) 515 851	(030) 511 787	Dolac na Lasvi bb Travnik	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(030) 511 186	(030) 511 518	Mehmeda Spahe 2h Travnik	
IPTF	(030) 879716	(030) 879 269	Restoran "Orijent" Kiseljak	

**Kupres**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(034) 274 080	(034) 274 080	Trg hrvatskih vitezova bb	Ivo Lozancic
Police Administration	(034) 274 015		Splitska 5	Bozo Perija
Housing Authorities	(034) 274 085		Vukovarska 2	Pero Cicak
Cantonal Ministry for Labour, Health, Social Welfare & Expelled Persons	(034) 352 914	(034) 352 914	Kralja Zvonimira bb Tomislavgrad	
Office for Social Welfare	(034) 274 080	(034) 274 080	Trg hrvatskih vitezova bb	Ivo Lozancic
Office of Local Red Cross	(034) 274 080	(034) 274 080	Trg hrvatskih vitezova bb	Ivo Lozancic
Employment Office	(034) 274 271		Mate Bobana	Mira Lozancic
Office of the Ministry of Defence	(034) 274 047		Vukovarska 2	Drago Mrso
Health Insurance Fund	(034) 274 868		Dom zdravlja bb	Franjo Ivkovic
Pension Fund	(034) 274 175	(034) 274 175	Dom zdravlja bb	Andja Pasalic
Office for Education	(034) 274 085	(034) 274 046	Vukovarska 2	Jure Zrno
LAIC	(034) 203 172	(034) 203 172	Dom zdravlja bb	
PLIP Focal Point	(034) 820 016	(034) 820 179	UNHCR Hrvatskih branitelja 32 Drvar	
UNHCR	(034) 820 016	(034) 820 179	Hrvatskih branitelja 32 Drvar	
OHR-RRTF	(034) 203 903	(034) 203 979	Bugojanska 6 Livno	
OSCE	(034) 201 855	(034) 201 610	Zrinsko-frankopanska 34 Livno	
IPTF	(034) 202 970		Goricka cesta bb Livno	

**Laktasi**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(051) 830 026	(051) 830 026	Mire Cikote 2	Dusan Simic
Public Security Station (MUP)	(051) 832 161		Karadjordjeva	Simo Miskic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(051) 830 306	(051) 830 306	Mire Cikote 4	Stevka Tesla
Office of Local Red Cross	(051) 832 034	(051) 832 034	Mire Cikote 2	Slavica Basic
Employment Office	(051) 833 165	(051) 833 165	Majke Jugovica 2	Jovan Stupar
Office of the Ministry of Defence	(051) 833 136	(051) 833 136	Karadjordjeva	Dragoslav Kovacevic
Health Insurance Fund	(051) 832 389	(051) 832 389	Majke Jugovica 4	Ruzica Vrancic
Pension Fund	(051) 833 118	(051) 833 118	Karadjordjeva	Jadranka Radetic
Office for Education	(051) 832 271	(051) 832 108	Opstina	Milan Gvozderac
LAIC	(051) 217 197	(051) 217 197	Zdravka Korde 6 Banja Luka	
PLIP Focal Point	(051) 313 462	(051) 316 750	UNHCR Mise Stupara 32 Banja Luka	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32 Banja Luka	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(051) 815 189	(051) 815 191	Mese Selimovica bb Gradiska	
IPTF	(051) 371 501	(051) 371 503	Branka Popovica 43 International Hotel Banja Luka	

**Livno**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(034) 202 642	(034) 202 186	S.S. Kranjcevic 1	Anica Vrdoljak
Police Administration	(034) 201 900		S.S. Kranjcevic bb	Branko Djapic
Housing Authorities	(034) 202 222	(034) 200 315	Trg branitelja 1	Tihomir Laus Luka Celan
Cantonal Ministry for Labour, Health, Social Welfare & Expelled Persons	(034) 352 914	(034) 352 914	Kralja Zvonimira bb Tomislavgrad	
Office for Social Welfare	(034) 202 642		S.S. Kranjcevic 1	Anica Vrdoljak
Office of Local Red Cross	(034) 200 325		Stjepana II Kotromanica bb	Stjepan Vidovic
Employment Office	(034) 201 306	(034) 201 306	Kralja Tvrtka 1	Miroslav Limovic
Office of the Ministry of Defence	(034) 200 009	(034) 202 291	Gabrijela Jurkica 9	Ante Kasalo
Health Insurance Fund	(034) 201 224		Kneza Mutimira bb	Zeljko Krezo
Pension Fund	(034) 201 225		Kneza Mutimira bb	Stipe Poljaric
Office for Education	(034) 202 222	(034) 200 315	Trg branitelja 1	Damir Tadic
LAIC	(034) 203 172	(034) 203 172	Goricka 20	
PLIP Focal Point	(034) 201 855	(034) 201 610	OSCE Zrinsko-frankopanska 34	
UNHCR	(034) 820 016	(034) 820 179	Hrvatskih branitelja 32 Drvar	
OHR RRTF	(034) 203 903	(034) 203 979	Bugojanska 6	
OSCE	(034) 201 855	(034) 201 610	Zrinsko-frankopanska 34	
IPTF	(034) 202 970		Goricka cesta bb	

**Ljubinje**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(059) 621 529	(059) 621 529	Svetosavska bb	Aleksandar Likic
Public Security Station (MUP)	(059) 621 233	(059) 621 634	Svetosavska bb	Branko Radic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Refugees and Displaced Persons of Eastern Herzegovina Region	(059) 260 967	(059) 260 967	Obala Luke Vukalovica 17 Trebinje	
Association of Displaced Sarajevo Serbs	(059) 260 548	(059) 260 548	Police bb Trebinje	
Office for Social Welfare	(059) 621 185	(059) 621 185	Svetosavska bb	Slavica Turjanjin
Office of Local Red Cross	(059) 621 243	(059) 621 243	Svetosavska bb	Zdravko Mutapcija
Employment Office	(059) 221 063		Trg Nemanjica bb	Milenka Krunic
Office of the Ministry of Defence	(059) 621 173		Svetosavska bb	Zdravko Djuric
Health Insurance Fund	(059) 621 290	(059) 621 290	Trg Nemanjica bb	Stevan Janjic
Pension Fund	(059) 621 085		Trg Nemanjica bb	Zeljka Lugonja
Office for Education	(059) 621 264	(059) 621 264	Svetosavska 24	Nada Radovic
LAIC	(059) 220 842	(059) 220 842	Carine 3 Trebinje	
PLIP Focal Point	(036) 311 024	(036) 317 614	OHR Hotel Ero Kolodvorska bb Mostar	
UNHCR	(059) 220 170	(059) 225 120	Zasad 1 Trebinje	
OHR RRTF	(059) 260 718	(059) 260 718	Svetozara Corovica 4 Trebinje	
OSCE	(059) 260 886	(059) 260 886	Vuka Micunovica bb Trebinje	
IPTF	(059) 260 113	(059) 260 113	Ustanicka 10 Trebinje	
MALTESER	(059) 225 120	(059) 225 120	Zasad 1 Trebinje	Aleksandra Aleksic
UMCOR	(059) 222 183	(059) 222 183	Atanasija Popovica 1 Trebinje	Pero Milinic
ICRC	(059) 260 863	(059) 261 092	Nemanjina 7 Trebinje	Gordana Cuzulan
IFRC	(059) 260 383	(059) 260 383	Nemanjina 5 Trebinje	Slobodanka Curic

**Ljubuski**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(039) 834 953	(039) 834 953	Zrinsko-frankopanska 52	Ante Zelic
Police Administration	(039) 834 915	(039) 834 915	Ljubuski	Gordan Bradvica
Housing Authorities	(039) 835 280	(039) 835 280	Zrinsko-frankopanska 3	Milan Petkovic
Cantonal Ministry for Health, Labour & Social Affairs	(039) 661 675	(039) 661 676	Stjepana Radica 3 Grude	
Displaced Persons Association	066 385 101	(039) 835 466	Gradska Ljubuski	Stipe Anic
Office for Social Welfare	(039) 834 953	(039) 834 953	Zrinsko-frankopanska 52	
Office of Local Red Cross	(039) 834 274	(039) 834 274	Ljubuski	Ruza Bosnjak
Employment Office	(039) 834 386		Fra M. Divkovic	
Health Insurance Fund	(039) 834 548	(039) 834 548		
Pension Fund	(039) 834 686	(039) 834 686	Ljubuski	Darinka Zovak
LAIC	(036) 580 901	(036) 580 901	Adema Buca 28 Mostar	
PLIP Focal Point	(039) 705 276	(039) 705 277	OSCE Trg ratnih zrtava bb Siroki Brijeg	
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35 Mostar	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb Mostar	
OSCE	(039) 705 276	(039) 705 277	Trg ratnih zrtava bb Siroki Brijeg	
IPTF	(039) 835 734	(039) 835 736	Lokalna policijska stanica	

**Lopare**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(055) 670 040	(055) 670 040	Cara Dusana bb	Dragan Lukic
Public Security Station (MUP)	(055) 671 192		Cara Dusana bb	Risto Radic
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(055) 671 199	(055) 671 199	Cara Dusana bb	Momo Radojevic
Office of Local Red Cross	(055) 671 145	(055) 671 145	Gradjevnia	
Employment Office	(055) 670 265	(055) 670 265	Cara Dusana bb	Mihajlovic Dusanka
Office of the Ministry of Defence	(055) 671 060	(055) 671 060	Cara Dusana bb	
Health Insurance Fund	(055) 670 299	(055) 670 299	Cara Dusana bb	Cvjetinovic Radmila
Pension Fund	(055) 670 294	(055) 670 294	Cara Dusana bb	Nikolic Jela
Office for Education	(055) 671 056		Cara Dusana bb	
LAIC	(035) 660 389	(035) 660 389	Zlatnih ljljana bb Celic	
PLIP Focal Point	(055) 401 197	(055) 401 197	OSCE Srpske dobrov. garde 54 Bijeljina	
UNHCR	(055) 401 517	(055) 401 517	Kneza Ive od Semberije 23 Bijeljina	
OHR RRTF	(035) 250 123	(035) 252 659	Nikole Tesle 22 Tuzla	
OSCE	(055) 401 197	(055) 401 197	Srpske dobrov. Garde 54 Bijeljina	
IPTF	(055) 670 985		Majke Angeline bb	

**Lukavac**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(035) 572 235	(035) 572 235	Milosa Kupresa bb	Mersiha Mehinovic
Police Administration	(035) 572 759		Brace Karamehmedovic bb	
Housing Authorities	(035) 569 818	(035) 569 818	Trg bratstva 2	
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Office for Social Welfare	(035) 572 848	(035) 572 848	Trg bremena bb	
Employment Office	(035) 566 098		Albina Herljevic 4	
Office of the Ministry of Defence	(035) 566 577		Bratstva i jedinstva 1	
Health Insurance Fund	(035) 621 206	(035) 621 206	Avdage Hasica 25	Hajrudin Imamovic
Pension Fund	(035) 621 278	(035) 621 278	Avdage Hasic 25	Ohran Salihovic
Office for Education	(035) 281 296	(035) 281 296	Slatina 2 Tuzla	
LAIC	(056) 281 023	(056) 281 023	Rudarska 72 Tuzla	Alma Hajdarevic
PLIP Focal Point	(035) 284 199	(035) 282 105	UNHCR Rudarska 72 Tuzla	
UNHCR	(035) 284 199	(035) 282 105	Rudarska 72 Tuzla	
OHR RRTF	(035) 250 123	(035) 252 659	Nikole Tesle 22 Tuzla	
OSCE	(035) 282 522	(035) 282 525	Solanska 3 Tuzla	
IPTF	(035) 283 400	(035) 283 400	P.O. Box 23 Tuzla	
Mercy Corps Scotland	(035) 250 561	(035) 250 561	18. hrvatske brigade Tuzla	Alenka Savic
ICRC	(035) 281 555		Rudarska 72 Tuzla	Dragoslav Blazevic

**Maglaj**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 603 338	(032) 603 338	Viteska bb	
Police Administration	(032) 603 301	(032) 603 301	5. ulica bb	
Housing Authorities	(032) 603 367	(032) 603 380	Viteska 2	Adem Mehinagic Nedžad Catic
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Trvtka I 17 Zenica	
Office for Social Welfare	(032) 603 571	(032) 603 571	7. ulica bb	Fatima Ciceklic
Office of Local Red Cross	(032) 603 302	(032) 603 302	Viteska bb	
Employment Office	(032) 603 772	(032) 603 772	Aleja Ilijana 3	Sulejman Delic
Office of the Ministry of Defence	(032) 603 327	(032) 603 137	Viteska bb	
Health Insurance Fund	(032) 603 061	(032) 603 061	Ilijasa Smajlagica bb	Alma Bradaric
Pension Fund	(032) 603 521	(032) 603 521	Ilijasa Smajlagica bb	Bahrudin Omerovic
Office for Education	(032) 415 202	(032) 415 202	Bulevar Kralja Trvtka I 17 Zenica	Asim Gacic
LAIC	(032) 880 770		Ljudevita Gaja bb Berek Zepce	
PLIP Focal Point	(032) 414 597	(032) 412 293	OSCE Zenicke brigade 1d Zenica	
UNHCR	(032) 406 599	(032) 406 599	Zmaja od Bosne bb Zenica	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(032) 414 597	(032) 412 293	Zenicke brigade 1d Zenica	
IPTF	(032) 874 858	(032) 874 858	Zlatnih Ilijana bb Zavidovici	
Balkanctie	(032) 603 917	(032) 603 917	11. ulica bb	

**Milici**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(056) 740 894	(056) 740 894	Jovana Ducica bb	Zeljko Mojevic
Public Security Station (MUP)	(056) 740 118		Trg rudara bb	Sveto Avramovic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(056) 740 643	(056) 740 643	Jovana Ducica bb	Dusanka Vreta
Office of Local Red Cross	(056) 740 691	(056) 740 691	Jovana Ducica bb	Radenko Simic
Employment Office	(056) 741 197	(056) 741 197	Trg rudara bb	Borka Bozic
Office of the Ministry of Defence	(056) 741 017	(056) 741 017	Jovana Ducica bb	Radomir Golic
Health Insurance Fund	(056) 741 059	(056) 741 059	Bolnicka bb	Milovan Golic
Pension Fund	(056) 741 116		Bolnicka bb	Neda Plazacic
Office for Education	(056) 740 195	(056) 740 195	Jovana Ducica 2	
LAIC	(056) 386 902	(056) 386 902	Zivojina Misica 1 Srebrenica	
PLIP Focal Point	(056) 210 039	(056) 210 039	UNHCR Karadjordjeva bb Zvornik	
UNHCR	(056) 210 039	(056) 210 039	Karadjordjeva bb Zvornik	
OHR RRTF	(056) 210 479	(056) 210 478	Vuka Karadzica 148 Zvornik	
OSCE	(056) 210 362	(056) 210 746	Hotel Drina Svetog Save bb Zvornik	
IPTF	(056) 731 030		Drinski Korpus 8 Vlasenica	

**Modrica**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(053) 882 079	(053) 882 079	Trg Nemanjica	Marko Delic
Public Security Station (MUP)	(053) 881 622	(053) 881 622	Petra Kocica	
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(053) 880 737	(053) 880 737	Karadjordjev trg	Cvijetin Gajic
Office of Local Red Cross	(053) 880 224	(053) 880 224	Vojvode Stepe Stepanovica	
Employment Office	(053) 880 627	(053) 880 627	Nikole Pasica 12	Draginja Mitrovic
Office of the Ministry of Defence	(053) 882 985	(053) 882 985	Vidovdanska	
Health Insurance Fund	(053) 881 126	(053) 881 126	Vidovdanska	Stana Bijelic
Pension Fund	(053) 880 439		Nikole Pasica	Dusan Jovanovic
LAIC	(054) 611 201		Njegoseva 3 Samac	
PLIP Focal Point	(053) 242 387	(053) 242 389	OHR Svetog Save 1 Doboj	
UNHCR	(031) 712 392	(031) 713 342	XII ulica br. 30 Orasje	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(031) 713 477	(031) 713 660	Ugljara 172a Orasje	
IPTF	(053) 881 022	(053) 881 022	Hilandarska 6	

