

Mission Mag

> inside the European Union Police Mission
Bosnia & Herzegovina

In Focus



Accountability Shaping of a Concept

Accountability has become a key word in the public sector. Yet, as public services across the European Union are getting increasingly customer-focused and certain police services gradually evolve towards a performance management culture; no-one seems to have yet achieved a commonly agreed definition of what is meant by accountability.

The confusion around this term reflects in the difficulty - or even impossibility - to translate it into other languages. There is no direct equivalent in German or French, for example. If the term accountability were to be translated into these two languages, it would probably boil down to something like 'civic responsibility', 'policing ethics' or 'policing deontology.

But what does this mean concretely? And how can accountability be measured, let alone boosted?

The London Metropolitan Police: Putting People First

In order to understand the notion of poli-

ce accountability, let us travel back in time to 1829, with the creation of the London Metropolitan police, which is often referred to as the first 'modern' police force, as it promoted the preventive role of the police as a deterrent to urban crime and disorder.

Policing in England and Wales has grown around a particular model and philosophy, which was established with the creation of the police forces as we recognize them in the 19th century. This philosophy sees the police as being anchored in the community, recruited from and answerable to the people they work amongst, rather than being servants of central government. It also sees the police as being subordinate to the law, just as other members of society are subordinate to the law.

Thus, from the very outset, modern policing is based on the notion of responsibility or responsiveness on one hand and closeness with citizens on the other hand - two seemingly inseparable concepts.

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Editorial



By Jiri Kudela,
Ambassador of the Czech Republic to BiH

I would first like to wish all your readers a successful new year. This year is also a year of the first Czech Presidency of the European Union. The motto of the Czech Presidency is "Europe without barriers". Only a European Union that is economically strong, without internal barriers and based on its roots and values will be able to respond to complex global challenges and build up its adequate position in today's world. The key issues of the Presidency are "3E" - Economy, Energy and the EU in the world. The third issue is the one that concentrates on the world outside of EU and therefore Western Balkans and BiH as well.

In the year 2009, the countries of the region are expected to move forward with their domestic reforms and European agendas. The merits of each will be assessed individually. The Czech Presidency will try to advance the implementation of the Thessaloniki agenda. The Presidency will try to achieve maximum possible progress in the accession negotiations with Croatia, which shall serve as incentive to other countries of the region. The main general focus will be strengthening the European perspective to the citizens through promoting people-to-people contacts and progress towards full visa liberalisation. We will support preparations by the countries for achieving candidate status.

Our Presidency in BiH is likely to deal with the following issues:

Fulfilling the conditions of the closure of the OHR: state military and civil property, Brcko status, strengthening the role of the EU, including the issues of transitioning from OHR to EUSR, modified EUFOR and EUPM and the presence of international judges.

Progressing EU integration for BiH. BiH has high expectations of the Czech Presidency. We will focus on promoting EU values through people-to-people contacts and visa liberalisation. To remove the visa regime, BiH needs to fulfil the conditions of the roadmap. If BiH applies for candidate status, we will be supportive provided adequate progress has been achieved.

NATO integration. If BiH applies for candidate status and fulfils the required conditions, the Czech Republic will support it.

As you can see, all of us are facing quite a busy schedule with lots of challenges in front of us. During this period I hope for the good cooperation with all other members of the EU family, domestic institutions and other international players in BiH. Therefore, let me finish as I started - I wish all of us a successful year 2009. ■

Police Brotherhood: Serving

State and entity institutions in Bosnia and Herzegovina have undergone a profound transformation since the end of the war, nowhere more so than in the public security sector. The government has expended much effort in changing police agencies from enforcers of the party system to public servants. New policing guidelines draw on best practices from the European Union and focus on crime prevention and civilian control of the police.

