



Centar za pravnu pomoć ženama – Center of Legal Assistance for Women

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Provision of free legal assistance

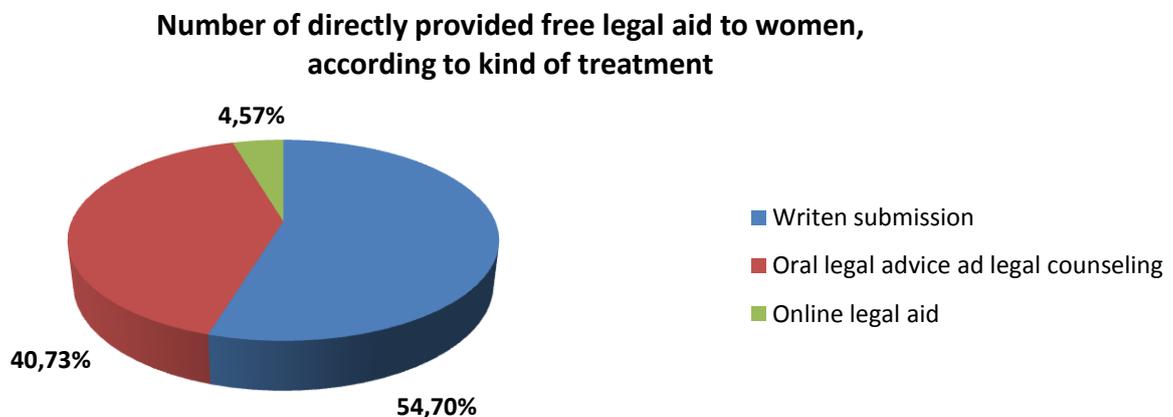
In the period od 20 months (01/01/2013 – 31.08.2014.) **2168 women was directly provided with free legal assistance**, achieved their right to access to justice, and are informed about their rights.

Legal assistance was provided in two ways:

- Through the work of the offices in Zenica and Tešanj
- Online legal assistance - on the CLAW website o services were provided as online legal help, which in some cases resulted in the drafting of written submissions, submitting them to the addresses of clients, legal counseling per phone.
- Provision of the free legal aid is performed by providing the direct informative talks, legal advice and consultation, taking the clients necessary documents needed for the drafting of written submissions, drafting various written submissions, and in cases where the client is in extreme need of social care we provided representation in court. In order to adequately and professionally respond to client requests a CLAW lawyers followed updating of national and international legal regulations, participated in trainings for professional development, and provided training to young lawyers and law students on the practical application of law.

In this period a written submission was composed for 1186 women, while oral legal advice and legal counseling was provided for 883 women clients. 99 clients seeked legal aid online, through web site of the Center.

Figure 1. – Overview of provided legal aid according to kind of treatment



This number represents only one picture - the number of women who are directly helped. Each of the 2168 women carried over at least part of the obtained legal advice and information to at least 7 people.

The majority of clients are women in suburban and rural areas and the town of Zenica (57%). Other clients were coming from other cities of Zenica-Doboj Canton (Doboj-South, Kakanj Maglaj, Tesanj, Vares, Visoko, Zavidović and Zepce), the Central Bosnia Canton (Bugojno, Jajce, Busovaca and Vitez) and other cities and rural settlements in Bosnia and Herzegovina and outside BiH (Serbia, Croatia, Macedonia, USA).