**Mostar Central Zone**

Office	Tel.	Fax	Address	Contact Person
Department for Reconstruction and Urban Planning	(036) 500 600	(036) 580 032		
Department for Property and Repossession Issues	(036) 500 600	(036) 580 032		

**Mostar North**

Office	Tel.	Fax	Address	Contact Person
Municipal Information Centre (MRO)	(036) 574 016	(036) 574 015	Potoci bb	
Police Administration	(036) 345 101	(036) 345 105	Potoci bb	
Housing Authorities	(036) 574 352	(036) 574 015	Potoci bb	Senad Zolj
Cantonal Ministry for Labour & Social Welfare	(036) 310 146	(036) 310 147	Lacina 9	
Association of the Expelled and Displaced Croats of BiH	(036) 319 315	(036) 319 315	Dr. Ante Starcevic 64 Centar II	Stefo Masatovic
Association of the Expelled and Displaced Mostarians	(036) 580 891	(036) 580 891	Santiceva 11/A	Dragi Zujo
Association of the Serb Returnees - Mostar	(036) 352 145	(036)352 145	Ortiješ	Vujadin Berberovic
Office for Social Welfare	(036) 552 638	(036) 551 375	Telceva 2	
Office of Local Red Cross	(036) 551 573	(036) 551 573	Marsala Tita 161	Ozrenka Matkovic
Employment Office	(036) 551 435	(036) 551 435	Brace Fejic 53 A	
Office of the Ministry of Defence	(036) 551 056	(036) 551 086	Konak bb	
Health Insurance Fund	(036) 550 674	(036) 550 674	Brace Fejic 56	
Pension Fund	(036) 551 037	(036) 551 037	Biscevic bb	
Office for Education	(036) 552 491	(036) 552 602	Trg 1. maja 17	
LAIC	(036) 580 902	(036) 580 902	Adema Buca 28	
PLIP Focal Point	(036) 327 771	(036) 327 118	OSCE Kneza Mihajla Visevica Hum. 8	
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb	
OSCE	(036) 327 771	(036) 327 118	Kneza Mihajla Visevica Hum. 8	
IPTF	(036) 551 660	(036) 551 873	Bisce Polje bb	

**Mostar South**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(036) 331 320	(036) 331 320	Fra Franje Milicevica 43	
Police Administration	(036) 480 504	(036) 480 506	Buna bb	
Housing Authorities	(036) 312 417	(036) 312 417	Kneza Domagoja 11	Tanja Brajkovic
Cantonal Ministry for Labour & Social Welfare	(036) 552 495	(036) 552 495	Stjepana Radica 3	
Association of the Expelled and Displaced Mostarians	(036) 580 891	(036) 580 891	Santiceva 11/A	Dragi Zujo
Association of Citizens of Local Community Buna/Zitomislice	(036) 551 078	(036) 551 078	Fejiceva 37	Emir Custo
Association of the Serb Returnees - Mostar	(036) 352 145	(036)352 145	Ortijos	Vujadin Berberovic
Association of Women of Ortijos	(036) 352 145	(036) 352 145	Ortijos	
Office for Social Welfare	(036) 331 320	(036) 331 320	Fra Franje Milicevica 43	
Office of Local Red Cross	(036) 320 692	(036) 320 692		
Employment Office	(036) 321 824	(036) 321 824	Kralja Tvrtka 19	
Office of the Ministry of Defence	(036) 313 822		Brune Busica bb	
Health Insurance Fund	(036) 317 753		Bijeli brijeg bb	
Pension Fund	(036) 321 626	(036) 310 185	Dubrovacka bb	
Office for Education	(036) 316 792	(036) 316 792	Stjepana Radica 3	
LAIC	(036) 580 902	(036) 580 902	Adema Buca 28	
PLIP Focal Point	(036) 551 166	(036) 551 058	UNHCR M. Balorde 35	
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb	
OSCE	(036) 327 771	(036) 327 118	Kneza Mihajla Visevica Hum. 8	
IPTF	(036) 551 660	(036) 551 873	Bisce Polje bb	

**Mostar South East**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(036) 572 644	(036) 572 012	Blagaj bb	
Police Administration	(036) 572 034	(036) 572 019	Branilaca Bosne bb	
Housing Authorities	(036) 572 012	(036) 572 012	Branilaca Bosne bb	Rifat Zlomic
Cantonal Ministry for Labour & Social Welfare	(036) 310 146	(036) 310 147	Lacina 9	
Association of the Expelled and Displaced Croats of BiH	(036) 319 315	(036) 319 315	Dr. Ante Starcevic 64 Centar II	Stefo Masatovic
Association of the Expelled and Displaced Mostarians	(036) 580 891	(036) 580 891	Santiceva 11/A	Dragi Zujo
Association of the Serb Returnees - Mostar	(036) 352 145	(036)352 145	Ortije	Vujadin Berberovic
Association of Women of Ortije	(036) 352 145	(036) 352 145	Ortije	
Office for Social Welfare	(036) 552 638	(036) 551 375	Telceva 2	
Office of Local Red Cross	(036) 551 573	(036) 551 573	Marsala Tita 161	Ozrenka Matkovic
Employment Office	(036) 551 435	(036) 551 435	Brace Fejic 53A	
Office of the Ministry of Defence	(036) 551 056	(036) 551 086	Konak bb	
Health Insurance Fund	(036) 550 674	(036) 550 674	Brace Fejica 56	
Pension Fund	(036) 551 037	(036) 551 037	Biscevic bb	
Office for Education	(036) 552 491	(036) 552 602	Trg 1. maja 17	
LAIC	(036) 580 902	(036) 580 902	Adema Buca 28	
PLIP Focal Point	(036) 311 024	(036) 311 614	OHR Hotel Ero Kolodvorska bb	
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35	
OHR RRTF	(036) 311 024	(036) 311 614	Hotel Ero Kolodvorska bb	
OSCE	(036) 327 771	(036) 327 118	Kneza Mihajla Visevic Hum. 8	
IPTF	(036) 551 660	(036) 551 873	Bisce Polje bb	

**Mostar South West**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(036) 331 320	(036) 331 320	Fra Franje Milicevica 43	
Police Administration	(036) 383 222	(036) 327 223	Brune Busica bb	
Housing Authorities	(036) 312 417	(036) 312 417	Kneza Domagoja 11	Tanja Brajkovic
Cantonal Ministry for Labour & Social Welfare	(036) 552 495	(036) 552 495	Stjepana Radica 3	
Association of the Expelled and Displaced Mostarians	(036) 580 891	(036) 580 891	Santiceva 11/A	Dragi Zujo
Association of the Serb Returnees - Mostar	(036) 352 145	(036)352 145	Ortijes	Vujadin Berberovic
Office for Social Welfare	(036) 331 320	(036) 331 320	Fra Franje Milicevica 43	
Office of Local Red Cross	(036) 320 692	(036) 320 692		
Employment Office	(036) 321 824	(036) 321 824	Kralja Tvrtka 19	
Office of the Ministry of Defence	(036) 313 822	(036) 313 822	Brune Busica bb	
Health Insurance Fund	(036) 317 753		Bijeli brijeg bb	
Pension Fund	(036) 321 626	(036) 310 185	Dubrovačka bb	
Office for Education	(036) 312 792	(036) 312 792	Stjepana Radica 3	
LAIC	(036) 580 902	(036) 580 902	Adema Buca 28	
PLIP Focal Point	(036) 327 771	(036) 327 118	OSCE Kneza Mihajla Visevica Hum.8	
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb	
OSCE	(036) 327 771	(036) 327 118	Kneza Mihajla Visevica Hum. 8	
IPTF	(036) 551 660	(036) 551 873	Bisce Polje bb	

**Mostar Stari Grad**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(036) 511 104	(036) 511 104	Biscevica 2A	
Police Administration	(036) 551 057	(036) 550 594	Trg 1. maja 13	
Housing Authorities	(036) 551 104	(036) 551 104	Biscevica 2A	Mustafa Jugo
Cantonal Ministry for Labour & Social Welfare	(036) 310 146	(036) 310 147	Lacina 9	
Association of the Expelled and Displaced Croats of BiH	(036) 319 315	(036) 319 315	Dr. Ante Starcevic 64 Centar II	Stefo Masatovic
Association of the Expelled and Displaced Mostarians	(036) 580 891	(036) 580 891	Santiceva 11/A	Dragi Zujo
Association of the Serb Returnees - Mostar	(036) 352 145	(036) 352 145	Ortijos	Vujadin Berberovic
Office for Social Welfare	(036) 552 638	(036) 551 375	Telceva 2	
Office of Local Red Cross	(036) 551 573	(036) 551 573	Marsala Tita 161	Ozrenka Matkovic
Employment Office	(036) 551 435	(036) 551 435	Brace Fejic 53A	
Office of the Ministry of Defence	(036) 551 056	(036) 551 086	Konak bb	
Health Insurance Fund	(036) 550 674	(036) 550 674	Brace Fejica 56	
Pension Fund	(036) 551 037	(036) 551 037	Biscevica bb	
Office for Education	(036) 552 491	(036) 552 602	Trg 1. maja 17	
LAIC	(036) 580 902	(036) 580 902	Adema Buca 28	
PLIP Focal Point	(036) 551 166	(036) 551 058	UNHCR M. Balorde 35	
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb	
OSCE	(036) 327 771	(036) 327 118	Kneza Mihajla Visevica Hum. 8	
IPTF	(036) 551 660	(036) 551 873	Bisce Polje bb	

**Mostar West**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(036) 331 320	(036) 331 320	Fra Franje Milicevica 43	
Police Administration	(036) 383 222	(036) 327 223	Brune Busica bb	
Housing Authorities	(036) 312 417	(036) 312 417	Kneza Domagoja 11	Tanja Brajkovic
Cantonal Ministry for Labour & Social Welfare	(036) 552 495	(036) 552 495	Stjepana Radica 3	
Association of the Expelled and Displaced Mostarians	(036) 580 891	(036) 580 891	Santiceva 11/A	Dragi Zujo
Association of the Serb Returnees - Mostar	(036) 352 145	(036)352 145	Ortijos	Vujadin Berberovic
Office for Social Welfare	(036) 331 320	(036) 331 320	Fra Franje Milicevica 43	
Office of Local Red Cross	(036) 320 692	(036) 320 692		
Employment Office	(036) 321 824	(036) 321 824	Kralja Tvrtka 19	
Office of the Ministry of Defence	(036) 313 822	(036) 313 822	Brune Busica bb	
Health Insurance Fund	(036) 317 753		Bijeli brijeg bb	
Pension Fund	(036) 321 626	(036) 310 185	Dubrovacka bb	
Office for Education	(036) 312 792	(036) 312 792	Stjepana Radica 3	
LAIC	(036) 580 902	(036) 580 902	Adema Buca 28	
PLIP Focal Point	(036) 311 024	(036) 311 614	OHR Hotel Ero Kolodvorska bb	
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb	
OSCE	(036) 327 771	(036) 327 118	Kneza Mihajla Visevica Hum. 8	
IPTF	(036) 551 660	(036) 551 873	Bisce Polje bb	

**Mrkonjic Grad**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(050) 211 507	(050) 211 507	Trg Kralja Petra I Karadjordjevica	Gordana Milanovic
Public Security Station (MUP)	(050) 211 042		Srpskih boraca bb	Uros Pena
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Displaced Persons Association 'Ostanak'				Milan Kljajic
Office for Social Welfare	(050) 213 099		Cara Dusana 21	Ljiljana Savicevic
Office of Local Red Cross	(050) 211 044	(050) 211 044	Stevana Sindjelica bb	Dusko Miletic
Employment Office	(050) 211 249	(050) 211 249	Svetog Save bb	Nada Vrbanjac
Office of the Ministry of Defence	(050) 211 448	(050) 211 448	Srpskih boraca bb	Simo Djakovic
Health Insurance Fund	(050) 211 148	(050) 211 148	Opstina	Stupar Drago
Pension Fund	(050) 211 304		Karadjordjeva bb	Brane Kajtez
Office for Education	(050) 211 148	(050) 211 148	Opstina	Krstan Tomic
LAIC	(050) 212 208	(050) 212 208	Stojana Jankovica 5	
PLIP Focal Point	(051) 313 462	(051) 316 750	UNHCR Mise Stupara 32 Banja Luka	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32 Banja Luka	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(030) 251 050	(030) 252 245	Donjici I/2 Bugojno	
IPTF	(050) 212 479	(050) 212 479	Milana Budimira 17	

**Neum**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(036) 880 018	(036) 880 018	Suncana obala bb	Borka Dodig
Police Administration	(036) 880 190	(036) 870 960	K.Tomislava 54	Miso Bjelopera
Cantonal Ministry for Labour & Social Welfare	(036) 310 146	(036) 310 147	Lacina 9 Mostar	
Office for Social Welfare	(036) 880 018	(036) 880 018	Suncana obala bb	Borka Dodig
Office of Local Red Cross	(036) 880 187			Ivan Jukic
Employment Office	(036) 880 219		Zagrebacka bb	Ivan Udzenija
Health Insurance Fund	(036) 880 210	(036) 880 210	Neretvanska bb	Janja Butigan
Pension Fund	(036) 880 236			
Office for Education	(036) 880 214		Suncana obala bb	Borka Dodig
LAIC	(036) 580 901	(036) 580 901	Adema Buca 28 Mostar	
PLIP Focal Point	(036) 804 234	(036) 804 290	OSCE Tobac. Fac. Brace Radica bb Capljina	
UNHCR	(036) 853 763	(036) 853 763	Kneza Domagoja bb Stolac	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb Mostar	
OSCE	(036) 804 234	(036) 804 290	Tobac. Fac. Brace Radica bb Capljina	
IPTF	(036) 812 229	(036) 812 229	Radnja-Trebizat Capljina	

**Nevesinje**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(059) 601 530	(059) 601 530	Cara Dusana 44	Sava Kovacevic
Public Security Station (MUP)	(059) 602 023	(059) 601 893	Nemanjica bb	Momcilo Zubac
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Bosniac Displaced Persons in Mostar	(036) 570 043		Sjeverni logor Mostar	Smajo Tinjak
Office for Social Welfare	(059) 601 386		Cara Dusana bb	Jadranka Vasiljevic
Office of Local Red Cross	(059) 601 226	(059) 601 226	Nemanjica bb	Branka Filimonovic
Employment Office	(059) 601 030			
Office of the Ministry of Defence	(059) 601 416			
Health Insurance Fund	(059) 601 081		Cara Dusana bb	Rada Mrkovic
Pension Fund	(059) 601 081		Cara Dusana bb	Milka Lazetic
LAIC	(059) 601 738	(059) 601 738	Dukice Grahovca 29	
PLIP Focal Point	(036) 311 024	(036) 311 614	OHR Hotel Ero Kolodvorska bb Mostar	
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35 Mostar	
OHR RRTF	(059) 260 718	(059) 260 718	Svetozara Corovica 4 Trebinje	
OSCE	(059) 260 886	(059) 260 886	Vuka Micunovica bb Trebinje	
IPTF	(036) 551 660	(036) 551 873	Bisce Polje bb Mostar	

**Novi Travnik**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 793 541	(030)7 93 541	Kralja Tvrtka bb	Atif Rosic
Police Administration	(030) 791 170	(030) 791 170	Stjepana Tomasevica bb	Marko Kristo
Housing Authorities	(030) 793 637	(030) 793 100	Kralja Tvrtka bb	Anto Coric
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16 Travnik	
Office for Social Welfare	(030) 791 826	(030) 791 826	Stjepana Tomascevic	Malina Kvasina
Office of Local Red Cross	(030) 793 557	(030) 793 557	Ljudevita Gaja 6	Marijan Lovrinovic
Employment Office	(030) 793 646	(030) 793 646	Kralja Tvrtka bb	Danica Kvasina
Office of the Ministry of Defence	(030) 793 711	(030) 793 711	Kralja Tvrtka bb	Marinko Tico
Health Insurance Fund	(030) 793 416	(030) 793 416	Rudjera Boskovic	Zdravko Topalovic
Pension Fund	(030) 793 626	(030) 793 626	Kralja Tvrtka Splicanka	Kruno Ramljak
Office for Education	(030) 518 675	(030) 518 675	Stanicna 43	Josip Boro
LAIC	(030) 518 848	(030) 518 848	Obdaniste I Crveni krst	
PLIP Focal Point	(030) 511 186	(030) 511 518	OSCE Mehmeda Spahe 2 h Travnik	
UNHCR	(030) 515 851	(030) 511 737	Dolac na Lasvi bb Travnik	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(030) 511 186	(030) 511 518	Mehmeda Spahe 2h Travnik	
IPTF	(030) 518 420	(030) 518 420	Luka 2 Travnik	
UMCOR	(030) 518 477	(030) 518 477	Pirota 68a	Haris Ibrahimagic
MALTESER	(030) 511 473	(030) 511 473	Zitarnica Faza G	Alisa Loncar Sabina Djapo
Bosnian Serb Charitable Society 'Dobrotvor'	(030) 790 487	(030) 790 487	Ljudevita Gaja	Milos Cobanov