Since 1995, law enforcement agencies and state-level security institutions have created multiple accountability mechanisms internally and at the level of local communities, most prominent of which are the Public Complaint Bureaus, which became operational in the past few years, bolstering civil society's ability to monitor and affect police conduct. The police have accepted the increase of external scrutiny which accountability mechanisms brought, and continued with training and education of both police officers and cadets on this important matter.

Cadets in the police academies in Banja Luka and Sarajevo are trained in best law enforcement practices, rules and responsibilities. While the curriculums do not yet include a subject which deals solely with police accountability, classes such as Ethics, Police Duties and Code of Conduct, and Human Rights extensively cover one or many aspects of the issue.

However, with all the changes in the policing practices, BiH is still a country in transition and as such faces a multitude of



problems, not least of which is corruption within state institutions, including the police. Unfortunately, one 'bad' police officer ruins the image of the entire organisation, and this is a problem the vast majority of men and women who perform their duties in law enforcement with pride and dignity have to deal with. Mission Magazine talked to several senior police officers and cadets, asking what accountability means to them and how do they adhere to it.

We are aware of the fact that our profession helps the citizens. One wrong action or even a step conducted by police officer who does not understand the meaning of police accountability can destroy the image of all police officers in the eye of the citizen. And that is our biggest problem. We are aware of the fact that there are several corrupt police officers among us, but all countries have to deal with this problem as well. Personally, my biggest fear regarding the accountability of a police officer is the possibility that someone would penalise a citizen who did not commit a crime just to finalise a case as soon as possible. One mistake made by someone who wears a police uniform reflects on all of us. Still, I am glad to say that my working colleagues perform their duties in accordance with rules of police accountability and fully understand its meaning. Despite the fact that our working conditions are very difficult and that we are underpaid, I never forget that if a police officer arrests a criminal instead letting him go, it creates a safer environment for my child and every other citizen as well.

Salem Kurtovic (37)
Department for Property Crime
Canton Sarajevo Ministry of Interior

I think that someone must accept the responsibility for all bad things which are currently happening within our society. That is why each police officer must, first of all, earn the trust of the citizens. The eas-

iest way to do this is to perform our duties honourably and with dignity. It is our duty to treat everyone with respect, even those who perpetrated most serious types of crimes. Every person is responsible for their own actions. If somebody did something against the law, they will be processed by the competent institution. There is no necessity for us to use any kind of inappropriate force, especially considering the fact that the people see how we act while we perform our duties. This is what creates their perception of the police; this motivates us to be accountable. In case we manage to achieve this goal, citizens offer us their assistance, which changes the whole system for the better. But only a police officer who acts accountable is able to accomplish this goal. That is also why the responsibility of a police officer is so huge. We are facing temptations every day. Some people are trying to bribe us, while criminal groups are trying influence our actions. But it is us who have to resist every temptation. Currently, we are putting lots of efforts in the fight against it and we have already achieved positive results. We should also not forget that our moral values are obliging us to be accountable. And it is also our responsibility to teach our younger colleagues how to accountably deal with our daily tasks.

Hasan Duran (38)
Chief of Department
First Police Station Centar in Sarajevo

In my opinion, not a single society is able to develop without a police force. I feel honoured that I am able to be a part of something we call "police brotherhood" which serves to the society and takes care of the citizens. It is my deep dedication to this profession which makes me work accountably. Not for all the money in the world I would sell my right or the privilege of being a police officer certified to arrest a criminal. But that is something that each one of us must decide for themselves. Our citizens are still recollecting the police forces from the "old system", but we must not forget that the environment in which we perform our duties is now completely different. The role of the police officer is now completely different. Instead of protecting the system [like the police did before], we now serve the citizens. Since 1996, we were trained to change this way of thinking, but that is not something our citizens are aware of. But I claim as a police officer, as a citizens and a

Police in BiH have Enough Powers

The public and the media frequently weigh the police in BiH today against the police in former Yugoslavia, saying that the former militia had more executive power in policing, which is perceived as providing a more secure environment. Such comparisons usually lead to calls on broadening the powers of today's police, which is unnecessary, says Sarajevo Canton Police Commissioner Himzo Selimovic, because there is no difference between the police powers now and then.