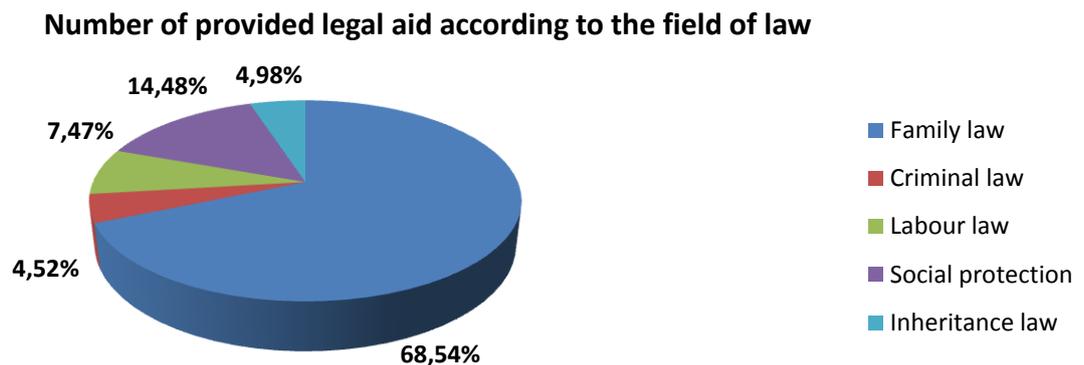
Of the total number of clients 55% of them were referred from institutions. Most are sent from the Centre for Social Work (31%) and the Cantonal Institute for Legal Aid (14%), the remaining 10% were sent by the court, prosecutor's office, the municipal administration, the police, NGOs from Zenica and other cities.

Table 1. – The overview of preferred claims of certain groups of marginalized citizens

WOMEN VICTIMS OF VIOLENCE	SINGLE MOTHERS	WOMEN IN SOCIAL MARGINS
<ul style="list-style-type: none"> - The regulation of family relations and partnership (divorce, alimony, division of joint marital property) - Reporting to the competent prosecution of criminal offenses Domestic Violence - Advising clients on how to proceed in case of violence - Recording, documenting experienced violence - Protection measures in the field of the Law on Protection from Domestic 	<ul style="list-style-type: none"> - The regulation of family relations - Forcible collection of receivables 	<ul style="list-style-type: none"> - Rights of Social Welfare - The status related issues and the need for free legal assistance, such as in the case of audit of the status of disability - Protection of labor rights (employment-related claims, mobbing, sexual harassment, the right to maternity pay)

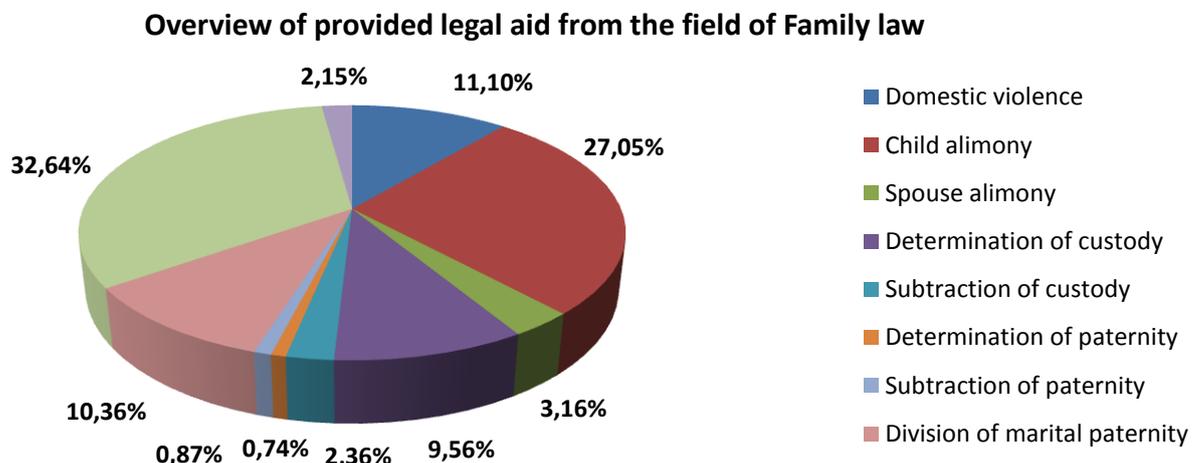
Protection and achievement of rights from the field of the Family law continues to be a clients requirement no. 1. Clients mostly sought legal aid and support from the field of Family law, 1486 of them. Out of overall number of clients, 314 clients have sought protection and/or exercise of rights from the field of social protection. This is supported by the data from the CLAW database that shows that **72% of clients** is without personal income, and do not even own property (apartment, house, land, etc..). Among them are a large number of women aged 31-50 years, a total of 45% of clients. **This is alarming**, considering that these are women in their most productive age.

