

**BOSNIA AND HERZEGOVINA
CIVIL AIR TRANSPORT
FACILITATION PROGRAMME**

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1. INTRODUCTION

1.1 Air Transport Facilitation

Air transport facilitation is a system of measures and procedures based on human and material resources intended to improve aircraft, crew, passenger and cargo flows at international airports while ensuring compliance with relevant international and national legislation.

Continuous improvement of processes and procedures requires a high degree of cooperation between entities in the field of civil aviation. This includes competent state authorities, airport operators, air carriers, groundhandling service providers, as well as users of air transport services. Each of them has different priorities, which are reflected in improving productivity and efficiency, reducing delays and congestion in passenger flows at airports, as well as responsibility for contributing to the improvement of procedures.

1.2 Terms and Acronyms

Some terms used in this Programme have the following meanings:

Airport – a defined area (including any buildings, installations and equipment) on land or water, or on a fixed offshore or floating structure, intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.

Pursuant to Article 17 of the Law on the Council of Ministers of Bosnia and Herzegovina (Official Gazette of BIH 30/03, 42/03, 81/06, 76/07, 81/07, 94/07 and 24/08) and Article 106 of the Aviation Law of Bosnia and Herzegovina (Official Gazette of BIH 39/09 and 25/18), at the proposal of the Ministry of Communications and Transport of Bosnia and Herzegovina, the Council of Ministers of Bosnia and Herzegovina, at its 6th session held on 16 March 2023, adopted

**DECISION
ESTABLISHING A BOSNIA AND HERZEGOVINA
CIVIL AIR TRANSPORT FACILITATION
PROGRAMME**

Article 1
(Subject matter)

This Decision establishes a Bosnia and Herzegovina Civil Air Transport Facilitation Programme.

Article 2
(Appendix)

The Bosnia and Herzegovina Civil Air Transport Facilitation Programme (hereinafter: BIH Facilitation Programme) shall form an integral part of this Decision.

Article 3

(Institutions responsible for the implementation)

- (1) The institutions and organisations responsible for the implementation of the BIH Facilitation Programme shall be specified in the BIH Facilitation Programme.
- (2) This Decision shall be communicated to the institutions and organisations referred to in paragraph (1) of this Article for implementation purposes.

Article 4

(Bosnia and Herzegovina Directorate of Civil Aviation)

The Bosnia and Herzegovina Directorate of Civil Aviation shall communicate the relevant portions of this Programme to the responsible persons of airport operators, air carriers, and other service providers carrying out certain air transport facilitation measures contained in the BIH Facilitation Programme.

Article 5
(Entry into force)

This Decision shall enter into force on the eighth day following its date of publication in the Official Gazette of BIH.

CoM No 97/23
16 March 2023
Sarajevo

Chairwoman of the
BIH Council of Ministers
Borjana Krišto, sgd.

Air carrier – an air transport undertaking with a valid operating licence and a valid AOC (Air Operator Certificate);

Aircraft – a machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface;

Airport Users Committee – a committee of representatives of airport users or organisations representing airport users;

Airport user – any natural or legal person responsible for the carriage of passengers by air from or to the airport in question;

Disabled person or person with reduced mobility – any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual impairment, age, or any other cause of disability, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers;

Facilitation – efficient management of the necessary control processes with the aim of expediting the free movement of passengers, goods, baggage and mail and preventing unnecessary delays;

Airport operator – any legal or natural person operating an airport and holding a certificate, permission or approval to use the airport;

Operating air operator – an air operator that performs or intends to perform a flight under a contract with a passenger or on behalf of another person, legal or natural, having a contract with that passenger;

Flight cancellation – the non-operation of a flight which was previously planned and on which at least one place was reserved;

Pošta – any correspondence and other items, other than air carrier mail, tendered by and intended for delivery to postal services in accordance with the rules of the Universal Postal Union;

Baggage – means both registered and unregistered baggage in the context of Article 17 paragraph (4) of the Montreal Convention;

Cargo – any property intended for carriage on an aircraft, other than baggage, mail, air carrier mail, air carrier materials and in-flight supplies;

Civil aviation – means commercial air transport (an operation involving the transport of passengers and cargo for remuneration or hire, including scheduled and non-scheduled flights) and general aviation (transport for one's own purposes, recreational flying, etc.).

The acronyms used in this Programme shall have the following meanings:

FAO – Food and Agriculture Organisation
 ICAO – International Civil Aviation Organisation
 IHR – International Health Regulation
 PRM – passenger with reduced mobility
 WHO – World Health Organisation.

2. LEGAL BASIS AND OBJECTIVES OF THE CIVIL AIR TRANSPORT FACILITATION PROGRAMME

The obligation to adopt a Civil Air Transport Facilitation Programme of Bosnia and Herzegovina (hereinafter: the Facilitation Programme) was prescribed in Article 106 of the Aviation Law of Bosnia and Herzegovina (Official Gazette of BIH 39/09 and 25/18) and in Standard 8.17 of Annex 9 of the Convention on International Civil Aviation (hereinafter: the Chicago Convention).

The BIH Facilitation Programme is a set of measures, administrative and technological procedures facilitating the

conduct of international public air transport in Bosnia and Herzegovina, accelerating the flow of passengers, baggage, goods and mail.

The Programme defines the state bodies, organisations, legal entities, airport operators, air carriers and other stakeholders implementing the Programme.

In addition, the purpose of the BIH Facilitation Programme is to define practical measures for the improvement and optimisation of aircraft operations, crew, passenger and cargo flows through airports, to remove unnecessary obstacles, prevent delays, and to improve customer services in general, while maintaining appropriate security requirements.

Furthermore, the BIH Facilitation Programme addresses and harmonizes the interests of all entities involved in air transport facilitation, e.g. civil aviation authorities, other competent authorities, airport operators, aircraft operators, users of air transport services etc., to promote a safe, reliable and viable air transport industry.