"The law stipulates under which circumstances a police official can exercise his/her powers and in which way. The same regulations were in force in the former militia. Police official is still in a possession of the police baton and the fire arm, and its usage is still regulated by the same law as in the past." ■

What's in a word?

According to research from the United Kingdom's National Policing Improvement Agency, there is no agreed definition of accountability. The term 'accountability' first appeared in the last 15 years, against the background of increasing competition amongst service providers - there has been a focus on new public management strategies and although this did not directly affect them, police services also gradually evolved towards performance assessments in line with previously set targets. As the term and general understanding of police accountability is split between an internal dimension - the conduct of police officers, and an external dimension - the performance of the police service toward its citizens, ideally, the citizens would be the ones to engage in the determination of said targets and the performance assessment of their police service.

Accountability in BiH

Since January 2006, the promotion of accountability has been one of the three pillars of the EU Police Mission in Bosnia and Herzegovina, along with support to police restructuring and to the fight against organized crime. Public polls and field assessments carried out by international police officers point to a trust deficit in the relationship between the citizens and the police.

"If the police lack legitimacy and the trust of the community they are working in, the information and witnesses crucial to reducing crime are much less forthcoming than if the community actively supports the police," reads a report by the UK Local Government Association.

EUPM has one more year to help the local counterparts boost public confidence in order to increase the cooperation between police and citizens and thus the efficiency of policing. The key seems to be in personal accountability. The law enforcement agencies that reduce problematic officer behaviour will enjoy greater trust among citizens and, as a result, will receive greater cooperation from them. Holding individual police officers accountable for their conduct is an essential element, directly and indirectly related to achieving the basic goals of policing: reducing crime and disorder, enhancing the quality of neighbourhood life, and providing fair, respectful and equal treatment for all people.

In simpler terms, the best way to (re)establish the public's confidence in their police forces is making police officers accountable to the local community they serve. Because effective policing is impossible without the public's trust and involvement. And effective accountability is vital to the achievement of the goals of policing. ■

with Pride



father, that the current system is more advanced. From this point of view, I could not work as police officer who is protecting a particular political option instead of protecting the citizens. It only takes lots of time for the people to understand that, but it is our obligation to prove that this system is better for them, and the only way to do that is to perform our duties in the best possible manner. I also fully trust my younger colleagues that they are capable to learn to work and behave accountably. The only thing they need is guidance, which is also not the problem since there is a still a hierarchy among our police forces which is being respected. Every time our Police Commissioner enters the room, it is my obligation to stand up. That is my way of paying respect to him although he is younger than me. My colleagues with lower ranks also do the same with me.

Dragan Miokovic (50)
Police Commissioner's Chief of Cabinet
Canton Sarajevo Ministry of Interior

Protection of the constitutional order and the safety of citizens stem from police accountability. Police are trying to be seen as an institution whose task and goal is the protection of citizens, not as a military formation. Unfortunately, some people still have such perception. Police work is democratic, since police officers are accountable to the law, and if we violate rules and laws we face sanctions. Police accountability does not mean that we are accountable only to our supervi-

sors, we have to be accountable to ourselves and the citizens we serve.

Elvir Alispahic (23)
Police Academy Banja Luka

Being accountable as a cadet to my professors and the Academy, I learn how to be accountable to the society. We want citizens to have faith in the police and to be sure that we can help them. As a cadet, I'm studying and working hard to learn as much as possible, because I know that my skills and knowledge might save somebody's life when I start my career as a police officer.

Snjezana Mijatovic (23)
Police Academy Banja Luka

Police officers are accountable to the institution, but they should be even more accountable to the society and the citizens. The first priority is to protect innocent people, uphold the law and provide security. Police officers have to carry out their tasks honestly and ethically.