**Novo Sarajevo**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(033) 640 471	(033) 644 559	Zmaja od Bosne 55	
Police Administration	(033) 231 723	(033) 231 723	Zmaja od Bosne 15	
Housing Authorities	(033) 294 256	(033) 644 559	Zmaja od Bosne 55	Hakija Pidro Razija Pasic-Hamzic
Cantonal Ministry for Labour, Social Affairs, Displaced Persons & Refugees	(033) 443 641	(033) 470 893	Ef. Reisa Causevica 1	
Office for Social Welfare	(033) 525 997	(033) 525 876	Zmaja od Bosne bb	Zijo Bihorac
Office of Local Red Cross	(033) 525 738		Envera Sehovica bb	
Employment Office	(033) 652 457		Lozionicka 5	
Office of the Ministry of Defence	(033) 640 471	(033) 644 559	Zmaja od Bosne 55	Amer Poljak
Health Insurance Fund	(033) 230 299		Grbavicka 129	
Pension Fund	(033) 526 679		Envera Sehovica 2	
Office for Education	(033) 640 471	(033) 644 559	Zmaja od Bosne 55	Mirsad Islamovic
LAIC	(035) 652 227	(035) 652 227	Azize Sacirbegovic 80	
LAIC	(033) 443 604	(033) 443 604	Husrefa Redzica 7	
PLIP Focal Point	(033) 292 251	(033) 665 852	OSCE Kundurdziluk 2/II	
UNHCR	(033) 666 160	(033) 470 171	Fra Andjela Zvizdovica 1	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1	
OSCE	(033) 292 251	(033) 237 004	Kundurdziluk 2/II	
IPTF	(033) 658 585	(033) 497 409	Dervisa Numica 6	

**Odzak**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(031) 762 561		Trg br. 3	Ljubica Mrsic
Police Administration	(031) 761 013		Trg br. 3	Miso Senkovic
Housing Authorities	(031) 762 363	(031) 762 101	Trg br. 3	Sana Ahmetovic
Cantonal Ministry for Health, Labour and Social Affairs	(031) 762 701	(031) 762 701	Titova bb	
Office for Social Welfare	(031) 761 066	(031) 761 066	Trg br. 3	Ivka Bozic
Office of Local Red Cross	(031) 762 064	(031) 762 064	Titova bb	
Employment Office	(031) 761 421	(031) 761 421	Hanka	Anto Petric
Office of the Ministry of Defence	(031) 761 024	(031) 761 024	Trg br. 3	Ivo Maric
Health Insurance Fund	(031) 761 650	(031) 761 650	Titova bb	Simo Vranic
Pension Fund	(031) 713 395	(031) 713 395	Hanka	Stana Pavlovic
Office for Education	(032) 761 059	(032)761 059	Trg br. 3	
LAIC	(054) 611 201		Njegoseva 3 Samac	
PLIP Focal Point	(031) 712 392	(031) 713 342	UNHCR Orasje XII ulica 30 Orasje	
UNHCR	(031) 712 392	(031) 713 342	XII ulica 30 Orasje	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(031) 713 477	(031) 713 660	Ugljara 172a Orasje	
IPTF	(053) 881 022	(053) 881 022	Hilandarska 6 Modrica	

**Odzak/Vukosavlje**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(053) 880 654	(053) 880 654	Cara Lazara bb	Velibor Dragojlovic
Public Security Station (MUP)	(053) 880 821	(053) 880 821	Cara Lazara bb	Mirko Goranovic
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(053) 881 129	(053) 881 129	Cara Lazara bb	Natasa Stojanovic
Office of Local Red Cross	(053) 882 489	(053) 882 489	Cara Lazara bb	
Employment Office	(053) 880 627	(053) 880 627	Nikole Pasica 12 Modrica	Draginja Mitrovic
Office of the Ministry of Defence	(053)883 828	(053)883 828	Cara Lazara bb	
Health Insurance Fund	(053) 881 126	(053) 881 126	Vidovdanska Modrica	Bijelic Stana
Pension Fund	(053) 880 439		Nikole Pasica bb Modrica	Dusko Jovanovic
Office for Education	(053) 811 129	(053) 882 470	Cara Lazar 2	Zdravko Djuric
LAIC	(054) 611 201	(054) 611 201	Njegoseva 3 Samac	
PLIP Focal Point	(053) 242 387	(053) 242 389	OHR Svetog Save 1 Doboj	
UNHCR	(031) 712 392	(031) 713 342	XII ulica 30 Orasje	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(031) 713 477	(031) 713 660	Ugljara 172a Orasje	
IPTF	(053) 881 022	(053) 881 022	Hilandarska 6 Modrica	

**Olovo**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 835 132		Branilaca grada bb	Zehra Ahmetpahic
Police Administration	(032) 825 113		Krivajska bb	Kemal Brkic
Housing Authorities	(032) 825 138	(032) 825 105	Branilaca grada bb	Alija Abazovic
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Tvrtka I 17 Zenica	
Office for Social Welfare	(032) 825 150	(032) 825 150	Bosanska bb	Rasim Causevic
Office of Local Red Cross	(032) 826 150	(032) 826 150	Zeljeznicka bb	
Employment Office	(032) 825 064		Bosanska bb	Refik Hasanspahic
Office of the Ministry of Defence	(032) 825 147		Krivajska bb	Ramo Dzinic
Health Insurance Fund	(032) 825 412		Branilaca grada bb	Hazira Hadziabdic
Pension Fund	(032) 825 161	(032) 825 161	Husein Kapetan Gradiscevica 1	Vahid Selimovic
Office for Education	(032) 415 202	(032) 415 202	Kucukovici 2 Zenica	Asim Gacic
LAIC	(035) 621 122	(035) 621 122	Kladanjskih brigada 1 Kladanj	
PLIP Focal Point	(035) 284 199	(035) 282 105	UNHCR Rudarska 72 Tuzla	
UNHCR	(035) 284 199	(035) 282 105	Rudarska 72 Tuzla	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(032) 845 854	(032) 845 854	Djuro Djakovica bb Vares	
IPTF	(032) 765 621	(032) 765 621	Rudarske bb Breza	
Mercy Corps Scotland	(035) 250 561	(035) 250 561	18. hrvatske brigade 25 Tuzla	Alenka Savic
ICRC	(035) 281 555		Rudarska 72 Tuzla	Dragoslav Blazevic
INTERSOS	(035) 250 634		Slavinovici Luke C1 Tuzla	

**Orasje**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(031) 713 909		III ulica 45	Nada Vukic
Police Administration	(031) 712 722	(031) 712 722	III ulica 22	
Housing Authorities	(031) 712 622	(031) 712 011	III ulica 45	Marko Orsolc
Cantonal Ministry for Health, Labour and Social Affairs	(031) 762 701	(031) 762 701	Titova bb Odzak	
Office for Social Welfare	(031) 712 020	(031) 712 020	VIII ulica bb	Pavo Martinovic
Office of Local Red Cross	(031) 712 349	(031) 712 349	II ulica 2A	Mato Simic
Employment Office	(031) 712 322	(031) 712 322	III ulica 45	
Office of the Ministry of Defence	(031) 712 025	(031) 712 025	III ulica bb	
Health Insurance Fund	(031) 712 322	(031) 712 322	III ulica 45	Joso Markovic
Pension Fund	(031) 713 144		III ulica 5	Tunjo Marosevic
Office for Education	(031) 712 322	(031) 712 011	Ulica III 45	Ilija Kobas
LAIC	(054) 611 201	(054) 611 201	Njegoseva 3 Samac	
PLIP Focal Point	(031) 712 392	(031) 713 342	UNHCR XII ulica 30	
UNHCR	(031) 712 392	(031) 713 342	XII ulica 30	
OHR RRTF	(049) 205 666	(049) 205 560	Obiliceva bb Brcko	
OSCE	(031) 713 477	(031) 713 660	Ugljara 172a	
IPTF	(031) 712 920		III ulica 22	

**Osmaci**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(056) 593 034	(056) 593 034	Caparde	Bojagic Sonja
Public Security Station (MUP)	(056) 597 110		Osmaci bb	Drago Damjanovic
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(056) 597 314	(059) 597 314	Osmaci bb	Kordeljevic Petar
Office of Local Red Cross	(056) 597 258	(056) 597 258	Osmaci bb	
Employment Office	(056) 597 259	(056) 597 258	Osmaci bb	
Office of the Ministry of Defence	(056) 597 038	(056) 597 038	Osmaci bb	Eric Ilija
Health Insurance Fund	(056) 597 314		Osmaci bb	Lazic Slavica
Pension Fund	(056) 597 259	(056) 597 258	Osmaci bb	
LAIC	(056) 210 403	(056) 210 403	Karadjordjeva bb Zvornik	
PLIP Focal Point	(035) 284 199	(035) 282 105	UNHCR Rudarska 72 Tuzla	
UNHCR	(035) 284 199	(035) 282 105	Rudarska 72 Tuzla	
OHR RRTF	(056) 210 479	(056) 210 478	Vuka Karadzica 148 Zvornik	
OSCE	(056) 210 362	(056) 210 746	Hotel Drina Svetog Save bb Zvornik	
IPTF	(056) 210 707	(056) 210 707	Hotel Drina Svetog Save bb Zvornik	
Mercy Corps Scotland	(035) 250 561	(035) 250 561	18. hrvatske brigade 25 Tuzla	
ICRC	(035) 281 555		Rudarska 72 Tuzla	Dragoslav Blazevic
INTERSOS	(035) 250 634		Slavinovici Luke C1 Tuzla	

**Pale**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(057) 223 248	(057) 223 248	Zanatski centar Koran	Srdan Sarac
Public Security Station (MUP)	(057) 223 031	(057) 223 031	Srpskih ratnika 121	Ljubomir Radojkovic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Refugees and Displaced Persons of Eastern Herzegovina Region	(059) 260 967	(059) 260 967	Obala Luke Vukalovica 17	
Association of Displaced Sarajevo Serbs	(059) 260 548	(059) 260 548	Police bb	
Office for Social Welfare	(057) 223 255	(057) 223 255	Dobrosava Jevdjevica 4	Gina Vojvodic
Office of Local Red Cross	(057) 223 593	(057) 223 593	Srpskih ratnika	Milan Zuber
Employment Office	(057) 226 714	(057) 226 714	Srpskih ratnika	Slobodan Gajevic
Office of the Ministry of Defence	(057) 223 103	(057) 223 103	Srpskih ratnika	Mitar Kovacevic
Health Insurance Fund	(057) 223 047	(057) 223 047	Srpskih ratnika	Zoran Gluhovic
Pension Fund	(057) 226 877	(057) 226 877	Srpskih ratnika	Jovo Kosmajac
Office for Education	(057) 223 004		Romanijska 15	Bogdanka Ljubovic
LAIC	(057) 225 212	(057) 225 212	Gavrila Principa bb	
PLIP Focal Point	(057) 225 795	(057) 225 784	OSCE Ive Andrica bb	
UNHCR	(057) 226 311	(057) 226 178	Romanijska 8	
OHR RRTF	(057) 447 586	(057) 448 633	Milana Sarca bb Sokolac	
OSCE	(057) 225 795	(057) 225 784	Ive Andrica bb	
IPTF	(057) 226 954	(057) 226 953	Srpskih ratnika 121	

**Pale - Praca**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(038) 799 100	(038) 799 100	Himze Sablje 33	Ramo Cindrak
Police Administration	(038) 799 103	(038) 799 201	Himze Sablje 33	Nusret Sipovic
Housing Authorities	(038) 799 100	(038) 799 100	Himze Sablje 33	Cindrak Ramo Alija Spreco
Cantonal Ministry for Social Affairs, Health, Displaced Persons & Refugees	(038) 221 212	(038) 224 161	Titova 13 Gorazde	
Office for Social Welfare	(038) 799 100		Himze Sablje 33	Hanadi Karic
Employment Office	(038) 799 079	(038) 799 079	Hrenovica	Alija Aganovic
Office of the Ministry of Defence	(038) 799 272		Praca bb	Omer Kujovic
Health Insurance Fund	(038) 799 020	(038) 799 020	Hrenovica	Safet Muminovic
Pension Fund	(038) 799 020	(038) 799 020	Hrenovica	Safet Muminovic
Office for Education	(038) 799 100		Himze Sablje 33	Hanadi Karic
LAIC	(057) 225 212	(057) 225 212	Gavrila Principa bb	
PLIP Focal Point	(033) 666 160	(033) 470 171	UNHCR Fra Andjela Zvzdovica 1 Sarajevo	
UNHCR	(057) 226 311	(057) 226 178	Romanijska 8 Pale	
OHR RRTF	(057) 447 586	(057) 448 633	Milana Sarca bb Sokolac	
OSCE	(057) 225 795	(057) 225 784	Ive Andrica bb Pale	
IPTF	(057) 226 954	(057) 226 953	Srpskih ratnika 121 Pale	

**Pelagicevo**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(054) 810 188	(054) 810 188	Pelagicevo	Blagoje Djordjic
Public Security Station (MUP)	(054) 810 362		Pelagicevo	Dragica Simeunovic
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(054) 810 189	(054) 810 189	Pelagicevo	
Office of Local Red Cross	(054) 810 133	(054) 810 133	Pelagicevo	
Employment Office	(049) 205 411	(049) 205 411	Brcko District	Aleksija Grdan
Office of the Ministry of Defence	(054) 810 097	(054) 810 097	Pelagicevo	
Health Insurance Fund	(054) 810 098	(054) 810 098	Pelagicevo	
Pension Fund	(055) 472 684		Njegoseva 30A Bijeljina	Zora Asceric
Office for Education	(055) 810 096	(055) 810 221	Pelagicevo bb	
LAIC	(054) 611 201		Njegoseva 3 Samac	
PLIP Focal Point	(031) 713 477	(031) 713 660	OSCE Ugljara 172 A Orasje	
UNHCR	(031) 712 392	(031) 713 342	XII ulica br. 30 Orasje	
OHR RRTF	(049) 205 666	(049) 205 560	Obiliceva bb Brcko	
OSCE	(031) 713 477	(031) 713 660	Ugljara 172 A Orasje	
IPTF	(035) 641 900	(035) 641 900	Mese Selimovica 26 Srebrenik	

**Petrovo**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(053) 790 454	(053) 790 454	Petrovo bb	Mladan Duric
Public Security Station (MUP)	(053) 790 222		Petrovo bb	
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(053) 790 627	(053) 790 627	Petrovo bb	Dusan Radeljic
Office of Local Red Cross	(053) 260 070	(053) 260 012		
Employment Office	(053) 790 634		Petrovo bb	Jelena Stjepanovic
Office of the Ministry of Defence	(053) 260 230	(053) 260 230	Petrovo bb	
Health Insurance Fund	(053) 260 116		Petrovo bb	
Pension Fund	(053) 260 217		Petrovo bb	
Office for Education	(053) 790 627		Petrovo bb	Obrad Puseljic
LAIC	(053) 221 497		Kralja Dragutina 46 Doboj	Sanja Stojanovic
PLIP Focal Point	(035) 284 199	(035) 282 105	UNHCR Rudarska 72 Tuzla	
UNHCR	(035) 284 199	(035) 282 105	Rudarska 72 Tuzla	
OHR RRTF	(035) 250 123	(035) 252 659	Nikole Tesle 22 Tuzla	
OSCE	(053) 241 355	(053) 241 381	Kolobarska bb Doboj	
IPTF	(053) 242 334	(053) 242 334	Svetog Save 1 Doboj	Nandor Debreceni
Mercy Corps Scotland	(035) 250 561	(035) 250 561	18. hrvatske brigade 25 Tuzla	Alenka Savic
ICRC	(035) 281 555	(035) 281 555	Rudarska 72 Tuzla	Dragoslav Blazevic