The benefits of adopting the BIH Facilitation Programme are, among others:

- 1) to facilitate coordination and cooperation between state authorities, organizations, legal entities and the aviation industry in order to:
 - a) ensure harmonisation of the BIH Facilitation Programme with the international and European standards in the field of facilitation;
 - b) ensure the implementation of all relevant regulations contained in the BIH Facilitation Programme;
 - c) improve processes and upgrade procedures;
 - d) support the development of innovative strategies to address facilitation-related issues in the air transport industry and civil aviation environment.
- 2) to maintain and increase the quality of crew, passenger, mail and cargo flow;
- 3) to maintain or improve the level of passenger service, contribute to a positive passenger experience, and meet passenger needs;
- 4) to facilitate and encourage the growth of air transport.

3. AIR TRANSPORT FACILITATION COMMITTEE

The Bosnia and Herzegovina Air Transport Facilitation Committee (hereinafter: the Committee) is a body which, in accordance with the Aviation Law of Bosnia and Herzegovina¹, is nominated by a decision of the Council of Ministers of Bosnia and Herzegovina for the purpose of continuous cooperation and coordination of the competent institutions of Bosnia and Herzegovina in the implementation of the BIH Facilitation Programme and making recommendations for the improvement of the measures provided for in the Programme. The Committee shall be responsible for its work to the Council of Ministers of Bosnia and Herzegovina.

The Committee consists of representatives of institutions responsible for transport, security, foreign affairs, customs, agriculture, veterinary medicine, tourism, health and environmental protection, as well as representatives of the Bosnia and Herzegovina Directorate of Civil Aviation, airport operators and national air carriers.

Representatives of other relevant institutions and organisations may be invited to the meetings of the Committee when it is necessary to obtain an expert opinion.

The Committee shall adopt its Rules of Procedure to define how it will operate. The Committee's chairperson shall be a representative of the Bosnia and Herzegovina Directorate of Civil Aviation. The Committee's chairperson shall convene meetings as necessary, and at least twice a year.

¹ The Aviation Law of Bosnia and Herzegovina (Official Gazette of BIH 39/09 and 25/18) did not prescribe the existence of a Bosnia and Herzegovina Air Transport Facilitation Committee. A provision on the establishment of the Committee will be included in the next amendment to the Aviation Law of Bosnia and Herzegovina, which will provide the legal basis for the establishment of this body.

3.1 Purpose of the Facilitation Committee

The tasks of the Committee are:

- 1) monitoring international and European regulations that regulate the field of facilitation (ICAO Annex 9 and ECAC Document 30, Part I) and proposing amendments to the BIH Facilitation Programme and documents adopted on the basis of the BIH Facilitation Programme;
- 2) adoption of an Instruction on the implementation of facilitation in the civil aviation of Bosnia and Herzegovina, to harmonize procedures with the provisions of ECAC Document 30, Part I;
- 3) giving recommendations to harmonize the work of competent authorities/bodies with the BIH Facilitation Programme and ICAO Annex 9;
- 4) improvement and coordination of the implementation of the BIH Facilitation Program, and the distribution of tasks to entities that are involved or responsible for the implementation of various aspects of the BIH Facilitation Program;
- 5) analysis of the implementation of measures, activities and technological procedures that facilitate the conduct of international public air transport and accelerate passenger, baggage, cargo and mail flows;
- 6) encouraging the development of best practices in all areas of facilitation (e.g. immigration, customs, treatment of persons with disabilities);
- 7) establishing and exchanging information between entities participating in events within their scope of work that may affect facilitation.

4. AIR TRANSPORT FACILITATION LEGISLATION

4.1 International regulations

The BIH Facilitation Programme pertains to the following international documents:

- a) Convention on International Civil Aviation (Chicago Convention). The provisions that pertain specifically to facilitation are, among others, Article 10 (Landing at customs airport), Art. 13 (Entry and clearance regulations), Art. 14 (Prevention of spread of disease), Art. 22 (Facilitation of formalities), Art. 23 (Customs and immigration procedures), Art. 37 (Adoption of international standards and procedures), and Art. 38 (Departures from international standards and procedures);
- b) Annex 9 of the Chicago Convention, which pertains to civil air transport facilitation;
- c) Convention for the Unification of Certain Rules for International Carriage by Air (Montreal Convention) of 1999;
- d) ICAO Document 9944 – Guidelines on Passenger Name Record;
- e) ICAO Document 9984 – Manual on Access to Air Transport by Persons with Disabilities;
- f) ICAO Document 9303 – Machine Readable Travel Documents;
- g) International convention on the simplification and harmonisation of customs procedures and Protocol of Amendment to the International Convention on the simplification and harmonisation of customs procedures (Kyoto Convention);
- h) World Customs Organisation's Framework of standards to Secure and Facilitate Global Trade;
- i) International Health Regulation (IHR);
- j) International Health Regulation (2005), World Health Organisation.

4.2 Bosnia and Herzegovina regulations

The Bosnia and Herzegovina regulations that regulate this area include laws and by-laws of Bosnia and Herzegovina, the Federation of Bosnia and Herzegovina and the Republic of Srpska, as follows:

- (1) Aviation Law of Bosnia and Herzegovina (Official Gazette of BIH 39/09 and 25/18);
- (2) Bosnia and Herzegovina Civil Aviation Contract Law (Official Gazette of BIH 51/15);
- (3) Law on Travel Documents of Bosnia and Herzegovina (Official Gazette of BIH 4/97, 1/99, 9/99, 27/00, 32/00, 19/01, 47/04, 53/07, 15/08 and 60/13):
 - a) Decision on the start of issuing passports with a contactless electronic-memory element (Official Gazette of BIH 80/09);
 - b) Decision on the start of issuing travel documents with a contactless electronic-memory element for refugees (Official Gazette of BIH 19/14);
 - c) Rulebook on the method of submitting data and exchanging data on issued travel documents between the central registry and competent authorities (Official Gazette of BIH 45/09);
 - d) Rulebook on how to protect data on issued travel documents in the central records (Official Gazette of BIH 45/09);
 - e) Rulebook on the appearance and content of the travelling certificate (Official Gazette of BIH 55/09 and 9/15);
 - f) Rulebook on travel documents for refugees (Official Gazette of BIH 65/16)
 - g) Rulebook on travel documents for stateless persons (Official Gazette of BIH 65/16);
 - h) Rulebook on the travelling certificate for foreigners (Official Gazette of BIH 65/16);
 - i) Rulebook on the form, content and minimum protective elements of passports, diplomatic and official passports (Official Gazette of BIH 73/13, 59/14, 2/17);
 - j) Rulebook on the issuance of diplomatic passports (Official Gazette of BIH 95/14 and 36/20);
 - k) Instruction on how to submit data to the central records on seized, lost, destroyed or stolen BIH travel documents (Official Gazette of BIH 45/09);
 - l) Instruction on the method of electronic data verification (Official Gazette of BIH 45/09, 55/13, 22/15);
 - m) Instruction on technical conditions for data protection at the competent authorities for issuing travel documents (Official Gazette of BIH 45/09);
 - n) Instruction on how to inform authorities responsible for the control of travel documents (Official Gazette of BIH 55/09);
 - o) Instruction on how to seize and revoke travel documents (Official Gazette of BIH 55/09 and 103/13);
 - p) Instruction on how to submit a request for the issuance of a certificate of facts from the official records of travel documents electronically (Official Gazette of BIH 83/13);
 - r) Instruction on the rules for abbreviating names and titles due to technical limitations for text entry in accordance with recommendations from ICAO 9303 (Official Gazette of BIH 96/14);
- (4) Law on the Border Police of Bosnia and Herzegovina (Official Gazette of BIH 50/04, 27/07 and 59/09);

- (5) Law on Border Control (Official Gazette of BIH 53/09, 54/10 and 47/14):
- a) Rulebook on border checks and data entry in travel documents (Official Gazette of BIH 103/14 and 84/16);
 - b) Rulebook on Border Control in International Transit Traffic (Official Gazette of BIH 3/10);
 - c) Rulebook on the installation and use of technical aids and on photographing, recording and using video surveillance at border crossings along the state border (Official Gazette of BIH 5/10);
- (6) Law on Customs Policy in Bosnia and Herzegovina (Official Gazette of BIH 58/15):
- a) Decision implementing the Law on Customs Policy in Bosnia and Herzegovina (Official Gazette of BIH 13/19, 54/19, 21/20, 47/21, 49/21, 4/22 and 23/22);
 - b) Instruction on customs procedures in international air transport (Official Gazette of BIH 85/17);
- (7) Law on Value Added Tax (Official Gazette of BIH 09/05, 35/05, 100/08 and 33/17)
- a) Rulebook on the implementation of the Law on Value Added Tax (Official Gazette of BIH 93/05, 21/06, 60/06, 06/07, 100/07, 35/08, 65/10, 85/17, 44/20 and 47/22);
 - b) Instruction on refund of value added tax to foreign citizens (Official Gazette of BIH 01/07 and 82/15);
- (8) Law on Excise Duties in Bosnia and Herzegovina (Official Gazette of BIH 49/09, 49/14, 60/14, 91/07 and 50/22):
- a) Rulebook on the implementation of the Law on Excise Duties in Bosnia and Herzegovina (Official Gazette of BIH 50/09, 80/11, 48/12, 74/14, 85/17, 04/18, 3/21 and 62/21);
- (9) Law on Aliens in Bosnia and Herzegovina (Official Gazette of BIH 88/15 and 34/21):
- a) Rulebook on the Entry and Stay of Aliens (Official Gazette of BIH 25/16);
 - b) Rulebook on the Supervision and Removal of Aliens from Bosnia and Herzegovina (Official Gazette of BIH 28/16);
 - c) Rulebook on Obligations of Carriers and Organizers of Tourist or Similar Trips (Official Gazette of BIH 17/09 and 69/13);
 - d) Rulebook on Procedures for Issuing Short-Term Visas (Visa C) and Airport Transit Visas (Visa A) in Diplomatic and Consular Missions of Bosnia and Herzegovina (Official Gazette of BIH 12/22);
 - e) Rulebook on Issuing Long-Term Stay Visas (Visa D) and Procedures for Issuing Such Visas (Official Gazette of BIH 104/08);
 - f) Decision on Visas (Official Gazette of BIH 3/15 and 73/17);
 - g) Rulebook on the Appearance and Content of the Visa Application Form and the Visa Sticker Form (Official Gazette of BIH 54/21);
- (10) Law on the Service for Foreigner's Affairs (Official Gazette of BIH 54/05 and 36/08):
- a) Rulebook on the Central Database on Foreigners (Official Gazette of BIH 19/17);
 - b) Rulebook on the Appearance and Content of Application Forms for Issuing Travel Documents for Stateless Persons and Travelling Certificates for Foreigners (Official Gazette of BIH 41/16);
 - c) Rulebook on Obligations of Carriers and Organizers of Tourist or Similar Trips (Official Gazette of BIH 17/09);
 - d) Rulebook on Covering the Costs of Returning and Placing a Foreigner under Supervision (Official Gazette of BIH 2/09);
 - e) Rulebook on the Registration of Biometric Characteristics of Foreigners (Official Gazette of BIH 55/16);
 - f) Rulebook on the Supervision and Removal of Aliens from Bosnia and Herzegovina (Official Gazette of BIH 28/16);
 - g) Rulebook on the Entry and Stay of Aliens (Official Gazette of BIH 25/16);
 - h) Rulebook on the Travelling Certificate for Foreigners (Official Gazette of BIH 65/16);
 - i) Rulebook on the Protection of Foreign Victims of Human Trafficking (Official Gazette of BIH 79/16);
 - j) Decision on the minimum amount of funds required to support a foreigner during their intended stay in Bosnia and Herzegovina (Official Gazette of BIH 3/21);
- (11) Law on the Protection of the Population from Infectious Diseases (Official Gazette of the Federation of Bosnia and Herzegovina 29/05):
- a) Rulebook on the method of performing mandatory disinfection and pest control (Official Gazette of the FBiH 30/16);
- (12) Law on the Protection of the Population from Infectious Diseases (Official Gazette of the RS 14/10, 90/17, 42/20, 98/20, 63/22):
- a) Rulebook on the method of performing disinsection, disinfection and pest control (Official Gazette of the Republic of Srpska 118/18);
- (13) Framework Law on the Protection and Rescue of People and Material Goods from Natural and Other Disasters in Bosnia and Herzegovina (Official Gazette of BIH 50/08):
- a) Instruction for Interdepartmental Coordination on the Occasion of Receiving, Sending and Transiting of International Assistance for Protection and Rescue Purposes (Official Gazette of BIH 77/13);
- (14) Veterinary Law of BIH (Official Gazette of BIH 34/02).