Amela Okanovic (19)
Police Academy Banja Luka

In order to be accountable, police officers have to be professional and educated. We are accountable to our supervisors and the society. The main task of the police is to maintain the peace, prevent criminal actions, protect citizens and investigate crime. Police are accountable if they carry out their tasks professionally.

Draga Bozic (21)
Police Academy Banja Luka

Zero tolerance for 'dirty' cops

According to Samuel Walker, Emeritus Professor of Criminal Justice at the University of Nebraska, it is a fundamental principal of a democratic society that the police should be held to account for their actions. Accountability includes both what the police do and how they perform. Agency-level accountability involves the performance of law enforcement agencies with respect to controlling crime and disorder and providing services to the public. Individual-level accountability involves the conduct of police officers with respect to lawful, respectful, and equal treatment of citizens.



■ Mirko Lujic, Director of the BiH State Investigation and Protection Agency

How is police accountability perceived by the leading officials of BiH police agencies? How does it work in BiH reality? What actions they take to improve it? How did it function in the previous system? These were some of the questions raised with Vinko Dumancic, Director of BiH Border Police, Mirko Lujic, Director of the BiH State Investigation and Protection Agency and Uros Pena, Director of Republika Srpska Police.

As Pena explains, there are two levels of police accountability.

"In terms of institutional accountability, I am accountable to the RS Government and to the RS Minister of Interior," he says. "The second level of accountability is to all RS citizens. Even though it is an informal kind of accountability, it is not less important and has a personal touch."

"Without developed accountability within the police structures, one can hardly expect to have an efficient police, and a safe and responsive society," adds Lujic. "SIPA is therefore constantly working on accountability development towards the community it works in. We are encouraged by the increased number of citizens who contact us through Krimolovci hotline - which indicates that we have a high degree of external accountability."

In Dumancic's opinion, accountability of every modern police force lies in

creating a safe environment for its citizens. *"The specific task of the BiH Border Police is surveillance and control of the state border crossings. This is where our accountability lies - in fulfilling this task."*

Asked to whom he feels accountable to the highest degree, Dumancic says: *"The highest degree of my accountability is certainly towards BiH citizens."*

How would you assess the accountability of your respective police agencies?

Dumancic: I believe that the Border Police is doing its job in a satisfactory manner, contributing significantly to the security of BiH citizens. However, I wish to emphasise this is not our final objective. The Border Police must continue developing further and reaching the EU standards in the domain of borders security, which will require a lot of resources and efforts of our employees.

Lujic: SIPA's level of accountability is high, which is corroborated by a number of internal procedures we undertook against our employees. Until now, we haven't noted cases of abuse of force or unauthorised use of fire arms. Also, we don't have a high number of suspensions. I am satisfied with the external accountability as well.

Pena: Accountability of RS Police, both institutional as well as accountability to citizens, is very high, and this

is especially shown through the introduction of community policing, with the primary goal of establishing and maintaining the trust of the citizens in the police. This is the precondition for the successful inclusion of the police in processes of resolving local-level problems. Police officer is given a chance to offer his expertise and skills to the citizens. The police needs to recognise the need for cooperation with the local community.

But that recognition requires policemen and women whom the citizens can trust completely. With this in mind, how do you promote internal accountability? What measures do you use to keep the high performance standards in your organisation?

Dumancic: The Border Police is undertaking a whole series of measures in order to ensure that its employees are acting in a professional manner towards all citizens. The first step is the thorough background check of the employment candidates in order to eliminate any possibility of employing someone who is or was involved in criminal activities. We continue with the process of further professional upgrading through constant education and practical work. In addition, the Border Police has a developed system of internal control, which is examining everyday work of all employees and their relations with the citizens. We are constantly analysing our working procedures and actions in order to adjust them to the needs and demands of the citizens.