**Posusje**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Police Administration	(039) 681 070	(039) 681 122	Antuna Branka Simica	
Housing Authorities	(039) 681 203	(039) 681 203	Miljakusa II	Branko Siric
Cantonal Ministry for Health, Labour & Social Affairs	(039) 661 675	(039) 661 676	Stjepana Radica 3 Grude	
Office for Social Welfare	(039) 681 053	(039) 681 053	Omladinska	Stjepan Penava
Office of Local Red Cross	(039) 681 790	(039) 681 790	Fra Grge Martica bb	Andjelka Begic
Employment Office	(039) 681 055	(039) 680 806	Dalmatinska bb	Mila Bisko
Office of the Ministry of Defence	(039) 681 663		Fra Grge Martica bb	Branko Mikulic
Health Insurance Fund	(039) 681 013	(039) 681 013	Dalmatinska bb	Ante Bisko
Pension Fund	(039) 681 096			Ante Kostro
Office for Education	(039) 681 039	(039) 681 041	Fra Grge Martica bb	Mirko Siric
LAIC	(036) 580 901	(036) 580 901	Adema Buca 28 Mostar	
PLIP Focal Point	(039) 705 276	(039) 705 277	OSCE Trg ratnih zrtava bb Siroki Brijeg	Mira Jukic
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35 Mostar	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb Mostar	
OSCE	(039) 705 276	(039) 705 277	Trg ratnih zrtava bb Siroki Brijeg	
IPTF	(039) 681 122	(039) 662 129	Lokalna policijska stanica	

**Prijedor**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(052) 232 682	(052) 232 584	Oslobodilaca Prijedora 6	Rade Culibrk
Public Security Station (MUP)	(052) 231 990		Akademika Jovana Raskovica	Mirko Tufekdzija
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Displaced Persons from Sanski Most	(052) 234 144			Mladen Lukic
Association of Displaced Persons from Grahovo	(052) 360 383		Donja Ljubija	Svetozar Trkulja
Association of Displaced Persons from Kljuc	(052) 210 409			Gojko Jandric
Association of Displaced Persons from Bos. Petrovac	(052) 227 558			Mirko Kecman
Association of Displaced Persons from Velika Kladusa	(052) 342 095			Joso Popovic Dusanka Dukic
Office for Social Welfare	(052) 231 967		Oslobodilaca Prijedora 8	Nebojsa Nozinic
Office of Local Red Cross	(052) 231 621	(052) 231 621	Branislava Nusica 13	Mladen Zoric
Employment Office	(052) 214 697		Oslobodilaca Prijedora 4	
Office of the Ministry of Defence	(052) 231 161		Branislava Nusica 1	Rade Aleksic
Health Insurance Fund	(052) 211 047	(052) 213 255	Oslobodilaca Prijedora 5	Milorad Maksimovic
Pension Fund	(052) 231 188	(052) 232 342	Vozda Karadjordja 2	Dragutin Rodic
Office for Education	(052) 214 033		Trg oslobodilaca 1	Mirko Glamocanin
LAIC	(052) 212 985	(052) 212 985	Milosa Obilica GS-2	
LAIC	(052) 212 964	(052) 212 964	Milosa Obilica GS-2	
PLIP Focal Point	(052) 231 605	(052) 233 445	OSCE Srpskih velikana 91	
UNHCR	(052) 233 864	(052) 234 868	Prote Matije Nenadovica 24a	
OHR RRTF	(052) 234 887	(052) 234 887	Vuka Karadzica 7	
OSCE	(052) 231 605	(052) 233 445	Srpskih velikana 91	
IPTF	(052) 213 116		Stepe Stepanovica 3	

**Prnjavor**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(051) 860 845	(051) 860 845	Svetosavska 10	Goran Grujic
Public Security Station (MUP)	(051) 863 084		Beogradska	Milovan Vasic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(051) 863 447	(051) 860 428	Svetosavska 31	Dragana Scepovic
Office of Local Red Cross	(051) 860 195	(051) 860 195	Danka Mitrova	Djuro Stojcic
Employment Office	(051) 860 688	(051) 860 688	Svetosavska	Milena Gavric
Office of the Ministry of Defence	(051) 863 201	(051) 863 201	Svetosavska 14	Srdjan Tomic
Health Insurance Fund	(051) 860 532	(051) 860 532	Hilandarska 6	Nada Ivic
Pension Fund	(051) 814 921	(051) 814 921	Laze Lazarevica	Gospa Popadic
Office for Education	(051) 860 574	(051) 860 574	Beogradska	Petar Brkovic
LAIC	(051) 217 197	(051) 217 197	Udruzenje porodica poginulih, nestalih i zarobljenih lica	
PLIP Focal Point	(051) 313 462	(051) 316 750	UNHCR Mise Stupara 32 Banja Luka	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32 Banja Luka	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(051) 815 189	(051) 815 191	Mese Selimovica bb Gradiska	
IPTF	(051) 865 323	(051) 865 323	Beogradska bb	
Merhamet Prnjavor	(051) 863 572	(051) 863 572	Konjuhovci bb	Sakib Curan

**Prozor/Rama**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(036) 770 724		Kralja Zvonimira bb	Nerka Heljic
Police Administration	(036) 752 660		Splitska 61	Rade Bosnjak
Housing Authorities	(036) 770 080	(036) 771 342	Kralja Tomislava bb	Ivica Jozic
Cantonal Ministry for Labour & Social Welfare	(036) 310 146	(036) 310 147	Lacina 9 Mostar	
Croat Displaced Persons Association	(036) 770 724			Jadranka Zeko
Local Bosniac Displaced Persons Association 'Fondacija Makljen'	(036) 770 299	(036) 770 299	Kralja Zvonimira bb	Zeid Hatic
Office for Social Welfare	(036) 770 724		Kralja Zvonimira bb	Nevenka Faletar
Office of Local Red Cross	(036) 770 111		Kralja Zvonimira bb	Ante Filipovic
Employment Office	(036) 770 080		Kralja Zvonimira bb	Stipan Ramljak
Office of the Ministry of Defence	(036) 770 068		Kralja Zvonimira bb	Jure Mestrovic
Health Insurance Fund	(036) 771 174		Kralja Zvonimira bb	
Pension Fund	(036) 771 186		Kralja Zvonimira bb	Ivan Jelic
Office for Education	(036) 770 080		Kralja Zvonimira bb	Hasija Hadzic
LAIC	(036) 730 678	(036) 730 678	Kolonija bb Konjic	
PLIP Focal Point	(036) 752 200	(036) 752 200	OSCE Pere Bilica 43A Jablanica	
UNHCR	(036) 729 011	(036) 729 011	Kolonija bb Konjic	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb Mostar	
OSCE	(036) 752 200	(036) 752 200	Pere Bilica 43a Jablanica	
IPTF	(036) 753 219	(036) 753 219	Zeljeznicka Jablanica	

**Ravno**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Police Administration	(036) 891 004	(036) 891 004	Trg Don Ivana Musica	Ante Vuletic
Housing Authorities	(036) 891 008	(036) 891 008	Trg Don Ivana Musica	Srecko Kriste
Cantonal Ministry for Labour & Social Welfare	(036) 310 146	(036) 310 147	Lacina 9 Mostar	
Association of Refugees and Displaced Persons of Eastern Herzegovina Region	(059) 260 967	(059) 260 967	Obala Luke Vukalovica 17 Trebinje	
Association of Displaced Sarajevo Serbs in Trebinje	(059) 260 548	(059) 260 548	Police bb Trebinje	
Office for Social Welfare	(036) 891 008	(036) 891 008	Trg Don Ivana Musica	Srecko Kriste
Office of Local Red Cross	(036) 891 008	(036) 891 008	Trg Don Ivana Musica	Andrijana Prkacin
Office of the Ministry of Defence	(036) 891 003		Trg Don Ivana Musica	Mato Bukvic
Health Insurance Fund	(036) 891 006		Trg Don Ivana Musica	Stana Buric
Pension Fund	(036) 891 006	(036) 891 006	Trg Don Ivana Musica	Stana Buric
Office for Education	(036) 891 008	(036) 891 008	Trg Don Ivana Musica	Pero Lucic
LAIC	(036) 580 902	(036) 580 902	Adema Buca 28 Mostar	
PLIP Focal Point	(059) 220 170	(059) 225 120	UNHCR Zasad 1 Trebinje	
UNHCR	(059) 220 170	(059) 225 120	Zasad 1 Trebinje	
OHR RRTF	(059) 260 178	(059) 260 718	Svetozara Corovica 4 Trebinje	
OSCE	(036) 804 234	(036) 804 290	Tobac. Fac. Brace Radica bb Capljina	
IPTF	(036) 812 229	(036) 812 229	Radnja-Trebizat Capljina	
MALTESER	(059) 225 120	(059) 225 120	Zasad 1 Trebinje	Aleksandra Aleksic
UMCOR	(059) 222 183	(059) 222 183	Atanasija Popovica 1 Trebinje	Pero Milinic
HELP	(033) 454 644	(033) 454 644	Hamdije Kresevljakovica 51 Sarajevo	Almir Nakic
ICRC	(059) 260 863	(059) 261 092	Nemanjina 7 Trebinje	Gordana Cuzulan
IFRC	(059) 260 383	(059) 260 383	Nemanjina 5 Trebinje	Slobodanka Curic

**Ribnik/Kljuc**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(050) 431 014	(050) 431 014	Opstina Gornji Ribnik bb	Vaso Stojakovic
Public Security Station (MUP)	(050) 461 008		Donja Previja bb	Stevan Karac
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(050) 431 004	(050) 431 013	Opstina Gornji Ribnik bb	Mileva Sucic Nada Knezevic
Office of Local Red Cross	(050) 431 004	(050) 431 013	Opstina Gornji Ribnik bb	Dusan Grabez
Employment Office	(050) 431 004	(050) 431 013	Opstina Gornji Ribnik bb	Drazenka Bukvic
Office of the Ministry of Defence	(050) 431 022	(050) 431 022	Opstina Gornji Ribnik bb	Miroslav Dmitrovic
Health Insurance Fund	(050) 431 025	(050) 431 025	Banka Gornji Ribnik bb	Slavko Mandic
Pension Fund	(050) 431 157		Banka Gornji Ribnik bb	Dragica Todorovic
Office for Education	(050) 431 004	(050) 431 013	Opstina Gornji Ribnik bb	Nebojsa Krkic
LAIC	(050) 212 208	(050) 212 208	Opstina	
PLIP Focal Point	(037) 331 758	(037) 331 760	UNHCR Becira Islamovica bb Bihac	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32 Banja Luka	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(037) 683 644	(037) 683 682	Bulevar VII korpusa 16 Sanski Most	
IPTF	(050) 212 479	(050) 212 479	Milana Budimira 17 Mrkonjic Grad	

**Rogatica**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(058) 475 126	(058) 475 126	Srpske sloge bb	Cvijetic Vidosav
Public Security Station (MUP)	(058) 475 102	(058) 475 102	Srpske sloge bb	
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Rogatica Displaced Persons	(033) 445 651		Put zivota bb Sarajevo	Alija Pavica
Office for Social Welfare	(058) 475 486		Srpske sloge bb	Dobrića Jović
Office of Local Red Cross	(058) 475 447	(058) 475 447	Sladara	Dragisa Jović
Employment Office	(058) 475 263	(058) 475 263	Trg oslobodilaca bb	Vera Spajić
Office of the Ministry of Defence	(058) 475 370	(058) 475 370	Srpske sloge bb	Mile Ujić
Health Insurance Fund	(058) 475 235	(058) 475 235	Srpske sloge bb	Dusan Janković
Pension Fund	(058) 475 153	(058) 475 153	Trg oslobodilaca bb	Veseljka Ljigonja
Office for Education	(058) 475 406		Srpske sloge bb	
LAIC	(057) 225 212	(057) 225 212	Srpske sloge bb	
PLIP Focal Point	(058) 681 669	(058) 683 866	OSCE Uzickog korpusa bb Visegrad	
UNHCR	(057) 226 311	(057) 226 178	Romanijska 8 Pale	
OHR RRTF	(057) 447 586	(057) 448 633	Milana Sarca bb Sokolac	
OSCE	(058) 681 669	(058) 683 866	Uzickog korpusa bb Visegrad	
IPTF	(058) 477 379		Rogatica Brigada 2	

**Rudo**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(058) 712 053	(058) 712 053	Trg slobode 13	Stojan Javorac
Public Security Station (MUP)	(058) 711 726	(058) 711 726	1. maj bb	Milko Stankovic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Serbs 'Sveti Sava'			Trg slobode bb	Radomir Jagodic
Office for Social Welfare	(058) 711 590	(058) 711 590	Djenerala Draze Mihajlovica bb	Marta Topalovic
Office of Local Red Cross	(058) 712 052	(058) 712 052	Djenerala Draze Mihajlovica bb	Mirjana Vidakovic
Employment Office	(058) 711 170		Milosa Obilica 14	Slavenko Lazovic
Office of the Ministry of Defence	(058) 711 147	(058) 711 147	Djenerala Draze Mihajlovica bb	Dragan Pavlovic
Health Insurance Fund	(058) 711 143	(058) 711 143	Djenerala Draze Mihajlovica 47	Milanka Jakovljevic
Pension Fund	(058) 711 179	(058) 711 179		
Office for Education	(058) 711 164	(058) 711 242	Djenerala Draze Mihajlovica bb	
LAIC	(038) 220 544	(038) 220 544	V.K. Petrovica 35a	
PLIP Focal Point	(058) 681 669	(058) 683 866	OSCE Uzickog korpusa bb Visegrad	
UNHCR	(058) 620 676	(058) 620 676	Kozacka 18 Visegrad	
OHR RRTF	(057) 447 586	(057) 448 633	Milana Sarca bb Sokolac	
OSCE	(058) 681 669	(058) 683 866	Uzickog korpusa bb Visegrad	
IPTF	(058) 477 379		Uzickog korpusa 4 Visegrad	
IRC	(038) 224 558	(038) 227 264	Kulina Bana 31 Gorazde	Nusret Osmanspahic

**Sanski Most**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(037) 683 016		Banjalucka 1	Ratko Grbic
Police Administration	(037) 686 127	(037) 681 316	Muse Cazima Catica	Nurija Jakupovic
Housing Authorities	(037) 685 408	(037) 686 130	Opcina Banjalucka bb	Zlata Hromalic
Cantonal Ministry for Health, Labour, Social Affairs, Refugees & Displaced Persons	(037) 331 077	(037) 331 692	Alije Djerzeleza 2 Bihac	
Association of Displaced Persons Western BiH/Krajina	(066) 752 891			Hamdija Razic
Association of Displaced Persons from Novi Grad in Sanski Most	(037) 683 223	(037) 683 223	Podlug	Ferid Sofilic
Association of Displaced Persons from Dubica in Sanski Most	(037) 681 514	(037) 681 514		Omer Seferovic
Association of Displaced Persons from Celinac in Sanski Most	(037) 681 843			Adem Hodzic
Association of Displaced Persons from Kotor Varos in Sanski Most	(037) 681 494	(037) 681 494		Sedzida Menzil
Association of Displaced Persons from Banja Luka in Sanski Most	(037) 681 320	(037) 681 320		Kemal Gunic
Association of Displaced Persons from Prijedor in Sanski Most	(037) 681 412	(037) 681 412		Sead Cirkin
Association of Displaced Persons from Laktasi in Sanski Most	(037) 686 786	(037) 686 786		Alija Vrebac
Office for Social Welfare	(037) 686 906	(037) 868 403	Muse Cazima Catica	Fehim Talkic
Office of Local Red Cross	(037) 686 200	(037) 686 200	Prijedorska 45	Ibrahim Jakupovic
Employment Office	(037) 686 248	(037) 686 249	Ul. 10. oktobra	Dervis Karagic
Office of the Ministry of Defence	(037) 331 017		Borisa Krajgera Bihac	
Health Insurance Fund	(037) 322 621	(037) 322 621	Petog korpusa 10 Bihac	
Pension Fund	(037) 686 209	(037) 686 209	Ul. 10. oktobra 18	
Office for Education	(037) 686 452		Prijedorska bb	Ismet Seferovic
LAIC	(037) 881 248	(037) 881 248	Banjalucka bb	
PLIP Focal Point	(037) 683 644	(037) 683 682	OSCE Bulevar VII korpusa 16	
UNHCR	(052) 233 864	(052) 234 868	Prote Matije Nenadovica 24a Prijedor	
OHR RRTF	(037) 331 512	(037) 331 756	Plandiste 22 Bihac	
OSCE	(037) 683 644	(037) 683 682	Bulevar VII korpusa 16	
IPTF	(037) 681 565	(037) 681 565	Sehovici 246	