4.3 European regulations

The BIH Facilitation Programme pertains to the following European documents:

- a) ECAC Document 30, Part I;
- b) regulations contained in Annex I to the European Common Aviation Area multilateral agreement on a European common airspace (hereinafter: ECAA Agreement).

4.4 Harmonisation

Regulations, programmes, operational procedures and acts adopted by competent institutions and aviation entities shall be continuously harmonised with the listed international standards, EU regulations and national regulations.

5. COMPETENCES OF THE INSTITUTIONS IN THE FIELD OF FACILITATION

This chapter lists the general competences of the ministries and other entities in the field of civil aviation facilitation.

5.1 Ministry of Communications and Transport of Bosnia and Herzegovina

The Ministry of Communications and Transport of Bosnia and Herzegovina, as the body responsible for the entire civil aviation policy of Bosnia and Herzegovina, cooperates with the competent ministries that have full responsibility for their specific areas of competence.

The Ministry of Communications and Transport of BIH participates in the work of the Facilitation Committee.

5.2 Bosnia and Herzegovina Directorate of Civil Aviation

The Bosnia and Herzegovina Directorate of Civil Aviation (hereinafter: BHDCA) is an administrative organisation within the Ministry of Communications and Transport of BIH, competent and responsible for performing the function of a regulator, audits and inspections, as well as for issuing licences, approvals and certificates in the fields of civil aviation and air traffic control.

The BHDCA, through its oversight and regulation drafting competences in the areas of airport processes and infrastructure, protection of the rights of passengers, persons with disabilities and persons with reduced mobility and protection of civil air transport, actively contributes to the optimisation of aircraft operations, the movement of crews, passengers and cargo.

The BHDCA's competences in the field of facilitation are as follows:

- a) enacts regulations, as per its competence, in the area of civil air transport facilitation;
- b) participates in the development and implementation of the BIH Facilitation Programme;
- c) proposes to the Committee measures to ensure compliance of the BIH Facilitation Programme with national and international regulations;
- d) through audits and inspections of aviation entities, ensures the implementation of all measures and regulations in the field of air transport facilitation in accordance with its competence;
- e) monitors the implementation of the BIH Facilitation Programme and informs the Facilitation Committee about the measures undertaken and the results of audits and inspections;
- f) ensures the protection of the rights of passengers, especially passengers with reduced mobility, as well as the passengers' right to compensation in the event of denied boarding, flight cancellation or flight delay;
- g) takes complaints from passengers seeking compensation in the case of the aforementioned circumstances and mediates in finding acceptable solutions for the parties involved;
- h) reports deviations from International Civil Aviation Organization (ICAO) Annex 9 Standards and Recommended Practices (SARPs);
- i) organises and chairs meetings of the Facilitation Committee.

5.3 Ministry of Security of Bosnia and Herzegovina

The Ministry of Security of Bosnia and Herzegovina is the central body of Bosnia and Herzegovina responsible for the internal security of the country. The Ministry was established by the Law on the Council of Ministers of Bosnia and Herzegovina.

Its authority includes:

- a) protection of international borders, internal border crossings and regulation of traffic at BIH border crossings;
- b) prevention and detection of perpetrators of criminal acts of terrorism, drug trafficking;
- c) prevention and detection of the counterfeiting of domestic and foreign currencies and human trafficking and other criminal acts of an international or inter-Entity character;
- d) international cooperation in all areas within the competence of the ministry;
- e) protection of persons and facilities; collection and use of data important for the security of BIH; organisation and coordination of the activities of the Entities' ministries of internal affairs and of the Brčko District of Bosnia and Herzegovina in carrying out security tasks in the interest of BIH;

- f) implementation of international obligations and cooperation in the implementation of civil protection, coordination of the activities of the Entities' civil protection services in BIH and harmonisation of their plans in the event of natural or other disasters affecting the territory of BIH, and adoption of protection and rescue programmes and plans.

The Ministry of Security implements the immigration and asylum policy of BIH and regulates the procedures related to the movement and stay of aliens in BIH.

In this sense, the specific competences of the Ministry of Security of Bosnia and Herzegovina, in relation to civil aviation facilitation, include, among others:

- a) prevention and detection of perpetrators of criminal acts of terrorism, drug trafficking, counterfeiting of domestic and foreign currencies and human trafficking and other criminal acts of an international or inter-Entity character;
- b) international cooperation with INTERPOL, EUROPOL, SELEC, MARRI...;
- c) implementation of international obligations and cooperation in the implementation of civil protection, coordination of the activities of the Entities' civil protection services in BIH and harmonisation of their plans in the event of natural or other disasters affecting the territory of BIH, and adoption of protection and rescue programmes and plans;
- d) regulates the procedures and method of organizing the service in relation to the movement and stay of aliens in Bosnia and Herzegovina;
- e) participation in the work of the Facilitation Committee.

