

# CITIZENS' ASSEMBLY

# MOSTAR 2021 - Bosnia and Herzegovina

## ? How can the City of Mostar improve the cleanliness of public space to make it more pleasant for its citizens?

**48 citizens** of Mostar, selected randomly to reflect the demographic and geographic diversity of the city, met over six days. For **three days** they learnt about cleanliness and maintenance of the city from local and international experts and stakeholders. The learning phase was followed by **three days of deliberation** with solutions to improve the cleanliness and maintenance of public space in Mostar. With the support of experts and facilitators, they formulated **32 recommendations** for the city authorities.

## Recommendations (highlights)

- Improve waste separation and recycling through education and infrastructure.
- Encourage schools to promote civic education and environmental awareness.
- Improve traffic signs and build bicycle lanes.
- Modernise public transport and introduce a unified ticketing system.
- Establish a publicly accessible digital platform with decisions, budgets, and city plans.
- Regularly publish reports on the implementation of City Council decisions.
- Introduce mandatory public consultations before key decisions
- Enable online tools for citizens to submit suggestions and comments.
- Increase the number of municipal inspectors and establish a reporting system for communal issues.
- Increase investment in youth and sports programmes.
- Organise joint cultural events across all parts of the city to strengthen trust and cooperation among citizens.

## Impact

Two local public waste management providers were unified into one, while the third one was officially closed, allowing for more systematic and efficient management process. Notable progress includes better traffic management and maintenance of urban spaces, the **public release of city budgets and council decisions**, new **public consultations** for municipal projects, more active work of city services in addressing communal issues, and various **cultural and youth initiatives** across neighbourhoods.

The Council of Europe Development Bank (CEB) has signed a **€12 million loan agreement** with Bosnia and Herzegovina to co-finance the construction of the Mostar Cultural and Sports Centre, following one of the Citizens' Assembly recommendations.

The experience of the 2021 Citizens' Assembly laid the foundation for the second Assembly held in 2024, confirming Mostar's commitment to open dialogue and citizen engagement. Through this process, the city has become a leading example of participatory democracy in Bosnia and Herzegovina.

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