Lujic: We are very open towards the citizens, of course, within the limits of the nature of our work and legal framework. All citizens have the option to give their comments on SIPA officers' conduct. Every serious remark will result in an internal investigation and such process will determine the future status of the officer in question. On the other hand, we make sure that behaviour, actions and appearance of our officers are in line with our mission.

Pena: The RS Police also has effi-



■ Vinko Dumancic, Director of BiH Border Police

cient mechanisms which ensure the integrity and legitimate work of police officials. One way of promoting accountability is to educate all police officials on the violations of work discipline and consequent sanctions. In addition, we have a clear chain of command and it is always possible to establish who is at the top of the hierarchy and who is accountable for actions or supervision over any police official.

Have you noted any cases of what is known as "high level corruption" that has emerged through, for example, investigation obstruction, evidence manipulation or political influence? How do you fight these occurrences within your institution?

Pena: Although we have not registered cases of 'higher level corruption' such as those you just mentioned, we would not hesitate to deal with it. Nobody is accountability-free. If there would be any suspicion of a 'dirty' senior police official, all available mechanisms would be used.

Lujic: The only right way to fight the corruption and illegal activities is investigation and sanctioning of the perpetrator, no matter who we are talking about. SIPA has not encountered such grave cases.

Dumancic: The Border Police management, including myself, practices zero tolerance for corruption. Every single indication of corruption is being thoroughly investigated and if it turns

out there was misconduct, we react swiftly and in line with the legislation.

How about the cases of misconduct amongst lower ranks?

Dumancic: As for the reported and investigated cases, 13 Border Police officials have been temporarily suspended in 2008. We assessed that their remaining on duty during the investigation would jeopardise the reputation of the Border Police. Out of those 13, four police officers were dismissed.

Lujic: Within SIPA, 10 measures for breach of duty have been executed in 2008. Five of those cases were about serious breaches of duty, and three of those resulted in suspension.

Pena: From January to December 2008, 129 reports against 423 RS Police employees were submitted. Out of this number, 25 reports against 44 employees were related to the abuse of office. In this period, 29 RS Police employees were suspended. Three of them have been suspended for abuse of office and breach of duty. One employee was suspended for accepting a bribe. So, as you can see, we use all that is available to us to fight abuse of office amongst our ranks.

Seeing someone you know and have worked with smear the very uniform you yourself wear, how do such cases affect you personally?

Dumancic: The fact that somebody you have worked with has breached the oath provokes bitterness and anger. However, the fact that he was uncovered and dealt with makes me happy because it shows the commitment of the police agency to fight corruption within. I believe citizens feel the same way when they come across a newspaper article about this issue.

Pena: When it comes to corrupt or criminalised police official, there is no space for compassion.

In the end, let's look into the past. One can frequently hear comparisons between the police - or militia - in former Yugoslavia, and the police in BiH today. Most of the time, these comparisons fair better for the police in the previous system. As someone who has



■ Uros Pena, Director of Republika Srpska Police

been a police officer in both systems, how would you assess this difference?

Dumancic: In the previous system, the police was mainly focused on the protection of constitutional order, and accountable to the ruling Communist Party of Yugoslavia. Today, regardless of all post-war and transitional problems, the police agencies in BiH are being built on democratic values, which focus primarily on the safety of our citizens, whom we serve.

Pena: Another relevant difference is the fact that the previous model was based on repression, whilst the new one gives preference to the prevention. Furthermore, before, we had a strict hierarchical centralisation, while the current system aims to decentralise functions while intensifying relations with the community.

Lujic: I would add that the society democratisation process has brought about the democratisation of the police as well. Training system has been modernised and it follows the latest technological trends. Major change occurred in the mindset of each police officer. They are aware of the need for police openness towards the citizens and they understand the need of closer contact. The police forces used to be much more closed before.

So you would say that today's policing system is better than the one in former Yugoslavia?

Unanimously: Yes, definitely. ■

Media and Law Enforcement: Public Interest or Self-Interest?

