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DH-DD(2021)652

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Meeting:

1411th meeting (September 2021) (DH)

Item reference:

Action Plan (23/06/2021)

Communication from Bosnia and Herzegovina concerning the group of cases Kunic and Others v. Bosnia and Herzegovina (Application No. 68955/12)

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Réunion :

Référence du point :

1411^e réunion (septembre 2021) (DH)

Plan d'action (23/06/2021)

Communication de la Bosnie-Herzégovine concernant le group d'affaires Kunic et autres c. Bosnie-Herzégovine (requête n° 68955/12) (anglais uniquement)





Date: 24/06/2021

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BOSNA I HERCEGOVINA

Ministarstvo za ljudska prava i izbjeglice Ured zastupnika/agenta Vijeća ministara BiH pred Europskim sudom za ljudska prava

SARAJEVO

No: 11-Ai-3/18-<u>h5h</u>/21 Sarajevo, 23 June 2021 BOSNIA AND HERZEGOVINA

Ministry for Human Rights and Refugees Office of the Agent of the Council of Ministers before the European Court of Human Rights

SARAJEVO

DGI

23 JUIN 2021

SERVICE DE L'EXECUTION DES ARRETS DE LA CEDH

Directorate General I Human Rights and Rule of Law Department for the Execution of Judgments of the European Court of Human Rights Council of Europe Strasbourg

REVISED ACTION PLAN

Kunić and Others group

app. nos. 68955/12 and 15 others, judgment of 14 November 2017, final on 14 February 2018

I CASE DESCRIPTION

1. This group of 14 cases¹ concerns violations of the applicants' right to a fair trial on account of non-enforcement by four Cantons (notably Zenica-Doboj Canton, the Central Bosnia Canton, Una-Sana Canton, Herzegovina-Neretva Canton,) of domestic judgments concerning unpaid work-related benefits (violations of Article 6 §1).

2. These cases furthermore concern violations of the applicants' right to peaceful enjoyment of their possessions on this account (violations of Article 1 of Protocol No 1).

3. The European Court indicated that the violations found in the present cases affected many people. There were more than 400 similar applications pending before the European Court when the European Court rendered its first judgments of this group in November 2017 (, *Kunić and Others*, §33; *Spahić and Others*, §33).

4. The applicants complained to the Constitutional Court of Bosnia and Herzegovina which, by judgments delivered in 2011, 2014 and 2015, ordered the aforementioned cantonal governments to identify the exact number of unenforced judgments, as well as the amount of debt, and to set up a chronological and transparent, centralized database which should include the enforcement time-frame (*. Kunić and Others*, §28; *Spahić and Others*, § 27).

5. The European Court indicated under Article 46 that Bosnia and Herzegovina should provide redress to other persons who are in a similar to the applicants' position, notably by implementing the general measures indicated by the Constitutional Court in the 2011 decision

¹ For complete list of cases see Appendix 1.

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in respect of Zenica-Doboj Canton and the 2014 and 2015 decisions in respect of Central Bosnia Canton (, Kunić and Others, §34; Spahić and Others, §33).

6. The European Court also indicated that, as regards the other similar applications lodged with it before the delivery of the present judgments, Bosnia and Herzegovina had to grant adequate and sufficient redress to all applicants through *ad hoc* solutions such as friendly settlements or unilateral remedial offers, in line with the Convention requirements, notably in accordance with the criteria set out in these judgments (, *Kunić and Others*, §35; *Spahić and Others*, §34).

II INDIVIDUAL MEASURES

7. It is at the outset recalled that the Committee of Ministers has already decided to close certain cases of this group on the basis of the individual measures taken. In particular, at its last examination of this group in June 2020, the Committee decided to close the examination of nine repetitive cases in this group for which no further individual measures were required, given that the domestic judgments had been enforced and the just satisfaction had been paid (see Final Resolution <u>CM/ResDH(2020)95</u>). In its decision adopted at the same meeting, the Committee invited the authorities to rapidly provide information on the outstanding issues, namely on the payment of just satisfaction and the enforcement of domestic judgments in the cases of *Balić and Others, Duranspahić and Others, Golić and Others, Jugo and Others, Katić and Others.* The authorities would now like to provide information on the steps taken in respect of these cases as well as the cases that had been subsequently added to the present group, notably *Pramenković and Others, Duraković and Kreštalica, Efendić* and *Bećirbegović and Others.*

8. The authorities have taken steps to ensure that the violations at hand ceased and that the applicants were redressed for the negative consequences of the violations sustained. These measures are set out below.