There are three police agencies within the Ministry of Security of Bosnia and Herzegovina:

- a) State Investigation and Protection Agency (hereinafter: SIPA)
 - b) Directorate for the Coordination of Police Bodies of Bosnia and Herzegovina,
 - c) Border Police of BIH;
- and four agencies as administrative organisations:
- 1) Service for Foreigner's Affairs,
 - 2) Agency for Education and Professional Training,
 - 3) Police Support Agency,
 - 4) Agency for Forensic and Expert Examinations.

5.4 Border Police of Bosnia and Herzegovina

In accordance with the Law on the Border Police of BIH, the Border Police of BIH is competent to:

- a) implement the provisions of the law regulating the area of border control in Bosnia and Herzegovina, as prescribed by that law;
- b) implement the provisions of the law regulating the movement and stay of aliens in Bosnia and Herzegovina, as prescribed by that law;
- c) prevents, detects and investigates crimes stipulated by the criminal laws in Bosnia and Herzegovina when:
 - 1) such criminal acts are directed against the security of the state border or against the execution of roles and tasks under the jurisdiction of the Border Police of Bosnia and Herzegovina; or
 - 2) such criminal offenses must be prosecuted in accordance with the provisions on the misuse of public documents that serve as proof of identity, on travel documents and the obligation to have a visa, and the provisions on the movement and stay of aliens and on asylum, if they were committed when crossing the border or are directly related to crossing the state border; or

- 3) such criminal offenses include the transportation of goods across the state border, the circulation of which is not allowed, goods without official approval or in case of violation of a valid ban, if the Border Police of BIH is assigned the duty of monitoring such approval and ban on the basis of another regulation or administrative agreement with the authority responsible for such prosecution;
- d) prevents, detects and investigates other criminal offenses at the request of the competent authority;
- e) prevents, detects and investigates:
 - 1) misdemeanors prescribed by the law regulating the area of border control in BIH, the law regulating the movement and stay of aliens in BIH, and by other laws, or
 - 2) other misdemeanors at the request of the competent authority;
- f) provides police assistance to organisational units within the Ministry of Security of BIH in the implementation of the law regulating the movement and stay of aliens in BIH and other applicable regulations in this area;
- g) undertakes measures to protect civil air transport and the security of the premises of the international airports in Bosnia and Herzegovina;
- h) secures its organisational units from danger;
- i) provides expert opinions to judicial bodies or other institutions at their request, regarding the authenticity of documents that were used or intended to be used to cross the state border. Such documents include travel documents, personal identification documents and any other documents related to the movement of persons, vehicles or goods across the national border;
- j) performs other duties prescribed by law and other regulations.

The Border Police of BIH is responsible for carrying out border control operations in BIH. In this context, the tasks of the Border Police of BIH in relation to civil aviation facilitation are, among others:

- a) performing border control activities in accordance with relevant international, European and BIH legislation;
- b) application of special rules for carrying out border control for certain categories of persons (heads of state, aircraft pilots and other crew members, holders of diplomatic and official passports, members of international organisations, minors, cross-border workers, etc.);
- c) not affixing entry and exit stamps in the travel documents of certain categories of persons;
- d) allowing for the crossing of the state border with the presentation of an identity card or some other document, in accordance with international agreements to which BIH is a signatory;
- e) facilitating and expediting border control operations for persons with the right of free movement;
- f) the use of special lanes and markings at airport border crossings for border control of persons enjoying the right to free movement;
- g) the possibility of relaxation in the border control regime;
- h) cooperation with air carriers in relation to the air carrier's obligation to provide passenger data;
- i) active exchange of information with relevant regional and international partners with the aim of protecting borders from illegal migration, within the framework of valid bilateral and multilateral instruments;

- j) handling inadmissible and deported persons, within its jurisdiction;
- k) participation in the work of the Bosnia and Herzegovina Facilitation Committee, in accordance with the relevant documents prescribing the work of the Committee.

5.5 Service for Foreigners' Affairs of Bosnia and Herzegovina

The following tasks are under the competence of the Service for Foreigners' Affairs:

- (1) Administrative tasks related to the movement and stay of aliens in Bosnia and Herzegovina, prescribed by the Law on the Movement and Stay of Aliens and Asylum, as follows:
 - a) cancellation of visas for foreigners,
 - b) issuance of personal and travel documents to foreigners, and revocation of issued personal and travel documents,
 - c) registration of residence or change of residence of foreign citizens,
 - d) certification of letters of guarantee and letters of invitation,
 - e) issuance of certificates of residence for aliens,
 - f) in relation to submitted requests for asylum in Bosnia and Herzegovina;
- (2) Resolution of administrative matters pertaining to requests for:
 - a) approval of temporary or permanent residence in Bosnia and Herzegovina, and of extension of temporary residence,
 - b) cancellation of temporary or permanent residence,
 - c) placing aliens under supervision,
 - d) expulsion of aliens from the country,
 - e) adopting conclusions on the implementation of decisions on the expulsion of aliens from the country;
- (3) Decisions referred to in paragraph (2) are taken by the director of the Service;
- (4) Management of cases and records prescribed by the Law on the Movement and Stay of Aliens and Asylum and of records from the scope of the Service;
- (5) Inspection of the implementation of the Law on the Movement and Stay of Aliens and Asylum, as follows:
 - a) inspection of the stay, inspection of purpose of the stay, inspection of how the stay is used, inspection of the registration of the stay or of the change of the place of stay,
 - b) supervision of legal and natural persons in relation to the stay and employment of foreign citizens,
 - c) submission of reports and requests for action against legal or natural persons for non-compliance with regulations governing the movement, stay and employment of foreigners,
 - d) submission of requests to initiate the procedure to revoke an approved stay, or revoke a stay on the basis of a submitted application for asylum or approved asylum, as well as of requests to revoke a visa,
 - e) keeping records of inspections and findings,
 - f) regular inspections, and inspections by order or request, as well as upon a submitted report,
 - g) submitting requests for a search warrant for persons and things,
 - h) submission of requests for searches of persons, things, vehicles and facilities, and for placing foreigners under supervision,
 - i) checks by order of the Ministry regarding the entry, movement and stay of foreign citizens who are in the process of obtaining BIH citizenship,
 - j) carries out the measure of expulsion of aliens from the country;
- (6) Activities related to:
 - a) monitoring, collection and processing of data and intelligence within the competences of the Service,