Media has always been one of the most powerful tools in conveying police work - and thus also forming the perception of police accountability - to the general public. The relationship between the police and the media is symbiotic, as the police rely on the media to promote their activities in the community and engage the public in active participation in the resolution of cases, while the media rely on the police for the information on the stories which are interesting to their audiences.

The media in Bosnia and Herzegovina has since long taken up the practice of turning the news into a bona fide melodrama, frequently glorifying the villains. Only in the past year, BiH media found perfectly acceptable interviewing one of the major criminals for the highest-rated evening news, giving him an opportunity to address the public and to "give his side of the story". Similarly, they broadcast a telephone conversation between a mafia boss who is currently being tried and one of his "handymen", in which they discussed ways of intimidating the witnesses and the police/prosecutor team, which included a proposed rape of a four-year-old daughter of the chief investigator. The story was relevant for the police, but for the public, the station just wanted to air terror in its purest form.

"I think that journalists still do not understand police activities, and even if they do, they indulge in the so-called 'exclusivity pressure', thinking that it will make them more 'informational'," says Amarildo Gutic, editor at the BHTV and producer of *Unsolved Case* TV show.

But in the country where anything is fair game, where someone who spent 30 years in prison and still feels no remorse for his crimes is an appropriate guest for an afternoon talk-show, can the public and the police count on the accountability of media?

It's all about professionalism

"The accountability of the media towards the public determines their relationship with the police," stresses Mehmed Halilovic, Federal Ombudsman for Media. "The principle rules remain unchanged:

honest, attested, un-biased, reliable reporting. Media have the right to present the information, but don't have the right to proclaim anyone guilty. Media have the right to seek information from multiple sources, but they also have an obligation not to disturb a police investigation. Media are obligated to inform and not take any sides in controversial cases."

This approach, however, requires cooperation and trust between the police and the media. According to Dunja Mijatovic, the Director of Communications of the BiH Communication Regulatory Agency, the preconditions for professional communication between media and security structures have been met, including the satisfactory legal framework of media and free access to information.

"What we lack is the satisfactory level of professionalism and responsibility towards general public from both the media and state structures in charge of implementing security policies," says Mijatovic.

"Media should offer information on possible crime acts - this represents a very important link in the chain of cooperation. Here, the accent should be put on journalist professionalism and respect of all ethical and legal framework, all in the interest of informing the public and motivating the citizens to participate in the process of upholding rule of law. It is important to stress

the need for citizens' cooperation in this kind of communication," explains Mijatovic.

Two-way street

Appeals for information enable the police to gather fresh evidence, while the coverage of successful policing can alleviate the public's fear for their safety.

"Media-police relationship could be much better if only the police in BiH would understand that media can be their extended hand in resolving cases," says Edina Sarac, editor of the internal affairs section of the *Dnevni Avaz* daily. "But they simply do not know how to cooperate with the media in the right way. In the end of the day, we are not reinventing the wheel here. Distrustfulness needs to be replaced by cooperation."

So, they key word here again is teamwork.

"The cooperation between the media and the police in the interest of the public can be improved by developing a partnership," says Pejo Gasparevic, journalist of HINA news agency and BBC's correspondent in BiH. "Through comprehending the importance of the media which create the public opinion, the police have the possibility to change the communication with the citizens. As for the media, they should start developing a habit of bringing the police closer to the public, as the media do have a role in what is called 'spreading of security culture'." ■

But in the country where anything is fair game, can the public and the police count on the accountability of media?





■ Jorg Winter,
Chief of the EUPM
Inspection Department

Policing the Police: Shaky Accountability in BiH

Accountability of the police in BiH is one of the three main strategic pillars and objectives of the European Union Police Mission, within which EUPM inspects and monitors police operations from their early planning stages through investigations until the case reaches the court. EUPM also monitors the police itself - misconduct, situations which are perceived as unlawful and contrary to the best practice or generally applied rules of engagement - to ensure full accountability of the local law enforcement.