A. Bringing domestic enforcement proceedings to an end

9. In response to the European Court's findings, steps were taken to enforce relevant domestic decisions that were still to be enforced at the time when the European Court rendered its judgments. Relevant details in this respect are set out in Appendix 2 to this action plan.

10. The authorities would like to highlight that domestic decisions were enforced in six cases of this group (notably in *Kunić and Others, Duraković and Kreštalica, Ibrišimović and Others, Livančić and Others, Vlaho, Vučenović and Malkoč*). The violations have thus been brought to an end in these cases.

11. The domestic decisions in seven cases (notably in *Balić and Others, Duranspahić and Others, Golić and Others, Efendić, Jugo and Others, Katić and Others, Pramenković and Others)* where the deadlines for enforcement set out by the European Court has already expired still remain to be enforced. This deadline has however not expired in one case (notably in

Bećirhegović and others). The Government will inform the Committee of Ministers of the developments in enforcing these domestic decisions.

B. The applicants' redress

12. The European Court awarded the applicants just satisfaction in respect of non-pecuniary damage. These amounts had been timely paid in six cases. The payment is however outstanding in seven cases (*Balić and Others, Bećirbegović and Others, Duranspahić and Others, Golić and Others, Jugo and Others, Katić and Others, Pramenković and Others)*. It is noted that in one of these relevant deadlines set by the European Court have not expired. The authorities will ensure that relevant default interest is paid to the applicants in all cases where there was a delay in payment of just satisfaction awarded. The Government would like to note that all of the cases in which there is a delay in the payment of just satisfaction awarded concern are those in which domestic decisions are rendered against Herzegovina-Neretva canton. It is stressed that bilateral consultations with the relevant authorities of this canton should take place shortly (see below under general measures).

13. In view of the above, the authorities consider that the applicants in seight cases where just satisfaction has already been paid were redressed for the damage sustained i. e. *Kunić and Others, Bečirbegović and Others Duraković and Others, Efendić, Ibrišimović and Others, Livančić and Others, Vlaho and Vučenović and Malkoč.*

C. Conclusion on individual measures

14. The authorities request the Committee to close its supervision of execution of five repetitive cases, where domestic decisions are enforced and non-pecuniary damage paid, in particular the cases of *Livančić and Others, Vučenović and Malkoć, Duraković and Kreštalica, Ibrišimović and Others* and *Vlaho.*

III GENERAL MEASURES

15. At the outset, it is clarified that the bulk of the unenforced judgments resulted from the perks guaranteed under the branch trade union bargains that were concluded at the Federation level, mostly in 2002. These branch trade union bargains have been made without any involvement of cantons but imposed heavy financial liabilities on them surpassing their financial capacity and power to change the situation. Since then, however, the terms of such unrealistic branch trade union bargains have been amended, which should also be conducive to preventing similar problem from reappearing onee these historic legacy issue is resolved.

16. The European Court initially indicated under Article 46 that Bosnia and Herzegovina should provide redress to other persons who are in a similar to the applicants' position, notably by implementing the general measures indicated by the Constitutional Court in the 2011 decision in respect of Zenica-Doboj Canton and the 2014 and 2015 decisions in respect of Central Bosnia Canton (, *Kunić and Others*,§34 and *Spahić and Others*,§33). The measures were also subsequently called for in respect of the Una-Sana and the Herzegovina-Neretva Cantons.

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17. In response to the European Court's findings, general measures are currently being implemented to prevent similar violations. Given that this problem is identified and persisting only in four cantons, the authorities considered it appropriate and adequate to devise the measures focusing on these cantons, notably Zenica-Doboj, Central Bosnia, Una-Sana and Herzegovina-Neretva Cantons. This is why the key response to the European Court's findings is adoption of action plans in four cantons concerned introducing payment schedule for enforcement of outstanding domestic judgments and their effective implementation. The authorities would also like to clarify that the general measures already taken to secure enforcement of the domestic decisions rendered against the Federation of Bosnia and Herzegovina will be presented within the framework of the *Crnkić and Others* case.