**Sapna**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(035) 597 107	(035) 597 107	Sapna	Jusuf Mumic Mensura Babic
Police Administration	(035) 597 409		Sapna	Araz Jukic
Housing Authorities	(035) 597 107	(035) 597 107	Sapna	Jusuf Mumic Mensura Babic
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Office for Social Welfare	(035) 597 419	(035) 597 419	Sapna	Husein Ibrasevic
Office of Local Red Cross	(035) 597 108	(035) 597 108	Sapna	Jusuf Mumic
Employment Office	(035) 597 102	(035) 597 102	206. viteske brigade bb	Azem Muharemovic
Office of the Ministry of Defence	(035) 598 117		206. viteske brigade bb	Muhidin Ahmetovic
Health Insurance Fund	(035) 597 420	(035) 597 420	Sapna	Nijaz Gusic
Pension Fund	(035) 597 113		Sapna	Nura Husic
Office for Education	(035) 597 107	(035) 597 123	206. viteske brigade bb	Kahrimanovic Dzevad
LAIC	(056) 210 403	(056) 210 403	Karadjordjeva bb Zvornik	
PLIP Focal Point	(056) 210 039	(056) 210 039	UNHCR Karadjordjeva bb Zvornik	
UNHCR	(056) 210 039	(056) 210 039	Karadjordjeva bb Zvornik	
OHR RRTF	(056) 210 479	(056) 210 478	Vuka Karadzica 148 Zvornik	
OSCE	(056) 210 362	(056) 210 746	Hotel Drina Svetog Save bb Zvornik	
IPTF	(056) 210 764		Hotel Drina Svetog Save bb Zvornik	

**Sarajevo Stari Grad**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(033) 531 923	(033) 531 923	Zelenih beretki 4	Senida Derviskadic
Police Administration	(033) 442 035	(033) 233 729	Logavina 10	Mevludin Halilovic
Housing Authorities Socially owned property: Privately owned property:	(033) 468 221 (033) 664 290		Zelenih beretki 4 Zelenih beretki 4	Aida Bajramovic Meliha Milavica
Cantonal Ministry for Labour, Social Affairs, Displaced Persons & Refugees	(033) 443 641	(033) 470 893	Ef. Reisa Causevica 1	
Office for Social Welfare	(033) 232 809	(033) 232 808	Obala Kulina Bana 38	Nevzeta Mulalic
Office of Local Red Cross	(033) 532 137	(033) 532 137	Edhema Mulabdica 2	Emina Mirojevic
Employment Office	(033) 206 984		Zelenih beretki 4	Taso Sabira
Office of the Ministry of Defence	(033) 469 182	(033) 469 182	Zelenih beretki 4	Muradif Ahmetagic
Health Insurance Fund	(033) 220 856	(033) 206 587	Hamdije Kresevljakovica 14	
Pension Fund	(033) 659 144	(033) 659 079	Azize Sacirbegovic 80	
Office for Education	(033) 664 174	(033) 206 957	Zelenih beretki 4	Sabira Taso
LAIC	(035) 652 227	(035) 652 227	Azize Sacirbegovic 80	
LAIC	(033) 443 604	(033) 443 604	Husrefa Redzica 7	
PLIP Focal Point Socially owned property:  Privately owned property:	(033) 666 160  (033) 292 251	(033) 470 171  (033) 237 004	UNHCR Fra Andjela Zvizdovica 1 OSCE Kundurdziluk 2/11	
UNHCR	(033) 666 160	(033) 470 171	Fra Andjela Zvizdovica 1	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1	
OSCE	(033) 292 251	(033) 237 004	Kundurdziluk 2/II	
IPTF	(033) 658 585	(033) 497 409	Dervisa Numica 6	

**Sekovici**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(056) 743 062	(056) 743 062	Draze Mihajlovica bb	Zoran Vidakovic
Public Security Station (MUP)	(056) 743 199		Draze Mihajlovica bb	Dragan Jovicic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(056) 743 223	(056) 743 223	Draze Mihajlovica bb	Vera Milenkovic
Office of Local Red Cross	(056) 743 115	(056) 743 115	Draze Mihajlovica bb	Milanka Bozic
Employment Office	(056) 743 030	(056) 743 030	Draze Mihajlovica bb	Borislav Filipovic
Office of the Ministry of Defence	(056) 743 023	(056) 743 251	Josipa Kovacevica bb	Sonja Jezdic
Health Insurance Fund	(056) 743 112	(056) 743 112	Draze Mihajlovica bb	Vesna Vukajlovic
Pension Fund	(056) 743 715		Draze Mihajlovica bb	Mira Radivojevic
LAIC	(056) 210 403	(056) 210 403	Karadjordjeva bb Zvornik	
PLIP Focal Point	(056) 210 362	(056) 210 746	OSCE Hotel Drina Svetog Save bb Zvornik	
UNHCR	(056) 210 039	(056) 210 039	Karadjordjeva bb Zvornik	
OHR RRTF	(056) 210 479	(056) 210 478	Vuka Karadzica 148 Zvornik	
OSCE	(056) 210 362	(056) 210 746	Hotel Drina Svetog Save bb Zvornik	
IPTF	(056) 210 764		Hotel Drina Svetog Save bb Zvornik	

**Sipovo**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(050) 371 311	(050) 371 311	Gavrila Principa 7	Petar Nisic
Public Security Station (MUP)	(050) 371 277		Prve sipovacke brigade bb	Dusko Jeftenic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(050) 371 455	(050) 371 455	Nikole Tesle 10	Drago Vidovic
Office of Local Red Cross	(050) 371 422	(050) 371 422	Nikole Tesle 10	Danilo Kelec
Employment Office	(050) 371 358	(050) 371 358	Nikole Tesle 10	Radmilo Zaga
Office of the Ministry of Defence	(050) 371 579	(050) 371 579	Prve sipovacke brigade bb	Mirko Jovic
Health Insurance Fund	(050) 371 432	(050) 371 432	Njegoseva 2	Stevo Petkovic
Pension Fund	(050) 372 062		Gavrila Principa bb	Andjelka Smanja
Office for Education	(050) 371 509	(050) 371 509	Opstina Gavrila Principa bb	Snjezana Vujnic
LAIC	(050) 212 208	(050) 212 208	Dom kulture	
PLIP Focal Point	(030) 251 050	(030) 252 245	OSCE Donjici I/2 Bugojno	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32 Banja Luka	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(030) 251 050	(030) 252 245	Donjici I/2 Bugojno	
IPTF	(050) 212 479	(050) 212 479	Milana Budimira 17 Mrkonjic Grad	

**Siroki Brijeg**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Police Administration	(039) 705 854	(039) 703 986	Matije Gupca	Stipe Kraljevic
Housing Authorities	(039) 704 837	(039) 705 382	Trg Gojka Suska 3	Dinko Grbesic
Cantonal Ministry for Health, Labour & Social Affairs	(039) 661 675	(039) 661 676	Stjepana Radica 3 Grude	
Office for Social Welfare	(039) 706 098	(039) 706 097	Matije Gupca bb	Ivo Sliskovic
Office of Local Red Cross	(039) 703 288	(039) 703 288	Kraljice Jelene 1	Karmela Skoko
Employment Office	(039) 704 928		Kralja Tomislava bb	Jagoda Musa
Office of the Ministry of Defence	(039) 705 383		Stjepana Radica bb	Tadija Jelic
Health Insurance Fund	(039) 704 927		Matije Gupca bb	Slavko Culjak
Pension Fund	(039) 704 094		Ljudevita Gaja bb	Gordan Pinjuh
Office for Education	(039) 706 371	(039) 705 915	Fra Didaka Buntica 11	Miro Galic
LAIC	(036) 580 901	(036) 580 901	Adema Buca 28 Mostar	
PLIP Focal Point	(039) 705 276	(039) 705 277	OSCE Trg ratnih zrtava bb	
UNHCR	(036) 551 166	(036) 551 058	M. Balorde 35 Mostar	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb Mostar	
OSCE	(039) 705 276	(039) 705 277	Trg ratnih zrtava bb	
IPTF	(039) 706 854	(039) 703 986	Lokalna policijska stanica	

**Skender Vakuf/Knezevo**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(051) 895 788	(051) 895 788	Rajka Dukica bb	Miladin Djuranovic
Public Security Station (MUP)	(051) 895 637		Gavrila Principa bb	Milorad Veleusic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Displaced Persons Association 'Ostanak'	(051) 895 117		Gavrila Principa bb	Luka Milanovic
Office for Social Welfare	(051) 895 450		Drage Vranjesa 6	Slavko Stojanovic
Office of Local Red Cross	(051) 895 450	(051) 895 275	Drage Vranjesa 6	Momcilo Glamocic
Employment Office	(051) 895 635	(051) 895 635	Gavrila Principa bb	Radenko Obradovic
Office of the Ministry of Defence	(051) 895 613	(051) 895 613	Gavrila Principa 8	Ranko Vucic
Health Insurance Fund	(051) 895 675	(051) 895 675	Gavrila Principa 23	Boro Bajic
Pension Fund	(051) 895 380		Gavrila Principa bb	Nada Obradovic
Office for Education	(051) 895 601	(051) 895 601	Gavrila Principa bb	
LAIC	(051) 217 197	(051) 217 197	Kancelarija OMI	
PLIP Focal Point	(051) 216 543	(051) 216 926	OSCE Omladinska 109 Banja Luka	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32 Banja Luka	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(051) 216 543	(051) 216 926	Omladinska 109 Banja Luka	
IPTF	(051) 880 393	(051) 880 393	Cara Dusana 113 Kotor Varos	

**Sokolac**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(057) 447 373	(057) 447 373	Glasinacka 11	Radomir Mijatovic
Public Security Station (MUP)	(057) 448 363	(057) 448 363	Cara Lazara	Milanko Borovcanin
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(057) 448 079		Romanijska 4	Milan Cajic
Office of Local Red Cross	(057) 448 009	(057) 448 009	Cara Lazara bb	Milena Maric
Employment Office	(057) 448 035	(057) 448 035	Danila Djokica 11	Milivoje Eric
Office of the Ministry of Defence	(057) 447 031	(057) 447 031	Glasinacka 11	Milovan Ceranic
Health Insurance Fund	(057) 448 659	(057) 448 659	Romanijska 6	Rosanda Ecimovic
Pension Fund	(057) 448 481		Cara Lazara do 21	Slavisa Kosoric
Office for Education	(057) 448 712		Romanijska 1	Krsto Petric
LAIC	(051) 225 212	(051) 225 212	Borke i Ratka Radovica bb	
PLIP Focal Point	(058) 681 669	(058) 683 866	OSCE Uzickog korpusa bb Visegrad	
UNHCR	(057) 226 311	(057) 226 178	Romanijska 8 Pale	
OHR RRTF	(057) 447 586	(057) 448 633	Milana Sarca bb Sokolac	
OSCE	(058) 681 669	(058) 683 866	Uzickog korpusa bb Visegrad	
IPTF	(058) 477 379		Rogatica Brigada 2 Rogatica	

**Srbac**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(051) 840 912	(051) 840 912	Danka Mitrova 4	Dusan Cvijic
Public Security Station (MUP)	(051) 840 027		Mome Vidovica 19	Milorad Vukobrad
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(051) 840 084		Mome Vidovica 21	Milan Panic
Office of Local Red Cross	(051) 840 133		11. novembra bb	Ljiljana Jovicic
Employment Office	(051) 840 117		Mome Vidovica bb	Nikola Stanic
Office of the Ministry of Defence	(051) 840 069		11. novembra bb	Sveto Stojakovic
Health Insurance Fund			11. novembra bb	Nevenka Saula
Pension Fund	(051) 840 320		Petra Kocica	Dragan Krupljanin
Office for Education	(051) 841 609	(051) 840 152	Mome Vidovica 7	Sasa Ugren
LAIC	(051) 217 197	(051) 217 197	Zdravka Korde 6 Banja Luka	
PLIP Focal Point	(051) 815 189	(051) 815 191	OSCE Mese Selimovica bb Gradiska	
UNHCR	(051) 313 462	(051) 316 750	Mise Stupara 32 Banja Luka	
OHR RRTF	(051) 330 200	(051) 330 213	Njegoseva bb Banja Luka	
OSCE	(051) 815 189	(051) 815 191	Mese Selimovica bb Gradiska	
IPTF	(051) 814 793	(051) 814 793	Knjaza Milosa 8 Gradiska	

**Srebrenica**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(056) 386 323	(056) 386 323	Svetosavska bb	Milenko Nedjic
Public Security Station (MUP)	(056) 385 317		Svetosavska bb	Zeljko Vidovic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Displaced Persons Association Udruzenje izbjeglih i raseljenih sarajevsko-romanijske regije	(056) 385 271 (056) 385 271		Srpskih vladara 2	Zarko Kojic Danko Mirovic
Office for Social Welfare	(056) 385 314	(056) 385 314	Zivojina Misica 3	Radovan Lugonja
Office of Local Red Cross	(056) 385 501	(056) 385 501	Petrica bb	Mico Pavlovic
Employment Office	(056) 385 132	(056) 385 132	Srpskih vladara	Veljko Petrovic
Office of the Ministry of Defence	(056) 386 315	(056) 386 315	Srpskih vladara 4	Bogoljub Simic
Health Insurance Fund	(056) 385 066	(056) 385 066	Svetosavska bb	Biljana Pusara
Pension Fund	(056) 385 498		Rudarska bb	Rada Pajic
Office for Education	does not exist			
LAIC	(056) 386 902	(056) 386 902	Zivojina Misica 1	
PLIP Focal Point	(056) 386 981	(056) 386 981	OSCE Hotel Domavija Crvena Rijeka bb	
UNHCR	(056) 210 039	(056) 210 039	Karadjordjeva bb Zvornik	
OHR RRTF	(056) 386 976	(056) 385 901	Hotel Domavija Crvena Rijeka bb	
OSCE	(056) 386 981	(056) 386 981	Hotel Domavija Crvena Rijeka bb	
IPTF	(056) 386 968	(056) 386 968	Svetog Save	

**Srebrenik**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(035) 641 222	(035) 641 222	Oslobodilacke brigade 211	
Police Administration	(035) 641 611		Teritorijalne odbrane 92	
Housing Authorities	(035) 640 045	(035) 640 045	Oslobodilacke brigade 211	Valjevac Ibrahim
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Office for Social Welfare	(035) 640 570	(035) 640 570	Oslobodilacke brigade bb	
Office of Local Red Cross	(035) 640 609	(035) 640 204	Oslobodilacke brigade 211	
Employment Office	(035) 640 216		Oslobodilacke brigade bb	
Office of the Ministry of Defence	(035) 640 015	(035) 640 207	Teritorijalne odbrane 92	
Health Insurance Fund	(035) 640 218		Bosanskih branilaca bb	
Pension Fund	(035) 640 371		Titova ulica bb	
Office for Education	(035) 281 296		Slatina 2 Tuzla	
LAIC	(035) 281 023	(035) 281 023	Rudarska 72 Tuzla	Alma Hajdarevic Paulina Vazmer-Joguncic
PLIP Focal Point	(035) 282 522	(035) 282 525	OSCE Solanska 3 Tuzla	
UNHCR	(035) 284 199	(035) 284 199	Rudarska 72 Tuzla	
OHR RRTF	(035) 250 123	(035) 252 659	Nikole Tesle 22 Tuzla	
OSCE	(035) 282 522	(035) 282 525	Solanska 3 Tuzla	
IPTF	(035) 641 900	(035) 641 900	Meje Selimovica 26	
Mercy Corps Scotland	(035) 250 561	(035) 250 561	18. hrvatske brigade 25 Tuzla	Alenka Savic
ICRC	(035) 281 555	(035) 281 555	Rudarska 72 Tuzla	Dragoslva Blazevic