"Police have two general tasks. One is to detect threats against public and individuals. The other is to investigate crime," says Jorg Winter, Chief of the EUPM Inspection Department, who deems that police accountability in BiH could only be viewed in a broader context. "Autonomous police accountability does not exist. Police is a part of the general administration of the country. This administration, often known as useless, expensive and a nearly unbearable burden on the citizens' shoulders, has one particular task - to ensure order. Without order, no society can exist; there would always be conflicts, disputes and breaches of regulations. So, if the country does not work, how could the police?"

Accountability mechanisms

"Don't take me wrong - in my opinion, the police in BiH are much better than a lot of people think," adds Winter. "They are dedi-

cated to their job, they fulfil their tasks eagerly; they want to be professional police officers. But police being a part of this society also means that there are some lazy, selfish or corrupted persons inside the police who work only for their own profit."

To detect and prevent this kind of behaviour, a few instruments and mechanisms have been put in place.

"For external input, for complaints from citizens, there are the public complaint bureaus," Winter explains. "Within the police, there are internal control units (ICU) which investigate cases against police officers."

"However, the most important mechanism is not one artificially created," he elaborates. "The most important accountability mechanism is the manager and his leadership. For example, in our current inspection, we learned that a lot of police officers are under investigation for corruption in Republika Srpska. For me, this is a good sign, because the police management are doing something."

Local issues

And while some parts of the country have shown advances and results in the fight against harmful elements within their institutions, there are still problematic regions and policing areas in need of full engagement of both officers and the citizens to ensure proper police conduct and responsibility.

"We have critical regions like Livno, where Support Unit officers work as bouncers in night clubs and all investigations fail. Also, the situation in Herzegovina Neretva Canton was problematic when the decision about the new Police Commissioner was pending," says Winter. "Of course, one of the biggest challenges is traffic police, because there you have a problematic environment where both drivers and police officers are prone to regarding corruption as acceptable. But this is problematic even in Germany and EUPM is working to assist local police in addressing all of these issues adequately."

Global dimension

International perspective on police accountability, provided by EUPM, has helped the understanding of the problems within the police in BiH. German police, with an excellent reputation worldwide especially in terms of accountability, have been used as a model.

"In Germany, we have basically made the same mistakes; we looked at statistics, we focused on crime-fighting measures and thought if we have good results in fighting crime, the people will come to us. But, that was not the case," elaborates Winter, who is a senior officer in German police. "We had to learn what it means 'to serve the people' You need to provide a good service and you need accountability, then you will get the acceptance of the public, and the people will come to you. They trust you, they are confident that, if they go to the police, they will get some help, their problem will be solved. This is what accountability brings. That's it."

And this is what EUPM is striving to achieve in BiH, leading the local law enforcement agencies to a better internal and external accountability, a better relationship with the citizens they serve. After all, with the police who provide results in the vast majority of cases, most requirements have already been met. ■

Legal Framework of Police Accountability

- The UN Universal Declaration on Human Rights of 1948 is a fundamental source for legislative and judicial practice. As such, it provides human rights principles and standards that underpin the accountability of the police.
- The UN Code of Conduct for Law Enforcement Officials (1979) sets out basic standards for policing agencies across the world and relates to all law enforcement officers who exercise powers of arrest and detention.
- The Council of Europe Declaration on the Police (1979) defined the rules of conduct expected of police in the member states of the Council of Europe, which includes BiH. ■

Seat of Ancient Bosnian Kingdom

As you turn off the Sarajevo - Zenica road towards Kakanj and pass this industrial town, a tiny, ancient village of Kraljeva Sutjeska with its large Franciscan church and monastery will almost magically appear before your eyes, as if coming out of green Bosnian hills. It will immediately mesmerise you with well-kept houses, gardens in perfect shape and the reflection of the white stone walls in the water.