A. Devising cantonal action plans

16. The European Court initially indicated under Article 46 that Bosnia and Herzegovina should provide redress to other persons who are in a similar to the applicants' position, notably by implementing the general measures indicated by the Constitutional Court in the 2011 decision in respect of Zenica-Doboj Canton and the 2014 and 2015 decisions in respect of Central Bosnia Canton (, *Kunić and Others*, §34; *Spahić and Others*, §33). The measures were also subsequently called for in respect of the Una-Sana and the Herzegovina-Neretva Cantons both in response to the indications made by the State Constitutional Court and the European Court.

1. Establishing the number of unenforced judgments and the outstanding debt

18. In response to the European Court's indications the four cantons identified the number outstanding debt under the unenforced judgments concerned. The table below shows the results of the authorities' efforts to identify these numbers with a state of play as of a certain date. It is however noted that these figures are regularly updated to reflect new judgment debt reported for collection. For better readability it is clarified that the data given in the table concern the following elements:

- the date as of when the statistical data provided is showing state of play;
- the number of unenforced judgments ordering cantons to pay employment arrears;
- . the amount of outstanding debt under these judgments including principal and court

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unenforced judgments	3,256	1,612	11,793	5,382
principal BAM mio	150	26.2	79.4	29.5
approx. in EUR mio	77	13.1	39.7	14.7
principal with default interest BAM mio	300	51.0	175	55.5
approx. EUR mio	154	25.5	90	27.7

2. Adoption of action plans - state of play

19. Following the identification of the payable debt concerned, the governments of four cantons concerned, notably Zenica-Doboj, Central-Bosnia, Una-Sana and Herzegovina-Neretva Cantons adopted action plans setting up a centralised, chronological and transparent database for enforcement of judgments on the first come, first served basis. Details are summarised below.

	Zenica- Doboj	Central Bosnia	Una-Sana	Herzegovina Neretva
Action plan adopted	31/10/2019	19/12/2019	28/02/2020	28/07/2020
Payment schedule in	22	13	20	12
years				

20. At this stage, the Government would like to highlighted that in response to the last Committee's decision adopted in June 2020 inviting the authorities to take the necessary steps to ensure that the Herzegovina-Neretva Canton rapidly adopts an action plan and a repayment scheme, necessary measures to this end were taken within a month (see table above).

3. The European Court's assessment of the repayment schemes

21. The Government has honour to inform the Committee of Ministers that following to its last examination of the present group the European Court positively assessed the above action plans and the repayment schemes introduced by each of the cantons. In particular, in its strike out decisions adopted from 15 September 2020 until 9 November 2020², the European Court examined each of the action plans prepared by the cantonal governments and decided that the matters had been resolved for the purposes of Article 37 § 1 (b) of the Convention. On the basis of these conclusions, the European Court decided to strike out a significant number of similar cases. The Government does not have at its disposal exact number of similar cases that the European Court decided to strike out given that not all these cases had been communicated to the Government. Nevertheless, the Government wishes to stress that while at the beginning of 2020, Bosnia and Herzegovina was among the ten top countries with the highest number of

² See the following European Court's decisions: *Muhović and Others*, app. no. 40841/13, decision of 15 September 2020 (regarding the Zenica-Doboj Canton); *Akeljić and Others*, app. no 8039/19, decision of 13 October 2020 (regarding the Central Bosnia Canton); *Sarganović and Others*, app. no. 28251/18, decision of 9 November 2020 (regarding the Una-Sana Canton); and *Lavić*, app. no. 6340/20, decision of 9 November 2020 (regarding the Herzegovina-Neretva Canton).

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pending applications (1 600 of those pending at the time)³, following the adoption of the abovementioned decisions, this number has dropped to 403 applications as of beginning of 2021⁴.

22. It is recalled that in its last decision adopted in June 2020, the Committee of Ministers urged the authorities to redouble their efforts to grant adequate and sufficient redress to all applicants finding *ad hoc* solutions for the cases which were pending before the European Court or may yet be lodged, such as friendly settlements or unilateral declarations in line with the Convention requirements, as indicated by the European Court. In response to this call, the authorities would like to stress that action plans devised by the cantonal authorities constitute the appropriate global solution to the problem of non-enforcement of domestic decisions rendered against four of the cantons concerned which is already affirmed by the European Court in its decisions adopted in late 2020 (see §21 above). Given that a global solution for the issues raised within the context of the present judgment has been set up leading to alleviating pressure to the European Court, no *ad hoc* solutions appear necessary.