- b) analysis of the situation within the competences of the Service;
- c) undertaking the necessary measures and actions within the competences of the Service, and proposing measures to improve the overall situation in the field of movement, stay and employment of foreigners;
- (7) Data processing and record keeping pursuant to the Law on the Movement and Stay of Aliens and Asylum;
- (8) Initiation of the procedure to claim the funds spent on the return of aliens;
- (9) Other tasks prescribed by the Law on the Movement and Stay of Aliens and Asylum, as well as other laws and regulations regulating the rights, obligations and other matters related to the movement, stay and employment of foreigners.

Facilitation-related competences:

In respect of the EU standards in tackling migration management issues, one of the priority goals of the Service for Foreigners' Affairs is to establish a balance between efficient migration management in BIH and adherence to freedom of movement.

By performing operational-inspection and administrative-legal activities, the Service controls the arrival of foreigners from the visa regime into BIH through verification procedures for invitation letters, decides on the status of foreigners in BIH by approving or rejecting the stay of foreigners in the country, cancelling their stay, expelling them, placing them under surveillance, and on forced removal of aliens from the country. Also, the Service issues personal and travel documents to foreigners in accordance with the law and by-laws.

- (1) Administrative tasks related to the movement and stay of aliens in Bosnia and Herzegovina, prescribed by the Law on the Movement and Stay of Aliens and Asylum, as follows:
 - a) issuance of personal and travel documents to foreigners, and revocation of issued personal and travel documents,
 - b) registration of residence or change of residence of foreign citizens,
 - c) certification of letters of guarantee and letters of invitation,
 - d) issuance of certificates of residence for aliens,
 - e) in relation to submitted requests for asylum in Bosnia and Herzegovina;
- (2) Resolution of administrative matters pertaining to requests for:
 - a) approval of temporary or permanent residence in Bosnia and Herzegovina, and of extension of temporary residence,
 - b) cancellation of temporary or permanent residence,
 - c) placing aliens under supervision,
 - d) expulsion of aliens from the country,
 - e) adopting conclusions on the implementation of decisions on the expulsion of aliens from the country;
- (3) Management of cases and records prescribed by the Law on the Movement and Stay of Aliens and Asylum and of records from the scope of the Service;
- (4) Inspection of the implementation of the Law on the Movement and Stay of Aliens and Asylum, as follows:
 - a) inspection of the stay, inspection of purpose of the stay, inspection of how the stay is used, inspection of the registration of the stay or of the change of the place of stay,
 - b) supervision of legal and natural persons in relation to the stay and employment of foreign citizens,
 - c) submission of reports and requests for action against legal or natural persons for non-compliance with regulations governing the movement, stay and employment of foreigners,
 - d) submission of requests to initiate the procedure to revoke an approved stay, or revoke a stay on the basis of a submitted application for asylum or approved asylum, as well as of requests to revoke a visa,

- e) keeping records of inspections and findings,
- f) regular inspections, and inspections by order or request, as well as upon a submitted report,
- g) submitting requests for a search warrant for persons and things,
- h) submission of requests for searches of persons, things, vehicles and facilities, and for placing foreigners under supervision,
- i) checks by order of the Ministry regarding the entry, movement and stay of foreign citizens who are in the process of obtaining BIH citizenship,
- j) carries out the measure of expulsion of aliens from the country.

The Service for Foreigners' Affairs participates in the work of the Facilitation Committee.

5.6 Ministry of Foreign Affairs of Bosnia and Herzegovina

The competences of the Ministry of Foreign Affairs of Bosnia and Herzegovina include the conduct of administrative and other activities related to:

- a) implementation of the established BIH policy and work on the development of international relations in accordance with the positions and guidelines of the Presidency of Bosnia and Herzegovina;
- b) proposes positions to be determined on issues of interest for foreign policy activities and the international standing of Bosnia and Herzegovina;
- c) representation of Bosnia and Herzegovina in diplomatic relations with other countries, international organisations and at international conferences, and for direct communication with diplomatic missions and representative offices of other countries and missions of international organisations in Bosnia and Herzegovina, and the related professional work;
- d) monitoring the status and development of Bosnia and Herzegovina's international relations with other countries, international organisations and other subjects of international law and international relations, and reports on this to the Parliament of Bosnia and Herzegovina, the Presidency of Bosnia and Herzegovina and the Council of Ministers of Bosnia and Herzegovina;
- e) proposes to the Presidency of Bosnia and Herzegovina the establishment or termination of diplomatic or consular relations with other countries;
- f) cooperates with international organisations, proposes to the Presidency of Bosnia and Herzegovina membership or participation of Bosnia and Herzegovina in the work of international organisations;
- g) organising, directing and coordinating the work of diplomatic and consular missions of Bosnia and Herzegovina abroad;
- h) preparing and organising international visits and meetings;
- i) preparation of bilateral and multilateral agreements;
- j) performing activities related to residence and protection of the rights and interests of BIH citizens with permanent and temporary residence abroad and of domestic legal entities abroad;
- k) in cooperation with the competent ministries and institutions, monitors international economic trends and relations, and informs the competent authorities accordingly and about the economic relations of BIH with individual countries and regions;
- l) encouraging, developing and coordinating cooperation with the BIH emigration.

As a potential candidate for membership in the European Union and in accordance with the Stabilization and Association Agreement, Bosnia and Herzegovina is obligated to harmonise regulations in the field of visa policy with the EU acquis.