**Srpska Iidza**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(057) 676 028	(057) 676 028	Kula bb	Miodrag Veljovic
Public Security Station (MUP)	(057) 676 103		Kula bb	Relja Kovac
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(057) 676 227	(057) 678 117	Gornji Kotorac 157	Danilo Markovic
Office of Local Red Cross	(057) 677 200		Kula bb	Pero Ilic
Employment Office	(057) 676 179	(057) 671 722	Gornji Kotorac 98	Goran Papaz
Office of the Ministry of Defence	(057) 676 645		Kula bb	Milijana Simic
Health Insurance Fund	(057) 677 147		K. bataljona 100E	Branka Lalovic
Pension Fund			Razvojna banka	Danilo Markovic
Office for Education	(057) 676 608		Gornji Kotorac 157	Duska Bozovic
LAIC	(033) 652 227	(033) 652 227	Azize Sacirbegovic 80	
LAIC	(033) 443 604	(033) 443 604	Husrefa Redzica 7	
PLIP Focal Point	(033) 666 160	(033) 470 171	UNHCR Fra Andjela Zvizdovica 1	
UNHCR	(033) 666 160	(033) 470 171	Fra Andjela Zvizdovica 1	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1	
OSCE	(033) 292 251	(033) 237 004	Kundurdziluk 2/II	
IPTF	(033) 658 585	(033) 497 409	Dervisa Numica 6	

**Srpski Sanski Most**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(052) 232 682	(052) 232 584	Oslobodilaca Prijedora Prijedor	Mirko Brkic
Public Security Station (MUP)	(052) 337 192		Ostra Luka	Mile Dobrijevic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(052) 231 967		Oslobodilaca Prijedora 8 Prijedor	Nebojsa Nozinic
Office of Local Red Cross	(052) 337 206	(052) 337 206		Rade Vulin
Employment Office	(052) 337 209		Ostra Luka	Mirjana Krunic
Office of the Ministry of Defence	(052) 337 204		Ostra Luka	Lazo Popovic
Health Insurance Fund	(052) 211 047	(052) 213 255	Oslobodilaca Prijedora 5 Prijedor	Milorad Maksimovic
Pension Fund	(052) 231 188	(052) 232 342	Vozda Karadjordja 2 Prijedor	Dragutin Rodic
Office for Education	(052) 337 200	(052) 337 201	Opstina	Slavko Jeftic
LAIC	(037) 881 248	(037) 881 248	Banjalucka bb	
PLIP Focal Point	(037) 683 644	(037) 683 682	OSCE Bulevar VII korpusa 16 Sanski Most	
UNHCR	(052) 233 864	(052) 234 868	Prote Matije Nenadovica 24a Prijedor	
OHR RRTF	(052) 234 887	(052) 234 887	Vuka Karadzica 7 Prijedor	
OSCE	(037) 683 644	(037) 683 682	Bulevar VII korpusa 16 Sanski Most	
IPTF	(052) 213 116		Stepe Stepanovica 3 Prijedor	

**Srpsko Gorazde**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(058) 412 405	(058) 412 405	Centar I bb	Petko Dzida
Public Security Station (MUP)	(058) 412 239	(058) 412 239	Centar I bb	Miso Tadic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Displaced Serbs from Gorazde 'Sveti Djorđe'	(058) 412 204	(058) 412 204	Centar I bb	Ivica Jagodic
Association of Bosniac DPs from Srpsko Gorazde	(038) 228 958	(038) 228 958	Kulina bana bb Gorazde	Himzo Bajrovic
Office for Social Welfare	(058) 412 095	(058) 412 095	Centar I bb	Dragoslava Petkovic
Office of Local Red Cross	(058) 412 066		Centar I bb	Svetlana Veljovic
Employment Office	(058) 412 074	(058) 412 074	Centar I bb	Milivoje Kapuran
Office of the Ministry of Defence	(058) 412 204	(058) 412 204	Centar I bb	Dragan Stojakovic
Health Insurance Fund	(058) 412 229	(058) 412 229	Centar II bb	Budimir Jeremic
Pension Fund	(058) 412 125	(058) 412 125	Centar II bb	Visnja Krsmanovic
LAIC	(058) 412 435	(058) 412 435	Centar I bb	
PLIP Focal Point	(038) 224 120	(038) 224 024	UNHCR Alije Hodzica 9 Gorazde	
UNHCR	(038) 224 120	(038) 224 024	Alije Hodzica 9 Gorazde	
OHR RRTF	(057) 447 586	(057) 448 633	Milana Sarca bb Sokolac	
OSCE	(038) 224 673	(038) 228 724	31. drinske brigade 116 Gorazde	
IPTF	(038) 224 012	(038) 224 012	Alije Hodzica 23 Gorazde	

**Srpsko Novo Sarajevo**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(057) 671 677	(057) 671 677	Stefana Nemanje 1	Radovan Grahovac
Public Security Station (MUP)	(057) 671 230	(057) 671 357	S. Nemanje 1	Vukasin Crnjak
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(057) 671 719		Karadjordjeva bb Lukavica	Boro Skrba
Office of Local Red Cross	(057) 671 755		Generala Draze Mihajlovica 122	Mitar Gardovic
Employment Office	(057) 671 722	(057) 671 722	S. Nemanje 20	Neda Kapor
Office of the Ministry of Defence	(057) 671 553		V. Karadzica 17	Nedjo Batinic
Health Insurance Fund	(057) 671 356		S. Nemanje 20	Novak Bogdanovic
Pension Fund	(057) 671 665		S. Nemanje 20	Radmila Gojkovic
Office for Education	(057) 671 732		Stefana Nemanje 1	Stojan Bjelica
LAIC	(033) 652 227	(033) 652 227	Azize Sacirbegovic 80	
LAIC	(033) 443 604	(033) 443 604	Husrefa Redzica 7	
PLIP Focal Point	(033) 292 251	(033) 237 004	OSCE Kundurdziluk 2/II	
UNHCR	(033) 666 160	(033) 470 171	Fra Andjela Zvzdovica 1	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1	
OSCE	(033) 292 251	(033) 237 004	Kundurdziluk 2/II	
IPTF	(033) 658 585	(033) 497 409	Dervisa Numica 6	

**Srpsko Orasje**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(054) 861 119	(054) 861 119	Oslobodjenje 6	Vladimir Resanovic
Public Security Station (MUP)	(054) 810 362	(054) 810 362	Pelagicevo	Dragica Simeunovic
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(054) 861 119	(054) 861 119	Oslobodjenje 6	Vladimir Resanovic
Office of Local Red Cross	(054) 861 006	(054) 861 006	Loncari	
Employment Office	(049) 205 411	(049) 205 411	Brcko District	Aleksija Grdan
Office of the Ministry of Defence	(054) 875 101	(054) 875 101	Donji Zabari bb	
Health Insurance Fund	(054) 875 730	(054) 875 730	Donji Zabari bb	
Pension Fund	(055) 472 684	(055) 472 684	Njegoseva 30 A Bijeljina	Zora Asceric
Office for Education	(054) 875 776	(054) 875 100	Donji Zabar	
LAIC	(054) 611 201	(054) 611 201	Njegoseva 3 Samac	
PLIP Focal Point	(031) 713 477	(031) 713 660	OSCE Ugljara 172 A Orasje	
UNHCR	(031) 712 392	(031) 713 342	XII ulica br. 30 Orasje	
OHR RRTF	(049) 205 666	(049) 205 560	Obiliceva bb Brcko	
OSCE	(031) 713 477	(031) 713 660	Ugljara 172a Orasje	
IPTF	(031) 712 920		III ulica 22 Orasje	

**Stolac**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Police Administration	(036) 853 323	(036) 853 040	Hrvatskih branitelja bb	Davor Vidovic
Cantonal Ministry for Labour & Social Welfare	(036) 310 146	(036) 310 147	Lacina 9 Mostar	
Office for Social Welfare	(036) 853 104	(036) 853 104	Banovinska bb	Milenko Pavlovic
Office of Local Red Cross	(036) 853 105	(036) 853 105	Hrvatskih branitelja bb	Slavko Babic
Employment Office	(036) 853 330		Banovinska bb	Mirko Raic
Office of the Ministry of Defence	(036) 850 050		Hrvatskih branitelja bb	Marko Lubina
Health Insurance Fund	(036) 853 022	(036) 853 022	Banovinska bb	Horza Prce
Pension Fund	(036) 853 152	(036) 853 152	Banovinska bb	Andjelko Milanovic
Office for Education	(036) 853 101		Kralja Zvonimira bb	Mirko Maric
LAIC	(036) 580 902	(036) 580 902	Prostorije UNHCR-a	
PLIP Focal Point	(036) 804 234	(036) 804 290	OSCE Tobac. Fac. Brace Radica bb Capljina	
UNHCR	(036) 853 763	(036) 853 763	Kneza Domagoja bb	
OHR RRTF	(036) 311 024	(036) 317 614	Hotel Ero Kolodvorska bb Mostar	
OSCE	(036) 804 234	(036) 804 290	Tobac. Fac. Brace Radica bb Capljina	
IPTF	(036) 812 229	(036) 812 229	Radnja-Trebizat Capljina	

**Teocak**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(035) 755 893	(035) 755 319	Centar Teocak	
Police Administration	(035) 755 311		Centar Teocak	Enver Islamovic
Housing Authorities	(035) 755 886	(035) 755 319	Centar Teocak	Amir Sabackic
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Office for Social Welfare	(035) 756 073	(035) 756 073	Centar Teocak	Ramo Zecevic
Office of Local Red Cross	(035) 756 079	035) 756 079	Centar Teocak	
Employment Office	(035) 755 884	(035) 755 884	Centar Teocak	Senaid Husic
Office of the Ministry of Defence	(035) 756 019	(035) 756 019	Centar Teocak	Hajrija Bubic
Health Insurance Fund	(035) 755 930	(035) 755 930	Centar Teocak	Hasan Memic
Pension Fund	(035) 756 073	(035) 756 073	Opcina	Nura Halilovic
Office for Education	(035) 755 318	(035) 755 319	Centar Teocak	Senija Bubic
LAIC	(035) 660 389	(035) 660 389	Zlatnih ljiljana bb Celic	
PLIP Focal Point	(055) 401 517	(055) 401 517	UNHCR Kneza Ive od Semberije 23 Bijeljina	
UNHCR	(055) 401 517	(055) 401 517	Kneza Ive od Semberije 23 Bijeljina	
OHR RRTF	(056) 210 479	(056) 210 478	Vuka Karadzica 148 Zvornik	
OSCE	(055) 401 197	(055) 401 197	Srpske dobrov. garde 54 Bijeljina	
IPTF	(055) 670 985		Majke Angeline bb Lopare	

**Tesanj**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 650 022		Marsala Tita bb	Sinan Rosa
Police Administration	(032) 650 014		Omera Pobrica bb	Mujo Zakanovic
Housing Authorities	(032) 650 220	(032) 650 220	Marsala Tita bb	Hamzaliya Hojkuric Fatima Smajlbegovic
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Tvrtka I 17 Zenica	
Office for Social Welfare	(032) 650 207	(032) 650 027	Kralja Tvrtka bb	Agic Nedzada
Office of Local Red Cross	(032) 650 463	(032) 650 463	Osmana Pobrica 13	Dzonlagic Emira
Employment Office	(032) 650 343	(032) 650 343	Cazima Golalica	Berberovic Muharem
Office of the Ministry of Defence	(032) 650 045	(032) 650 045	Patriotske lige bb	
Health Insurance Fund	(032) 650 158	(032) 650 158	Osmana Pobrica bb	Rasim Ljevakovic
Pension Fund	(032) 650 071		Trg oslobodjenja bb	Klokic Sabiha
Office for Education	(032) 415 202	(032) 415 202	Kralja Tvrtka I 17 Zenica	Asim Gacic
LAIC	(053) 736 534	(053) 736 534	Sv. Save 77 Teslic	
PLIP Focal Point	(053) 241 355	(053) 241 381	OSCE Kolobarska bb Doboj	
UNHCR	(053) 221 743	(053) 221 743	Kralja Dragutina 46 Doboj	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(053) 241 355	(053) 241 381	Kolobarska bb Doboj	
IPTF	(053) 736 494	(053) 736 494	Svetog Save 87a Teslic	

**Teslic**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(053) 731 141		Svetog Save 89	Stanojevic Stanislav
Public Security Station (MUP)	(053) 731 107		Svetog Save bb	Milivoje Savic
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Refugees and DPs of Teslic Municipality	(053) 736 311	(053) 736 311	Cara Dusana bb	Kukic Blagoje
Office for Social Welfare	(053) 730 405	(053) 730 405	Svetog Save bb	Markocevic Ratko
Office of Local Red Cross	(053) 731 317	(053) 731 317	Svetog Save bb	Trifunovic Jovica
Employment Office	(053) 731 158	(053) 731 158	Svetog Save bb	Ostojic Rosa
Office of the Ministry of Defence	(053) 731 984			
Health Insurance Fund	(053) 731 072	(053) 731 072	Marka Pejica bb	Markovic Dusan
Pension Fund	(053) 730 047	(053) 730 047	Svetog Save bb	Kljecanin Dobrivoje
Office for Education	(053) 730 761	(053) 731 429		Kuzmanovic Dusan
LAIC	(053) 736 534	(053) 736 534	Svetog Save 77	
PLIP Focal Point	(053) 221 743	(053) 221 743	UNHCR Kralja Dragutina 46 Doboj	
UNHCR	(053) 221 743	(053) 221 743	Kralja Dragutina 46 Doboj	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(053) 241 355	(053) 241 381	Kolobarska bb Doboj	
IPTF	(053) 736 494	(053) 736 494	Svetog Save 87a	

**Tomislavgrad**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(034) 52 247		Kulina Bana bb	Adela Skaro
Police Administration	(034) 352 122		Stjepana Radica bb	
Housing Authorities	(034) 352 511		Mijata Tomica bb	Zdravko Kristo
Cantonal Ministry for Labour, Health, Social Welfare & Expelled Persons	(034) 352 914	(034) 352 914	Kralja Zvonimira bb	
Office for Social Welfare	(034) 352 947	(034) 352 947	Mijata Tomica bb	Nada Pehar
Office of Local Red Cross	(034) 352 095		Kulina Bana bb	Adela Skaro
Employment Office	(034) 352 414		Mijata Tomica bb	Mira Kozaric
Office of the Ministry of Defence	(034) 352 411	(034) 352 690	Mijata Tomica bb	Zeljko Pokrajcic
Health Insurance Fund	(034) 352 113	(352) 352 113	Latice bb	Danica Zelic
Pension Fund	(034) 352 413	(034) 352 413	Kraljice Jelene bb	Iva Simic
Office for Education	(034) 352 511	(034) 352 947	Mijata Tomica bb	Boze Kovacevic
LAIC	(034) 203 172	(034) 203 172	Zgrada Opcine	
PLIP Focal Point	(034) 201 855	(034) 201 610	OSCE Zrinsko-frankopanska 34 Livno	
UNHCR	(034) 820 016	(034) 820 179	Hrvatskih branitelja 32 Drvar	
OHR RRTF	(034) 203 903	(034) 203 979	Bugojanska 6 Livno	
OSCE	(034) 201 855	(034) 201 610	Zrinsko-frankopanska 34 Livno	
IPTF	(034) 202 970		Goricka cesta bb Livno	

**Travnik**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 511 277	(030) 511 277	Konatur bb	Sanela Cosovic Ljerka Sivnonjic
Police Administration	(030) 518 235	(030) 518 235	Bosanska 76	Slavko Lovric
Housing Authorities	(030) 511 277	(030) 511 277	Konatur bb	Ishak Muftic
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16	
Bosnian Serb Returnee Association	(030) 518 734	(030) 518 734	Bosanska 13	Drago Vikalo
Office for Social Welfare	(030) 511 412	(030) 511 412	Lukacka 3	Haisa Halilovic
Office of Local Red Cross	(030) 518 567	(030) 518 567	Erika Brandisa	Danica Hubijar
Employment Office	(030) 511 467	(030) 511 467	Mehmeda Pase Kukavice Zvijezda 1	Ahmed Kanafija
Office of the Ministry of Defence	(030) 511 305	(030) 511 305	Aleja Konzula bb	Semir Terzic
Health Insurance Fund	(030) 518 902	(030) 518 902	Hadzialibega bb	Nezir Huseinspahic
Pension Fund	(030) 511 872	(030) 511 872	Erika Brandisa	Midhat Zolota
Office for Education	(030) 518 675	(030) 518 675	Stanicna 43	Josip Boro
LAIC	(030) 518 848	(030) 518 848	Bosanska 157 Zenjok	
PLIP Focal Point	(030) 511 186	(030) 511 518	OSCE Mehmeda Spahe 2 h	
UNHCR	(030) 515 851	(030) 511 737	Dolac na Lasvi bb	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6	
OSCE	(030) 511 186	(030) 511 518	Mehmeda Spahe 2h	
IPTF	(030) 518 420	(030) 518 420	Luka 2	
UNDP	(030) 518 464	(030) 518 464	Konatur bb	
UMCOR	(030) 518 477	(030) 518 477	Pirota 68a	Haris Ibrahimagic
MALTHESER	(030) 511 473	(030) 511 473	Zitarnica Faza G	Alisa Loncar Sabina Djapo