B. Response to the last Committee's decision

- 23. It is recalled that in June 2020, the Committee of Ministers invited the authorities:
 - to clarify if the above-mentioned action plans provide for compensation in respect of non-pecuniary damage sustained;
 - to ensure that sufficient funds from the Federation of Bosnia and Herzegovina for the purpose of enforcing the judgments in question are allocated to the cantonal budgets; invited also the authorities to reflect on the possibility of establishing a guarantee fund at the State level, or of increasing transfers from the Federation of Bosnia and Herzegovina to the cantons to ensure rapid enforcement of domestic judgments; and
 - to regularly update the Committee on the functioning of the repayment schemes in practice.

24. In response to the Committee's decision, the authorities would like to provide the following information. At the outset, regarding the need to clarify if the action plans provide for compensation in respect of non-pecuniary damage, the Government would like to stress that pursuant to the action plans adopted, individuals in the applicants' situation are entitled to substantial default interest⁵. The European Court stressed that in view of the fact that, in Bosnia and Herzegovina, the statutory rate of default interest is significantly higher than the rate of inflation it agreed with the Constitutional Court of Bosnia and Herzegovina that this will alleviate the applicants' distress at least to some extent⁶. The European Court also held in cases

³ https://www.echr.coe.int/Documents/Stats_analysis_2019_ENG.pdf.

⁴ https://echr.coe.int/Documents/Stats_analysis_2020_ENG.pdf

⁵ The statutory rate of default interest was 12% until 14 March 2020. As from that date, the rate is 10% (see *Muhović and Others*, §17).

⁶ In its decisions ordering general measures to be taken in respect of non-enforcement of decisions rendered against cantons, the Constitutional Court of Bosnia and Herzegovina reiterated that the cantonal government had to take the necessary steps to secure the enforcement of all judgments within a reasonable time. As regards any non-pecuniary damage caused by the prolonged non-enforcement of judgments, it held that default interest, which was

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concerning structural problems at domestic level (as the present group) that it was not necessary to order that adequate redress be awarded to all persons affected (see *Muhović and Others*, §35; *Akeljić and Others*, §30). In view of the above, the authorities consider that the individuals concerned would be redressed for the violation sustained through the payment of the substantial default interest.

25. Secondly, the Government would like to highlight that cantonal governments have at their disposal sufficient financial resources to ensure enforcement of domestic decisions as set out in the action plans adopted. Each of the cantons concerned made significant efforts to ensure appropriate budgetary funds for this purpose, despite the challenges faced in the current Covid-19 epidemic crisis.

26. Lastly, the Government would like to provide information on the functioning of the repayment schemes in practice. To this end, the following table has been prepared,

	Zenica-Doboj	Central-Bosnia	Una-Sana
Paid in 2020	BAM 13,4 mio (approx. EUR 6,9 mio)		cca. BAM 861k (approx. EUR 441k)
To be paid in 2021	BAM 13,4 mio (approx. EUR 6,9 mio) (BAM 1,1 mio already paid)	BAM 600k for 2020 (approx. EUR 307k) to be paid by the end of June 2021 ⁷ + BAM 2 mio for 2021 (approx. EUR Imio)	BAM 3 mio (approx. EUR 1,5 mio)

27. As it can be seen in the above table, no information on the functioning of the repayment scheme in respect of only one canton, notably Herzegovina-Neretva has been provided to the Committee. The Government undertakes to furnish this information to the Committee of Ministers as soon as it is prepared by the relevant canton. In order to accelerate submission of the relevant statistics, the Office of the Government Agent envisages organising bilateral consultations with the cantonal authorities. Will there be a need for technical assistance from the Department for the Execution of Judgments of the European Court, the authorities will revert to it with a view to ensuring rapid implementation of the action plan concerned.

28. The authorities will certainly take care of keeping the Committee of Ministers abreast with the further developments in functioning of the action plans adopted.

to be paid for each day of non-enforcement, would cover it at least to some extent (Muhović and Others, §14; Akeljić and Others, §13).

⁷ Pursuant to the Decision dated 27 May 2021, adopted by the Government of Central-Bosnia Canton, this amount should be paid by end of June.