In accordance with the above, and in relation to civil aviation facilitation, the Ministry of Foreign Affairs of Bosnia and Herzegovina is responsible for:

- a) proposing further harmonisation of the Bosnia and Herzegovina visa system with the EU acquis in the visa domain;
- b) adapting Bosnian diplomatic and consular missions to EU standards, and training them to take biometric data when issuing visas to foreigners.

The Ministry of Foreign Affairs of Bosnia and Herzegovina participates in the work of the Facilitation Committee.

5.7 Ministry of Civil Affairs of Bosnia and Herzegovina

The Ministry of Civil Affairs is responsible for citizenship-related affairs, registration and records of citizens, protection of personal data, registration of permanent and temporary places of residence, personal documents, travel documents and vehicle registration records, demining-related activities. The Ministry is responsible for carrying out activities and tasks that are within the competence of Bosnia and Herzegovina and relating to determining the basic principles of coordinating activities, harmonising the plans of the Entities' authorities and defining strategies at an international level in the areas of:

- health care and social protection;
- pensions;
- science and education;
- labour and employment;
- culture and sports;
- geodesy, geology and meteorology related activities.

This ministry includes the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina and the Demining Commission of BIH as independent services whose rights and duties have been stipulated by special regulations.

The Ministry of Civil Affairs of Bosnia and Herzegovina participates in the work of the Facilitation Committee.

5.8 Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina – IDDEEA

The Law on the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (Official Gazette of Bosnia and Herzegovina 56/08, hereinafter: the Agency Law) established the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (hereinafter: The Agency) with headquarters in Banja Luka (legal successor of the Directorate for the Implementation of the CIPS Project). The Agency is an administrative organisation within the Ministry of Civil Affairs of Bosnia and Herzegovina.

Within the competences established by the provisions of the Agency Law, the competences established by other applicable material regulations regulating the domain of identification documents (travel documents, identity cards, driver's licenses, vehicle registration documents, tachograph cards, service record books and seaman's books, border passes, etc.), the unique identity number domain, the domain of permanent and temporary place of residence, and the misdemeanors domain, the Agency conducts professional and other activities as follows:

- a) propose and implement the development strategy and policy in Bosnia and Herzegovina in the domain of identification documents, according to the ICAO 9303 standard and other relevant standards;
- b) Technically design, create and maintain records of unique identity numbers, a central voter list, permanent and temporary places of residence for citizens of Bosnia and Herzegovina, the stay of aliens, identity cards and identity cards for aliens, a register of fines and misdemeanors records,

permanent and temporary places of residence for citizens of Bosnia and Herzegovina, driver's licences, registered vehicles and registration documents, passports, official passports and diplomatic passports, service record books and seaman's books, digital signature cards, border passes, tachograph cards (hereinafter: the records);

- c) maintain and manage the databases in which data from the records defined by this law and from the information systems through which the said records are accessed, are stored;
- d) ensure the adequate infrastructure, special data protection and working conditions, and other technical prerequisites for the smooth functioning of the databases under its responsibility and of the databases under the responsibility of other ministries, institutions and authorities at their request and in accordance with the law;
- e) issues information about the records and from the records to authorised institutions and legal entities;
- f) design, develop and maintain software solutions required to keep records within the Agency's competence, by means of internal resources, cooperation with the original authorities or through outsourcing;
- g) develop, maintain and improve data transmission telecommunication networks for the needs of the Agency and other public security authorities in accordance with the Telecommunications Law and for the purpose of enabling efficient data exchange via radio-relay synchronous digital hierarchy data transmission system (SDH system) between the security bodies at all levels of Bosnia and Herzegovina authorities;
- h) determine standards for the equipment that the competent, receiving and source authorities will acquire and use in the process of data processing and exchange in accordance with this law;
- i) determine standards as required at the locations that are used to access the central records and data exchange system, in order to achieve security and protection of the data and systems;
- k) is in charge of electronic certificates and electronic signatures related to identification documents, in accordance with the law regulating electronic signatures;
- l) cooperate with international institutions that are responsible for the domain of identification documents.

The IDDEEA participates in the work of the Facilitation Committee.

5.9 Indirect Taxation Authority of Bosnia and Herzegovina

Within the scope of the rights and duties stipulated by law, the Indirect Taxation Authority of Bosnia and Herzegovina (hereinafter: the ITA) is competent to:

- a) maintain a unique register of indirect tax payers and assign them corresponding identification numbers;
- b) receive tax returns and other documents, maintain indirect tax liabilities in tax accounting, collect and return indirect taxes;
- c) manage tax accounting;
- d) determine the timeliness, legality and regularity of submitted tax returns and other documents;
- e) determine the tax base and tax liability of indirect tax payers on the basis of tax returns, documents, accounting books, tax payers' records and other evidence, including the application of indirect

- methods of proof;
- f) perform verification, limited verification and control of indirect tax payers;
 - g) prevent, detect and investigate customs, tax and other violations and, in accordance with the instructions of the competent prosecutor, conduct activities regarding the investigation of indirect taxation-related criminal offenses, and submit to the competent authorities reports of violation of indirect taxation regulations;
 - h) carry out the forced collection procedure;
 - i) if necessary, give opinions on the implementation of indirect taxation regulations;
 - j) perform administrative and other activities related to international legal assistance in the field of indirect taxation;
 - k) educate taxpayers;
 - l) study tax systems and cooperate with the tax authorities of other countries, based on international agreements concluded by Bosnia and Herzegovina;
 - m) apply international agreements in the field of indirect taxes;
 - n) issues certificates on the facts of which the ITA keeps official records;
 - o) use unified information technologies in accordance with the ITA Information Technology Strategy and the related policies;
 - p) issue tax and control stamps and other markings for the designation and monitoring of production, circulation and use of individual products, in accordance with the legislation;
 - r) maintain a single account and collect revenues from indirect taxes, transfer and distribute revenues from indirect taxes as per law;
 - s) collect and process data on determined and collected taxes;
 - t) plan and implement training of employees in certain areas, depending on needs;
 - u) process and monitor statistical data on indirect taxes;
 - v) conduct first and second instance administrative proceedings;
 - z) monitor the performance of contractual obligations between the ITA and commercial banks;
 - aa) perform other activities entrusted to it by law.