**Trebinje**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(059) 223 522	(059) 223 522	Vojvode Stepe Stepanovica 10	Dusan Misita
Public Security Station (MUP)	(059) 260 271		Vuka Karadzica 3	Miroslav Kovacevic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Refugees and Displaced Persons of Eastern Herzegovina Region	(059) 260 967	(059) 260 967	Obala Luke Vukalovica 17	
Association of Displaced Sarajevo Serbs	(059) 260 548	(059) 260 548	Police bb	
Office for Social Welfare	(059) 260 464	(059) 260 464	Vojvode Stepe Stepanovica 10	Mira Cuk
Office of Local Red Cross	(059) 261 045	(059) 261 045	Nemanjina 11	Branco Dursun
Employment Office	(059) 223 788	(059) 223 788	Kralja Petra 34	Branko Bukvic
Office of the Ministry of Defence	(059) 260 956	(059) 260 956	Nemanjina 2	Slobodan Ratkovic
Health Insurance Fund	(059) 224 160	(059) 224 160	Preobrazenska 1	Luka Kosanovic
Pension Fund	(059) 220 764	(059) 220 501	Vuka Karadzica bb	Drago Dutina
Office for Education	(059) 260 366	(059) 260 366	Vuka Karadzica bb	Ljiljana Perovic
LAIC	(059) 220 842	(059) 220 842	Carine 3	
PLIP Focal Point	(059) 260 886	(059) 260 886	OSCE Vuka Micunovica bb	
UNHCR	(059) 220 170	(059) 225 120	Zasad 1	
OHR RRTF	(059) 260 718	(059) 260 718	Svetozara Corovica 4	
OSCE	(059) 260 886	(059) 260 886	Vuka Micunovica bb	
IPTF	(059) 260 113	(059) 260 113	Ustanicka 10	
UMCOR	(059) 222 183	(059) 222 183	Atanasija Popovica 1	Pero Milinic
ICRC	(059) 260 863	(059) 261 092	Nemanjina 7	Gordana Cuzulan
IFRC	(059) 260 383	(059) 260 383	Nemanjina 5	Slobodanka Curic
MALTESER	(059) 225 120	(059) 225 120	Zasad 1	Aleksandra Aleksic

**Trnovo FBiH**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(033) 438 007	(033) 438 007	71221 Dejcici	Kemal Karic
Police Administration	(033) 438 173	(033) 438 173	71223 Pendicici	Asim Zulic
Housing Authorities	(033) 438 007	(033) 438 007	71221 Dejcici	Osman Smjecanin
Cantonal Ministry for Labour, Social Affairs, Displaced Persons & Refugees	(033) 443 641	(033) 470 893	Ef. Reisa Causevica 1 Sarajevo	
Association of Displaced Bosniacs from Kijevo	(033) 670 287		Ejuba Sarajkica 6, Hrasnica	Edhem Kolar
Office for Social Welfare	(033) 420 143		Hadzeli bb Hadzici	Ramiz Dizdarevic
Office of Local Red Cross	(033) 438 000	(033) 438 000	71221 Dejcici	Ibro Berilo
Employment Office	(033) 438 113	(033) 438 113	Mala aleja 2 Ilidza	Zineta Lindov
Office of the Ministry of Defence	(033) 438 113	(033) 438 113	71221 Dejcici	Esad Velic
Health Insurance Fund	(033) 621 244	(033) 621 244	Emira Bogunica Carljia 17 Ilidza	Satko Fazlic
Pension Fund	(033) 627 343		Mala aleja 18 Ilidza	Rabija Gogic
Office for Education	(033) 438 113	(033) 438 113	71221 Dejcici	Zineta Lindov
LAIC	(057) 860 336	(057) 860 336	Jahorinsko-partizanskog odreda bb	
UNHCR	(033) 666 160	(033) 470 171	Fra Andjela Zvizdovica 1 Sarajevo	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1 Sarajevo	
OSCE	(057) 225 795	(057) 225 784	Ive Andrica bb Pale	
IPTF	(033) 658 585	(033) 497 409	Dervisa Numica 6 Sarajevo	

**Trnovo RS**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(057) 610 004	(057) 610 004	Jahorinsko-partizanskog odreda bb	Janja Bogdanovic
Public Security Station (MUP)	(057) 610 240	(057) 610 240	Jahorinsko-partizanskog odreda bb	Sinisa Goljanin
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Displaced Persons Association 'Moje Ognjiste'	(057) 610 139			Ratkica Mojevic
Office for Social Welfare	(057) 610 128	(057) 610 128	Jahorinsko-partizanskog odreda bb	Mladjenka Trgovcevic
Office of Local Red Cross	(057) 610 229	(057) 610 229	Jahorinsko-partizanskog odreda bb	Savo Milic
Employment Office	(057) 610 060		Trg 4. aprila 50	Goran Papaz
Office of the Ministry of Defence	(057) 610 160	(057) 610 160	Jahorinsko-partizanskog odreda bb	Milan Ivanovic
Health Insurance Fund	(057) 610 060		Trg 4. aprila 50	Vila Bjelica
Pension Fund	(057) 610 060	(057) 610 060	Trg 4. aprila 50	Vila Bjelica
Office for Education	(057) 610 122	(057) 610 122	Jahorinsko-partizanskog odreda bb	Mira Tepavcevic
LAIC	(057) 860 336	(057) 860 336	Jahorinsko-partizanskog odreda bb	
PLIP Focal Point	(057) 225 795	(057) 225 794	OSCE Ive Andrica bb Pale	
UNHCR	(033) 666 160	(033) 470 171	Fra Andjela Zvizdovica 1 Sarajevo	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1 Sarajevo	
OSCE	(057) 225 795	(057) 225 784	Ive Andrica bb Pale	
IPTF	(057) 226 954	(057) 226 953		
CIPP Trnovo	(057) 610 336	(057) 610 336		
Zene Trnova	(057) 610 356	(057) 610 356		
INTERSOS	(057) 610 337	(057) 610 337		
Nuova Frontiera	(057) 610 442	(057) 610 442		

**Tuzla**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(035) 252 206	(035) 252 206	Trg slobode 1	Edin Osmanbegovic
Police Administration	(035) 235 877		Turalibegova bb	
Housing Authorities	(035) 251 244	(035) 251 244	Dzafer mahala 70	Faruk Ajaz
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2	
Office for Social Welfare	(035) 252 315	(035) 252 315	Bosne srebrene bb	
Office of Local Red Cross	(035) 252 198	(035) 252 198	Dzindzic mahala 21	
Employment Office	(035) 283 388		Bosne srebrene bb	Ramiza Krdzalic
Office of the Ministry of Defence	(035) 252 030	(035) 252 506	Muharema Fizovica bb	
Health Insurance Fund	(035) 251 122	(035) 251 124	Franjevska 36	
Pension Fund	(035) 252 042	(035) 251 587	Franjevska 36	
Office for Education	(035) 281 296	(035) 283 340	Slatina 2	
LAIC	(035) 281 023	(035) 281 023	Rudarska 72	Alma Hajdarevic Paulina Vazmer-Joguncic
PLIP Focal Point	(035) 250 123	(035) 252 659	OHR Nikole Tesle 22	
UNHCR	(035) 284 199	(035) 282 105	Rudarska 72	
OHR RRTF	(035) 250 123	(035) 252 659	Nikole Tesle 22	
OSCE	(035) 282 522	(035) 282 525	Solanska 3	
IPTF	(035) 283 400	(035) 283 400	P.O. Box 23	
Mercy Corps Scotland	(035) 250 561	(035) 250 561	18. hrvatske brigade 25	Alenka Savic
ICRC	(035) 281 555	(035) 281 555	Rudarska 72	Dragoslav Blazevic

**Ugljevik**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees and Displaced Persons (OMI)	(055) 772 323	(055) 772 323	Draze Mihajlovica	Nada Nacic
Public Security Station (MUP)	(055) 771 178		Trg Draze Mihajlovica	Zdravko Rikic
Ministry for Refugees and Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Office for Social Welfare	(055) 772 321	(055) 772 321	Draze Mihajlovica	Lazic Petra
Office of Local Red Cross	(055) 771 514	(055) 771 514	Centar	
Employment Office	(055) 772 246	(055) 772 246	Draze Mihajlovica	Marjanovic Ruzica
Office of the Ministry of Defence	(055) 772 225	(055) 772 225	Centar	
Health Insurance Fund	(055) 772 217	(055) 772 217	Draze Mihajlovica	Todorovic Teso
Pension Fund	(055) 772 218	(055) 772 218	Draze Mihajlovica	Mirkovic Vukosava
Office for Education	(055) 772 314	(055) 772 336	Skupstina opstine	Darislav Obrenovic
LAIC	(035) 660 389	(035) 660 389	Zlatnih ljljana bb Celic	
PLIP Focal Point	(055) 401 517	(055) 401 517	UNHCR Kneza Ive od Semberije 23 Bijeljina	
UNHCR	(055) 401 517	(055) 401 517	Kneza Ive od Semberije 23 Bijeljina	
OHR RRTF	(035) 250 123	(035) 252 659	Nikole Tesle 22 Tuzla	
OSCE	(055) 401 197	(055) 401 197	Srpske dobrov. Garde 54 Bijeljina	
IPTF	(055) 670 985		Majke Angeline bb Lopare	

**Usora**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 893 513		Sivsa – Usora	Boris Penava
Police Administration	(032) 893 305			
Housing Authorities	(032) 893 479	(032) 893 514	Sivsa – Usora	Boris Penava
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Trvtka I 17 Zenica	
Office for Social Welfare	(032) 893 513	(032) 893 513	Sivsa – Usora	Ljerka Mandic
Office of Local Red Cross	(032) 893 513	(032) 893 513	Sivsa – Usora	Boris Penava
Employment Office	(032) 893 441	(032) 893 441	Sivsa – Usora	Ivan Katic
Office of the Ministry of Defence	(032) 893 299	(032) 893 299	Sivsa – Usora	
Health Insurance Fund	(032) 893 068	(032) 893 068	Sivsa – Usora	Ilija Ivkic
Pension Fund	(032) 893 441	(032) 893 441	Sivsa – Usora	Dragutin Kulic
Office for Education	(032) 415 202	(032) 415 202	Bulevar Kralja Trvtka I Zenica	Asim Gacic
LAIC	(053) 736 534	(053) 736 534	Svetog Save 77 Teslic	
PLIP Focal Point	(053) 221 743	(053) 221 743	UNHCR Kralja Dragutina 46 Doboj	
UNHCR	(053) 221 743	(053) 221 743	Kralja Dragutina 46 Doboj	
OHR RRTF	(053) 242 387	(053) 242 389	Svetog Save 1 Doboj	
OSCE	(053) 241 355	(053) 241 381	Kolobarska bb Doboj	
IPTF	(053) 736 494	(053) 736 494	Svetog Save 87a Teslic	

**Vares**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 845 014	(032) 845 014	Djуре Djakovica bb	Hata Begic
Police Administration	(032) 845 155		Armije BiH 5	
Housing Authorities	(032) 845 044	(032) 845 032	Armije BiH bb	Senad Dramalija
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Tvrtka I 17 Zenica	
Office for Social Welfare	(032) 848 005	(032) 848 005	Djуре Djakovica bb	Nihad Gondzo
Office of Local Red Cross	(032) 845 145	(032) 845 145	Djуре Djakovica bb	
Employment Office	(032) 845 205	(032) 845 205	Armije BiH bb	Jasna Svincicki
Office of the Ministry of Defence	(032) 846 985	(032) 845 032	Armije BiH bb	
Health Insurance Fund	(032) 845 158	(032) 845 158	Rudarska bb	Dzermal Kevric
Pension Fund	(032) 845 058	(032) 845 058	Armije BiH 30	Refik Paric
Office for Education	(032) 415 202	(032) 415 202	Bulevar Kralja Tvrtka I 17	Asim Gacic
LAIC	(032) 404 816	(032) 404 816	Zmaja od Bosne bb Zenica	
PLIP Focal Point	(032) 845 854	(032) 845 854	OSCE Djуре Djakovica	
UNHCR	(032) 406 599	(032) 406 599	Zmaja od Bosne bb Zenica	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(032) 845 854	(032) 845 854	Djуре Djakovica bb	
IPTF	(032) 765 621	(032) 765 621	Rudarske bb Breza	

**Velika Kladusa**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(037) 770 041	(037) 770 408	7. augusta 3	Mirsada Basic
Police Administration	(037) 770 841	(037) 772 312	Ibrahima Mrzljaka bb	
Housing Authorities	(037) 770 041	(037) 770 408	7. augusta 3	Ismet Husidic
Cantonal Ministry for Health, Labour, Social Affairs, Refugees & Displaced Persons	(037) 331 077	(037) 331 692	Alije Djerzeleza 2 Bihac	
Office for Social Welfare	(037) 770 409	(037) 770 409	Kasima Ljubijankica 3	Beha Sacir
Office of Local Red Cross	(037) 770 393	(037) 770 393	Izeta Nanica bb	Hajrudin Muhamedagic
Employment Office	(037) 770 105	(037) 770 106	Ibrahima Mrzljaka 5	Vahid Dizdagic
Office of the Ministry of Defence	(037) 331 017		Borisa Krajgera Bihac	
Health Insurance Fund	(037) 322 621	(037) 322 621	Petog korpusa 10 Bihac	
Pension Fund	(037) 770 099	(037) 770 099	Ul. Ibrahima Mrzljaka 1	
Office for Education	(037) 770 025	(037) 770 025	7. augusta 3	Sejfo Mustafic
LAIC	(037) 473 932	(037) 473 392	7. augusta 3	Ljuban Knezevic
PLIP Focal Point	(037) 772 085	(037) 770 180	OSCE Senada Husica 88	
UNHCR	(037) 331 758	(037) 331 760	Becira Islamovica bb Bihac	
OHR RRTF	(037) 331 512	(037) 331 756	Plandiste 22 Bihac	
OSCE	(037) 772 085	(037) 770 180	Senada Husica 88	
IPTF	(037) 770 114	(037) 770 114	Ibrahima Mrzljaka 114	

**Visegrad**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(058) 620 391	(058) 620 391	Kralja Petra 7	Vukadin Baranac
Public Security Station (MUP)	(058) 620 362	(058) 620 362	Karadjordjeva bb	Jovan Rajic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Association of Serbs displaced from Konjic	(058) 620 057	(058) 620 057	Kolektivni centar Okolista bb	Mihail Nikolov
Association of Serbs displaced from Central Bosnia			Kolektivni centar Novo Zoranovo Nezuci bb	Bozidar Skobic
Office for Social Welfare	(058) 620 310	(058) 620 310	Cara Lazara bb	Miladin Baranac
Office of Local Red Cross	(058) 620 242	(058) 620 242	Cara Lazara bb	Milan Knezevic
Employment Office	(058) 620 443		Kozacka 13	Zeljko Vukovic
Office of the Ministry of Defence	(058) 620 362	(058) 620 362	Uzickog korpusa bb	Milan Ilic
Health Insurance Fund	(058) 620 284	(058) 620 284	Cara Lazara bb	Bozidar Tusevljak
Pension Fund	(058) 620 891	(058) 620 891	Cara Lazara bb	Ljubinac Stojanka
Office for Education	(058) 620 881	(058) 620 891	Kralja Petra I	Koviljka Markovic
LAIC	(058) 681 676	(058) 681 676	Kozacka 18	
PLIP Focal Point	(058) 620 676	(058) 620 676	UNHCR Kozacka 18	
UNHCR	(058) 620 676	(058) 620 676	Kozacka 18	
OHR RRTF	(057) 447 586	(057) 448 633	Milana Sarca bb Sokolac	
OSCE	(058) 681 669	(058) 683 866	Uzickog korpusa bb	
IPTF	(058) 620 286		Uzickog korpusa 4	
IRC	(038) 224 558	(038) 227 264	Kulina Bana 31 Gorazde	
DRA	(038) 229 029	(038) 224 134	Muhidina Masica Munje 75 Gorazde	