Figure 2. – Overview of provided legal aid according to the field of law



The issue of divorce, alimony and child support are almost identical for most clients. This trend is one of the indicators of instability to maintain joint family life due to the impact of unemployment, lack of employment, women's economic dependence on the husband, alcoholism, violent behavior.

Figure 3. – Overview of provided legal aid from the field of Family law

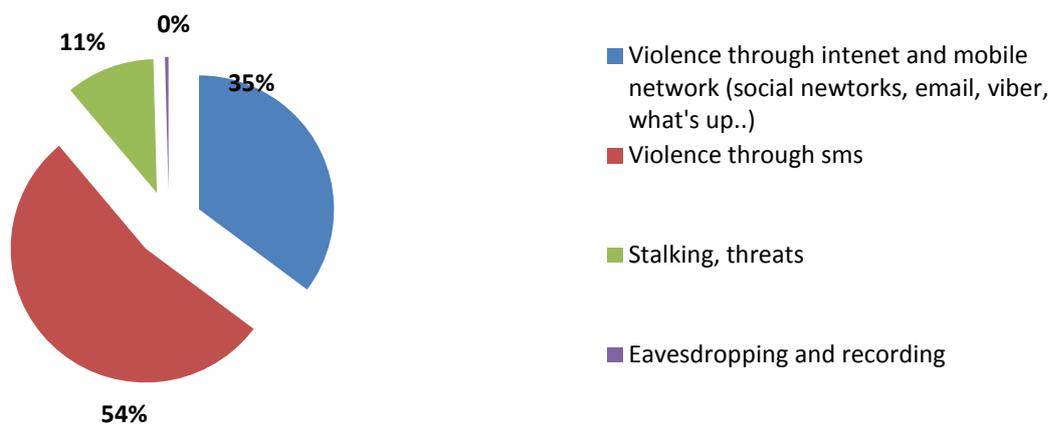


80% of all number of clients in their life experienced some form of violence. However, they refuse to submit reports to the competent prosecutors, out of fear for her own life, the life of her children and family members, economic dependence on the husband, etc. An abuser is in most cases the husband (75%) or ex-husband (12%) and own home is still the most dangerous place for women. Out of total number of registered cases of violence, **83,6% of clients** have experienced physical violence combined with psychological. It is evident that **women increasingly recognize the economic violence**, 10% of them. **In 6,4%** of violence cases women, our clients have experienced sexual violence or rape, and abusers are outside families.

Alarming data is that 1201 of women have experienced violence through modern technologies or by usage of modern gadgets/devices.

Figure 4. – Overview of registered violence by usage of modern technologies or modern gadgets/devices

Out of 2168 women/clients, 1201 of them has experienced:



According to the database, there was a **rise in the number of cases relating to mobbing**. It should be noted that the non-recognition of mobbing is a long standing problem. In all cases of mobbing there is a lack of sufficient facts that could be raised in the complaint for protection from discrimination. The reason for this is that the actions of mobbing and harassment, particularly sexual harassment, occurring mostly without witnesses or without a track record. It is advisable for women who suffer these forms of discrimination to record and write each mobbing assault (keeping a diary of mobbing or harassment) and to archive all the written documents. Out of 15% of legal aid provided from the field of Labor law (violation of the procedure of job recruitment), in 40% of cases, after the provision of legal aid, the recruitment procedure was withdrawn. In this way we introduced our customers to the Law Against Discrimination and protect their rights.