In relation to civil aviation facilitation, the competences of the ITA include:

- supervision of goods and postal shipments in accordance with domestic and international regulations;
- in accordance with ICAO Annex 9, utilisation of the equipment to enable electronic transmission of the information necessary for the arrival and departure of aircraft;
- confiscation of prohibited goods and temporary retention of the goods with restrictions until the completion of the procedure prescribed by law;
- participation in the work of the Facilitation Committee.

5.10 Veterinary Office of Bosnia and Herzegovina

- a) proposes regulations and coordination of unified measures, methods and procedures for the control of infectious and parasitic diseases of animals from the A and B lists of the International Zoosanitary Code O.I.E.;
- b) proposes regulations on veterinary conditions for international transport (export from Bosnia and Herzegovina and import to Bosnia and Herzegovina)

of animals, raw materials, waste and products of animal origin;

- c) proposes regulations for the conditions for registration of animal slaughtering facilities and the implementation of a single procedure for the registration of facilities for the production, tolling, processing, finishing or storage of products and raw materials of animal origin intended for export or import;
- d) proposes regulations for a single monitoring and control programme for bioresidues in animals, as well as products and raw materials of animal origin;
- e) coordinates the work of the border veterinary inspection and proposes regulations for uniform documentation for the import and export of animals, raw materials, waste and products of animal origin, and organises a unified information system of the border veterinary inspection;
- f) cooperates with international veterinary, health and similar institutions and associations (O.I.E, WHO, FAO, European Commission, etc.);
- g) coordinates the representation of Bosnia and Herzegovina in international institutions in the field of veterinary medicine;
- h) follows international regulations in the field of veterinary medicine;
- i) carries out inter-Entity harmonisation of regulations in the field of veterinary medicine.

The Veterinary Office of Bosnia and Herzegovina participates in the work of the Facilitation Committee.

5.11 Ministries responsible for tourism affairs

Ministries responsible for tourism affairs should ensure timely familiarization of tourism service providers with air transport facilities related to border, visa and health issues during travel.

Representatives of the ministries responsible for tourism affairs participate in the work of the Facilitation Committee.

5.12 Federal Ministry of Health of the Federation of Bosnia and Herzegovina and the Ministry of Health and Social Welfare of the Republic of Srpska

At the international airports, the Federal Ministry of Health of the Federation of Bosnia and Herzegovina and the Ministry of Health and Social Welfare of the Republic of Srpska are responsible for preventing, protecting, controlling and ensuring a public health response regarding the international spread of disease, in ways that are proportionate to the public health risks, while avoiding unnecessary disruption of international traffic and trade.

The responsibilities are, in particular:

- a) informing the Facilitation Committee of all relevant and available information related to human health;
- b) proposing measures to prevent and suppress the spread of infectious diseases in such a way as to respond quickly and effectively to all public health risks;
- c) notifying the Ministry of Civil Affairs of BIH in accordance with the requirements of IHR, with regards to any health hazards of international importance;
- d) participating in the development of standard operating procedures and maintaining emergency intervention plans in cooperation with other competent institutions, in order to ensure a quick response to public health problems of the broader community.

Representatives of the ministries responsible for health affairs participate in the work of the Facilitation Committee.

5.13 Airport operators

Airport operators shall perform the following activities in the field of facilitation:

- a) organising and providing ground handling services;
- b) designing airports to improve traffic flows;
- c) installation of internationally recommended signs to facilitate the movement of passengers within the airport;
- d) procurement, maintenance and optimisation of equipment and services for passengers in accordance with the latest technological achievements, including disabled passengers and passengers with reduced mobility;
- e) providing premises for the provision of appropriate medical services, including diagnostics for the urgent provision of necessary medical care to passengers and employees at the airport, as well as quarantine for animals and plants, and equipment necessary to maintain public health;
- f) highlighting information about passenger rights in strategic places where passengers dwell;
- g) responsibility for the implementation of International Health Regulations (IHR) and for the optimisation of processes related to public health measures in cooperation with the ministries responsible for health affairs;
- h) airport disinfection in accordance with WHO recommendations and in accordance with national regulations that are harmonised with IHR;
- i) exchange of electronic messages with customs administrations with the aim of speeding up cargo shipment procedures, under the conditions defined by customs regulations;
- j) participation in the Facilitation Committee and, as necessary, in other facilitation-related meetings.

- j) organising and providing ground handling services;
- k) participation in work of the Facilitation Committee and, as necessary, in other meetings related to air transport facilitation.

5.14 Air carriers

Air carrier responsibilities in the field of facilitation include:

- a) efficient handling of passengers, baggage, cargo and mail;
- b) providing information to passengers about ticket sales conditions and transportation conditions;
- c) taking measures to ensure that passengers have the necessary travel documents at the time of boarding;
- d) providing traffic information to passengers and special conditions that apply in the country of destination;
- e) aircraft disinfection in accordance with WHO recommendations and in accordance with national regulations that are harmonised with IHR;
- f) providing passengers with timely and accurate information about known flight delays, cancellations and diversions;
- g) providing assistance to passengers in case of denied boarding, flight cancellation or long delays of flights in accordance with the Bosnia and Herzegovina Civil Aviation Contract Law and the Montreal Convention;
- h) responsibility for the implementation of International Health Regulations (IHR) and for the optimisation of processes related to public health measures in cooperation with the ministries responsible for health affairs;
- i) providing adequate assistance to passengers with special needs, including disabled passengers and passengers with reduced mobility in accordance with the BIH Civil Aviation Contract Law;