**Visoko**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 738 111	(032) 738 111	Jalija 50	Muvedeta Drugovic
Police Administration	(032) 738 555		Branilaca Bosne 10	
Housing Authorities	(032) 738 111	(032) 738 688	Jalija 50	Asim Rizvanovic
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Tvrtka I 17 Zenica	
Office for Social Welfare	(032) 735 835	(032) 735 835	Obdaniste 25. maj	Sacir Celebic
Office of Local Red Cross	(032) 738 939		Kadica 2	
Employment Office	(032) 735 176	(032) 735 176	Hadzi Hasanova 23	Tarik Ahic
Office of the Ministry of Defence	(032) 738 366	(032) 738 688	Jalija 50	
Health Insurance Fund	(032) 735 251	(032) 735 251	Branilaca 11	Arifa Hamdic
Pension Fund	(032) 735 785	(032) 735 785	Branilaca Bosne 10	Ismeta Hodzic
Office for Education	(032) 415 202	(032) 415 202	Bulevar Kralja Tvrtka I 17 Zenica	Asim Gacic
LAIC	(032) 404 816	(032) 404 816	Zmaja od Bosne bb Zenica	
PLIP Focal Point	(032) 406 599	(032) 406 599	UNHCR Zmaja od Bosne bb Zenica	
UNHCR	(032) 406 599	(032) 406 599	Zmaja od Bosne bb Zenica	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(032) 845 854	(032) 845 854	Djuro Djakovica bb Vares	
IPTF	(032) 765 621	(032) 765 621	Rudarske bb Breza	
Arbeiter-Samariter-Bund (ASB)	(032) 735 680	(032) 735 680	Sarajevska bb	

**Vitez**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(030) 710 754	(030) 710 754	Stjepana Radica	Senad Alihodza
Police Administration	(030) 711 302	(030) 713 908	Stjepana Radica	
Housing Authorities	(030) 711 006	(030) 711 939	Stjepana Radica	Mirsad Hrustic
Cantonal Ministry for Urban Planning, Reconstruction & Return	(030) 511 215	(030) 511 215	Prnjavor 16 Travnik	
Office for Social Welfare	(030) 521 013	(030) 711 678	K.P. Kresimira 1V	Nesim Zukic
Office of Local Red Cross	(030) 712 311	(030) 712 311	Hrvatskih branitelja	Zrinka Petrovic
Employment Office	(030) 521 167	(030) 521 167	Krusicka 3	Nisvet Travko
Office of the Ministry of Defence	(030) 521 003	(030) 710 222	Opcina Stjepana Radica	Nijaz Sivro
Health Insurance Fund	(030) 711 347	(030) 711 347		Jasmina Ahmic
Pension Fund	(030) 711 501	(030) 711 501	Hrvatskih branitelja A1	Marija Petrovic
Office for Education	(030) 518 675	(030) 518 675	Stanica 43 Travnik	Jozo Boro
LAIC	(030) 518 848	(030) 518 848	Bosanska 157 Travnik	
PLIP Focal Point	(030) 511 186	(030) 511 518	OSCE Mehmeda Spahe 2h Travnik	
UNHCR	(030) 515 851	(030) 511 737	Dolac na Lasvi bb Travnik	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(030) 511 186	(030) 511 518	Mehmeda Spahe 2h Travnik	
IPTF	(030) 518 420		Luka 2 Travnik	

**Vlasenica**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(056) 731 877	(056) 731 877	Svetosavska bb	Milenko Komljenovic
Public Security Station (MUP)	(056) 730 010		Svetosavska bb	Milenko Majstorovic
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Displaced Persons Association			Svetosavska bb	Mile Markovic
Office for Social Welfare	(056) 731 964	(056) 731 964	Svetosavska bb	Radovan Milosevic
Office of Local Red Cross	(056) 731 660	(056) 731 660	Svetosavska bb	Branko Bajic
Employment Office	(056) 730 206	(056) 730 206	Svetosavska bb	Rada Obrenovic
Office of the Ministry of Defence	(056) 733 026		Svetosavska bb	Pavle Bunjevac
Health Insurance Fund	(056) 621 206	(056) 621 206	Svetosavska bb	Zora Nikolic
Pension Fund	(056) 730 812		Svetosavska bb	Rajo Sandic
LAIC	(035) 621 122	(035) 621 122	Kladanjskih brigada 1 Kladanj	
PLIP Focal Point	(056) 210 362	(056) 210 746	OSCE Hotel Drina Svetog Save bb Zvornik	
UNHCR	(056) 210 039	(056) 210 039	Karadjordjeva bb Zvornik	
OHR RRTF	(056) 210 479	(056) 210 478	Vuka Karadzica 148 Zvornik	
OSCE	(056) 210 362	(056) 210 746	Hotel Drina Svetog Save bb Zvornik	
IPTF	(056) 731 030	(056) 731 030	Drinski Korpus 8	

**Vogosca**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(033) 430 799	(033) 430 799	Josanicka bb	Dragoljub Budimir
Police Administration	(033) 435 661	(033) 435 661	Josanicka bb	
Housing Authorities	(033) 430 799	(033) 430 799	Josanicka 80	Dragoljub Budimir
Cantonal Ministry for Labour, Social Affairs, Displaced Persons & Refugees	(033) 443 641	(033) 470 893	Ef. Reisa Causevica 1 Sarajevo	
Displaced Persons Association 'DIS'	(033) 431 279		Blagovac II	Mirko Todorovic
Office for Social Welfare	(033) 430 805	(033) 430 799	Josanicka bb	Esmeralda Heric
Office of Local Red Cross	(033) 430 209		Igmanska 32	
Office of the Ministry of Defence	(033) 430 805	(033) 430 799	Josanicka bb	
Employment Office	(033) 430 802	(033) 430 802	Josanicka 80	Dzafer Devic
Health Insurance Fund	(033) 430 087	(033) 430 087	Igmanska 32	
Pension Fund	(033) 432 641		Josanicka 26	
Office for Education	(033) 430 805	(033) 430 799	Josanicka bb	Mirsad Beslija
LAIC	(035) 652 227	(035) 652 227	Azize Sacirbegovic 80 Sarajevo	
LAIC	(033) 443 604	(033) 443 604	Husrefa Redzica 7 Sarajevo	
PLIP Focal Point Socially owned property:	(033) 666 160	(033) 470 171	UNHCR/SHC Fra Andjela Zvizdovica 1 Sarajevo	
Privately owned property:	(033) 666 160	(033) 470 171	UNHCR Fra Andjela Zvizdovica 1 Sarajevo	
UNHCR	(033) 666 160	(033) 470 171	Fra Andjela Zvizdovica 1 Sarajevo	
OHR RRTF	(033) 283 500	(033) 283 501	Emerika Bluma 1 Sarajevo	
OSCE	(033) 292 251	(033) 237 004	Kundurdziluk 2/II Sarajevo	
IPTF	(033) 658 585	(033) 497 409	Dervisa Numica 6 Sarajevo	

**Zavidovici**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 874 205 lok. 150	(032) 874 205	Safvet bega Basagica bb	
Police Administration	(032) 873 220		Safvet bega Basagica bb	
Housing Authorities	(032) 871 751	(032) 871 751	Safvet bega Basagica bb	Cahtarevic Nermin
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Trvtka I 17 Zenica	
Office for Social Welfare	(032) 871 511	(032) 871 511		
Office of Local Red Cross	(032) 871 861	(032) 871 861	Stara Opcina Pinkasa Banta bb	
Employment Office	(032) 874 326	(032) 874 326	Patriotske lige blok C	Hazim Ahmic
Office of the Ministry of Defence	(032) 873 561	(032) 873 561	Safvet bega Basagica bb	
Health Insurance Fund	(032) 874 342	(032) 874 342	Marsala Tita 15	Nermina Mahovac
Pension Fund	(032) 873 620	(032) 873 620	Prvomajska bb	Rabija Slipic
Office for Education	(032) 415 202	(032) 415 202	Bulevar Kralja Trvtka I 17 Zenica	Asim Gacic
LAIC	(032) 880 770		Ljudevita Gaja bb Berek Zepce	
PLIP Focal Point	(032) 406 599	(032) 406 599	UNHCR Zmaja od Bosne bb Zenica	
UNHCR	(032) 406 599	(032) 406 599	Zmaja od Bosne bb Zenica	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(032) 414 597	(032) 412 293	Zenicke brigade 1d Zenica	
IPTF	(032) 874 858	(032) 874 858	Zlatnih ljiljana bb Zavidovici	

**Zenica**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 401 051	(032) 401 051	Cakana Mulalica 5	Nadira Solakovic
Police Administration	(032) 201 155		Safvet bega Basagica 1	
Housing Authorities	(032) 287 896		Trg BiH 6	Munib Isakovic
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Tvrtka I 17	
Office for Social Welfare	(032) 404 948	(032) 404 948	Cakana Mulalica 5	Ejaz Saric
Office of Local Red Cross	(032) 416 862	(032) 416 862	Zmaja od Bosne 40	
Employment Office	(032) 205 107	(032) 205 107	Adolfa Goldbergera 6	Alma Bradarac
Office of the Ministry of Defence	(032) 286 896		Trg BiH 6	
Health Insurance Fund	(032) 201 071	(032) 201 071	Aska Borica 28	Mirjana Marunovic
Pension Fund	(032) 203 413	(032) 203 413	Aska Borica 28	Nermin Terzic
Office for Education	(032) 415 202	(032) 415 202	Bulevar Kralja Tvrtka I 17	Asim Gacic
LAIC	(032) 404 816	(032) 404 816	Zmaja od Bosne bb	
PLIP Focal Point	(032) 414 597	(032) 412 293	OSCE Zenicke brigade 1d	
UNHCR	(032) 406 599	(032) 406 599	Zmaja od Bosne bb	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(032) 414 597	(032) 412 293	Zenicke Brigade 1d	
IPTF	(032) 410 690	(032) 410 690	Kralja Tvrtka I 17	
Cross Roads International (CRI)	(032) 410 579	(032) 410 579	Lukovo Polje 51 B	
World Vision	(032) 417 187	(032) 417 187	Bulevar Kralja Tvrtka I 17	
American Refugee Committee	(032) 414 147	(032) 414 147	Prve zenicke brigade 1A	
United Methodist Committee on Relief (UMCOR)	(030) 511 725	(030) 511 725	Pirota 68A Travnik	

**Zepce**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Information Centre (MRO)	(032) 881 800	(032) 881 800	Anke Topic	
Police Administration	(032) 881 503		111. XP brigade HVO bb	
Housing Authorities	(032) 880 325		111. XP brigade HVO bb	Zeljko Raic Belmin Dzuhera
Cantonal Ministry for Labour, Social Affairs & Refugees	(032) 412 970	(032) 415 340	Bulevar Kralja Tvrtka I 17 Zenica	
Office for Social Welfare	(032) 880 854	(032) 880 442	111. XP brigade HVO bb	
Office of Local Red Cross	(032) 881 778	(032) 880 999	111. XP brigade HVO bb	
Employment Office	(032) 881 660	(032) 881 660	Stjepana Tomasevica 1	Tadija Supukovic
Office of the Ministry of Defence	(032) 881 506	(032) 881 506	Fra Mate Nikolica bb	
Health Insurance Fund	(032) 880 606	(032) 880 606	111. XP brigade HVO bb	Nikica Tiric
Pension Fund	(032) 882 026	(032) 882 026	Stjepana Tomasevica 3 Maglaj	Alojz Zovko
Office for Education	(032) 415 202	(032) 415 202	Bulevar Kralja Tvrtka I 17 Zenica	Asim Gacic
LAIC	(032) 880 770		Ljudevita Gaja bb Berek	
PLIP Focal Point	(032) 406 599	(032) 406 599	Zmaja od Bosne bb Zenica	
OSCE	(032) 414 597	(032) 206 527	Zenicke brigade 1d Zenica	
UNHCR	(032) 406 599	(032) 406 599	Zmaja od Bosne bb Zenica	
OHR RRTF	(030) 511 667	(030) 511 666	Stanicna 6 Travnik	
OSCE	(032) 414 597	(032) 412 293	Zenicke brigade 1d Zenica	
IPTF	(032) 874 858	(032) 874 858	Zlatnih ljiljana bb Zavidovici	

**Zivinice**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Police Administration	(035) 774 777		Ulica oslobodjenja 2	
Housing Authorities	(035) 775 150	(035) 772 125	Prva ulica 52	Enes Glavinic
Cantonal Ministry for Reconstruction, Development & Return	(035) 281 440	(035) 280 695	Slatina 2 Tuzla	
Office for Social Welfare	(035) 775 025	(035) 775 025	Prva ulica bb	
Office of Local Red Cross	(035) 774 165	(035) 774 165	Tuzlanskog odreda 2	
Employment Office	(035) 775 027	(035) 775 027	Ulica oslobodjenja 20	
Office of the Ministry of Defence	(035) 775 044		Marsala Tita 51	
Health Insurance Fund	(035) 774 676		Oslobodjenja 10	
Pension Fund	(035) 774 559		Prva ulica bb	
Office for Education	(035) 281 296		Slatina 2 Tuzla	
LAIC	(035) 281 023	(035) 281 023	Rudarska 72 Tuzla	Alma Hajdarevic Paulina Vazmer Joguncic
PLIP Focal Point	(035) 282 522	(035) 282 525	OSCE Solanska 3 Tuzla	
UNHCR	(035) 284 199	(035) 282 105	Rudarska 72 Tuzla	
OHR RRTF	(035) 250 123	(035) 252 659	Nikole Tesle 22 Tuzla	
OSCE	(035) 282 522	(035) 282 525	Solanska 3 Tuzla	
IPTF	(035) 283 400	(035) 283 400	P.O. Box 23 Tuzla	
Mercy Corps Scotland	(035)250 651	(035) 250 561	18. hrvatske brigade 25 Tuzla	Alenka Savic
ICRC	(035)281 555		Rudarska 72	Dragoslav Blazevic

**Zvornik**

<b>Office</b>	<b>Tel.</b>	<b>Fax</b>	<b>Address</b>	<b>Contact Person</b>
Municipal Office of the Department of the Ministry of Refugees & Displaced Persons (OMI)	(056) 210 637	(056) 210 637	Zgr. Z-14 Ulaz 1	Angelina Tomic
Public Security Station (MUP)	(056) 210 128		Svetog Save bb	Mane Djuric
Ministry for Refugees & Displaced Persons	(051) 218 043		Kralja Petra I Karadjordjevica 103 Banja Luka	
Displaced Persons Association Udruzenje raseljenih lica	(056) 210 056	(056) 210 056	Hotel Drina	Dragan Bozovic
Office for Social Welfare	(056) 210 582	(056) 210 582	Brace Obradovic bb	Vukasin Nikolic
Office of Local Red Cross			Blok B	Djuradj Jelcic
Employment Office	(056) 210 009	(056) 210 009	Brace Obradovic 5	Sreco Popovic
Office of the Ministry of Defence	(056) 210 126	(056) 210 335	Svetog Save 58	Micic Milorad
Health Insurance Fund	(056) 210 426	(056) 210 366	Sime Perica 2	Jela Popovic
Pension Fund	(056) 210 175		Brace Jugovica bb	Zaga Mijatovic
Office for Education	(056) 210 091	(056) 210 091	Svetog Save 123	Zarija Popovic
LAIC	(056) 210 403	(056) 210 403	Karadjordjeva bb	
PLIP Focal Point	(056) 210 039	(056) 210 039	UNHCR Karadjordjeva bb	
UNHCR	(056) 210 039	(056) 210 039	Karadjordjeva bb	
OHR RRTF	(056) 210 479	(056) 210 478	Vuka Karadzica 148	
OSCE	(056) 210 362	(056) 210 746	Hotel Drina Svetog Save bb	
IPTF	(056) 210 764	(056) 210 764	Hotel Drina Svetog Save bb	