Untouched by time

Entering the village, it will seem like time has gone around this place. Many of the women, particularly the older ones, still dress in traditional attire. Children run around green hills, playing with homemade toys. Most of the 350 inhabitants are farmers but you'll find the odd carpenter or shop owner hammering away or selling his wares as well. This place is the very definition of quaint. And it is everything but boring.

The Dusper House in the village, now a protected national monument, is the oldest house in central Bosnia, dating back to the early 18th century. Restoration has not yet



begun but the house can still be visited and is an impressive example of authentic Bosnian architecture.

One of the oldest mosques in BiH is situated at the entrance to Kraljeva Sutjeska. It was built in only a few days, and has never required any maintenance since - or so the story goes. The mosque and its wooden minaret are open to visitors. You'll enjoy the accounts of its past, told proudly and with a twinkle in the eye by the lady who maintains this beautiful little place of worship.

gest collection of incunabula is housed in the Kraljeva Sutjeska library. Volumes and volumes of philosophy, theology, chemistry and history written in Italian, Latin, German, French and the local language, line the shelves, and it is an impressive site to find in the middle of this tiny village.

Royal seat

Kraljeva Sutjeska and the citadel at Bobovac were the royal seats of the Bosnian kingdom, most notably of kings Tomas and Tvrtko, of the Kotromanic Dynasty. The last Bosnian queen, Saint Katarina (she was deemed a saint by the local church but has not yet been officially acknowledged as such by the Pope), is mourned even today by the local women who still wear black scarves as a part of the traditional dress. A massive statue paying tribute to the last Bosnian queen dominates the east side of the Kraljeva Sutjeska church.

The fortress of Bobovac was built because the ancient town of Kraljeva Sutjeska was at a vulnerable location. The fortress is strategically situated on a high ridge above the Bukovica Stream, some five kilometers from Kraljeva Sutjeska. The monastery's old drawings of Bobovac will help create a clearer picture of how it looked in 13th and 14th century because today, the only fully intact structure remaining at Bobovac is the mausoleum that Queen Katarina had built following the death of Tvrtko. His remains were removed during the last conflict and moved to an undisclosed location.

Bobovac is not accessible by car. Getting there is a pleasant and well-marked one-hour walk from Kraljeva Sutjeska, along the Bukovica Stream through thick beech tree forests. In the summer, the trail is lined with blackberries and fresh mint growing near the water. ■

History in the monastery

The Franciscan monastery is a complex so large that it infinitely exceeds the requirements of the six monks now residing in Kraljeva Sutjeska. It burned down several times during the Ottoman period. The museum houses a collection of art, documents and artifacts gathered or discovered at Bobovac or brought back from monks traveling the Christian world.

The pride of the monastery is the old chapel bell which was recovered when Bosnia was annexed by the Austro-Hungarian Empire. Church bells were illegal during Turkish times and subsequently hidden by the monks. When the bishop was ordered out of Bosnia, only the Franciscan monks were permitted to stay and they went to great lengths to hide and protect sacred objects left behind by the priests. The lar-



■ The statue of Saint Katarina in Kraljeva Sutjeska

Helpful info

- <http://www.turist-info.vze.com/> - Local tourist information office offers tours of the monastery, the mosque, the old Bosnian house and Bobovac. Tours available in English in German too.
- Eki Tours agency from Zavidovici (032 874 350) organises a three days historical tour around Central Bosnia: Kakanj-Kraljeva Sutjeska-Bobovac-Ponijeri
- Mountaineering club Bobovac (032 553 045) manages the mountaineering lodge Bocica on Ravan Mountain, located on 920 meters of altitude. The lodge is surrounded with deciduous and evergreen forest ideal for camping, hiking and walking. Mountain lodge accommodation is 10 KM per person, camping (own equipment) 2 KM.
- The monastery (032 779 015/779 291) is open to visitors upon request and on Wednesdays, Fridays and Saturdays. Admission is free of charge but it is always a kind gesture to leave money in the donation box of the museum.



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