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C. Bilateral consultations and awareness-raising

29. It is recalled that prior to the adoption of the above-mentioned action plans, the authorities had carried out intensive and fruitful bilateral consultations with the Department for the Execution of Judgments of the European Court on the measures required for finding a solution to this issue. These consultations played a prime role in raising awareness of the domestic authorities, in particular at the Federation and cantonal levels, on the execution aspects of this matter.

To this end, on 26 April 2019, in cooperation with the Office of the Government Agent, 30. the Head of the Department for the Execution of Judgments of the European Court Mr Sundberg and his Head of Section Ms Nedeljkovic carried out bilateral consultation in Sarajevo with the relevant national authorities concerned. The aim of the meeting was to raise the awareness of the domestic stakeholders on the urgency of finding a sustainable solution and alarming influx of similar applications before the European Court. The exchange was held with the Federation authorities, including the Assistant Minister of Finance Mr Aljovic as well as with high ranking cantonal officials, including from the Zenica-Doboj Canton: the ministers of finance and of justice Mess. Lovric and Nikolic, state attorney general Ms Marjanovic, from Central Bosnia Canton: Prime Minister Mr Lendo, ministers of finance and of justice Ms Pivacic and Mr Markovic, from Una-Sana Canton: the Prime Minister Mr Ruznic, state attorney general, Mr Coralic from Herzegovina-Neretva Canton: the Minister of Finance Mr Faladzic but also representatives from other cantons and the Republika Srpska Entity. It was agreed at that meeting that it was necessary to adopt speedily action plans and start their implementation with a view to finding sustainable solutions for this issue. The Department's press release on this meeting highlighted that

"The delegation also met with the competent authorities of the Federation of Bosnia and Herzegovina and its cantons to assess progress made in the adoption of the measures required to remedy a long standing problem in a number of cantons of non-enforcement of domestic judicial decisions ordering the payment salary arrears, a major concern from the rule of law perspective, highlighting important problems of state administration".

31. As following the April 2019 meeting the ongoing progress was considered rather slow, on 20 November 2019the Office of the Government Agent addressed a letter to the Department for the Execution of Judgments of the European Court requesting technical assistance with a view to organising further bilateral consultations with relevant national authorities on this point.

32. Subsequently, on 19 December 2019, in cooperation with the Office of the Government Agent bilateral consultations were held between high level cantonal, the Federation and the State-level ministries of finance and the Constitutional Court and the Department for the Execution of Judgments of the European Court. A senior lawyer from the European Court's Registry was present to highlight the growing concern on the rising number of similar applications. The delegation of Bosnia and Herzegovina included, *inter alia*, the State level Assistant Minister of Finance and Treasury, the Zenica-Doboj Canton Minister of Finance Mr Lovric and Minister of Justice Mr Nikolic, the Herzegovina-Neretva canton Minister of Finance Mr Faladzic and others. In its <u>press release</u> on this meeting, the Department for the Execution of Judgments of the European Court highlighted that

"The meeting was very timely as the influx of these applications has placed Bosnia and Herzegovina among top seven countries by number of pending cases before the European Court. It is expected that the Convention compliant settlement schemes will be presented shortly in good time ahead the Committee of Minister's examination in June 2020."

D. Publication and dissemination

33. The authorities ensured publication and dissemination of the European Court's judgments with a view to preventing similar violations and making the authorities in charge of taking steps to execute these judgments aware of the scope of the problem and the European Court's indications.

34. To this end, the European Court's judgments were translated and posted on the <u>website</u> of the Office of the Agent of the Bosnia and Herzegovina Council of Ministers before the European Court. They have also been published in the Official Gazette of Bosnia and Herzegovina.

IV JUST SATISFACTION

35. The authorities ensured that the amounts of just satisfaction awarded have been paid to the applicants in eight cases in compliance with the European Court's indications and practice of the Committee. Relevant details in this respect are set out in Appendix 3.

V CONCLUSIONS

36. The authorities consider that the individual measures taken in a number of cases have brought the violations to an end and provided redress to the applicants. The Government proposes to the Committee to close examination of five repetitive cases (*Livančić and Others, Vučenović and Malkoč, Duraković and Kreštalica, Ibriašimović and Others and Vlaho*) on the basis of the individual measures taken. The Government will rapidly inform the Committee of Ministers on the steps taken to enforce domestic decisions and pay just satisfaction in the remaining cases.

37. As regards general measures, the authorities consider that the necessary steps have been taken with a view to preventing similar violations. Notably, the action plans for the execution of the judgments of the *Kunić* group providing for enforcement of all domestic decisions in chronological and transparent manner were adopted. Thus, the authorities complied with the findings of the Constitutional Court of Bosnia and Herzegovina and the European Court. These action plans are currently being implemented. Thus, the authorities consider that the global solution for the problems raised in the present judgments has been set up. Due to the fact that the European Court positively assessed the respective action plans together with the repayment schemes introduced finding that the matters had been resolved, the authorities consider that the

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major progress has been achieved in the present group of cases. The authorities would respectfully suggest to the Committee of Ministers to transfer the *Kunić* group from enhanced to standard supervision. The authorities will furthermore keep the Committee informed on the functioning of the repayment scheme in Herzegovina-Neretva Canton as well as further developments in the functioning of the remaining repayment schemes.

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Case	Application	Final on
Kunić and others	68955/12	14/02/2018
Balić and others	44080/16	27/06/2019
Bećirbegović and others	57137/19	01/04/2021
Duraković and Kreštalica	61555/19	11/02/2021
Duranspahić and others	47761/16	09/05/2019
Efendić	37130/19	11/02/2021
Golić and others	51441/16	16/05/2019
lbrišimović and others	15634/20	11/02/2021
Jugo and others	46977/15	05/12/2019
Katić and others	50972/16	27/06/2019
Livančić and others	15313/15	20/02/2020
Pramenković and others	44114/16	20/02/2020
Vlaho	15676/20	10/12/2020
Vučenović and Malkoč	17760/16	20/02/2020

Appendix 1 - List of cases in the group

Appendix 2 - Details on enforcement of domestic decisions

Case	Application	Judgment final on	Domestic decision enforced on
Kunić and others	68955/12	14/02/2018	27/04/2018
Balić and others	44080/16	27/06/2019	1
Bećirbegović and others	57137/19	01/04/2021	1
Duranspahić and others	47761/16	09/05/2019	1
Duraković and	61555/19	11/02/2021	app.61555/19
Kreštalica			15/12/2020,
			app.61795/19
			11/05/2021
Efendić	37130/19	11/02/2021	1
Golić and others	51441/16	16/05/2019	1
Ibrišimović and others	15634/20	11/02/2021	11/05/2021
Jugo and others	46977/15	05/12/2019	1
Katić and others	50972/16	27/06/2019	1
Livančić and others	15313/15	20/02/2020	No obligation
Pramenković and others	44114/16	20/02/2020	1
Vlaho	15676/20	10/12/2020	29/03/2021
Vučenović and Malkoč	17760/16	20/02/2020	20/05/2020

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Appendix 3 – Payment of just satisfaction in respect of non-pecuniary damage and costs and expenses

Case	Application	Sum awarded	Payment deadline	Date of payment
Kunić and others	68955/12	16.500 EUR	14/05/2018	27/04/2018
Balić and others	44080/16	30.500 EUR	27/09/2019	1
Bećirbegović and others	57137/19	15.000 EUR	01/07/2021	19/05/2021
Duranspahić and others	47761/16	29.500 EUR	09/08/2019	1
Duraković and Kreštalica	61555/19	2.500 EUR	11/05/2021	05/03/2021
Efendić	37130/19	1.250 EUR	11/05/2021	15/06/2021
Golić and others	51441/16	89.350 EUR	16/08/2019	1
Ibrišimović and others	15634/20	5.000 EUR	11/05/2021	26/04/2021
Jugo and others	46977/15	34.750 EUR	05/03/2020	(JS paid only for app. 46977/15) 03/02/2020
Katić and others	50972/16	100.300 EUR	27/09/2019	1
Livančić and others	15313/15	10.000 EUR	20/05/2020	13/04/2020
Pramenković and others	44114/16	3.500 EUR	20/05/2020	1
Vlaho	15676/20	1.000 EUR	10/03/2021	24/02/2021
Vučenović and Malkoč	17760/16	2.000 EUR	22/05/2020	15/05/2020

CAHOS Acting Agent of the Council of Ministers of Bosnia and Herzegovina before the European Court of Human Rights Head of the Office Jelena Cvijetić Jupani

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