

**Returnee and Displaced Person Monitoring Framework (RMF)
Inter-agency Memorandum of Understanding (MOU) between
The United Nations High Commissioner for Refugees (UNHCR),
The United Nations Mission in Bosnia and Herzegovina (UNMIBH)
The Organization for Security and Co-operation in Europe (OSCE), and
The European Community Monitoring Mission (ECMM)**

Preamble

In view of its specific protection mandate, particularly under Annex 7 of the General Framework Agreement for Peace in Bosnia and Herzegovina (GFAP), UNHCR is promoting, facilitating and monitoring the voluntary return of refugees and displaced persons in safety and with dignity, with a particular focus on minority return.

In recognition of this, UNHCR has developed an inter-agency monitoring system, the Returnee and Displaced Person Monitoring Framework (RMF), to facilitate the monitoring process for returnees and displaced persons, including relocatees, and co-operation with other agencies.

In the spirit of inter-agency co-ordination and in the fulfilment of their respective mandates, UNMIBH, OSCE, ECMM, and UNHCR will implement the RMF on the basis of this and subsequent MOUs within the constraints of their existing resources and commitments.

It is recognised that responsibility for the co-ordination of intervention strategies within existing inter-agency mechanisms, such as the Principals' meeting, the IAPG, the RRTFs or the HRCC Steering Board lies with OHR.

This first phase of a consolidated, long-term monitoring process is aimed at collecting information, providing in-depth analysis on the treatment of returnees and displaced persons and devising appropriate and co-ordinated intervention strategies with a view to removing effectively any obstacles to sustainable return.

Functions of UNHCR, UNMIBH, OSCE, and ECMM

The respective agencies will co-operate in the following manner:

1. UNHCR will:

1.1 Co-ordinate an inter-agency effort towards monitoring the treatment of returnees and displaced persons, including relocatees, in Bosnia and Herzegovina;

1.2 Develop and maintain the documentary support for the RMF, as well as suggest issues and areas to be examined through the RMF;

1.3 Establish and maintain a shared, inter-agency database of the data and information gathered from the questionnaires, while maintaining the confidentiality of personal data of interviewees;

1.4 Analyse the information gathered in the questionnaires, as necessary, in co-operation with OSCE and UNMIBH, submit reports, including conclusions and recommendations, based on the interviews collected and co-ordinate closely with the other agencies in this area;

1.5 Co-ordinate with the other agencies appropriate interventions necessary to respond to the analysis of data gathered from the RMF questionnaires;

2. UNMIBH will:

2.1 Participate in an inter-agency effort towards monitoring the treatment of returnees and displaced persons, including relocatees, in Bosnia and Herzegovina in the following areas;

2.2 Assist in identifying individuals who fit the proposed study criteria and inform the local UNHCR office accordingly;

2.3 Interview and fill out RMF questionnaires with the RMF-identified individuals;

2.4 Forward completed questionnaires to UNHCR field offices in the area. When necessary, assist in the analysis of data and the submission of reports;

2.5 When necessary, co-ordinate with the other agencies on appropriate interventions required to respond to the analysis of data gathered from the RMF questionnaires.

3. OSCE will:

3.1 Participate through the on-going activities of OSCE's Democratisation Department which will within existing programs support a peaceful and sustainable return process;

3.2 Participate through its Human Rights Department in an inter-agency effort towards monitoring the treatment of returnees and displaced persons, including relocatees, in Bosnia and Herzegovina in the following areas:

3.3 Assist in identifying individuals who fit the proposed study criteria and inform the local UNHCR offices accordingly;

3.4 Interview and fill out RMF questionnaires with the RMF-identified individuals;

3.5 Forward completed questionnaires to UNHCR field offices in the area, unless agreed otherwise locally.

3.6 When necessary, co-ordinate with the other agencies on appropriate interventions required to respond to the analysis of data gathered from the RMF questionnaires.

4. ECMM will:

4.1 Participate in an inter-agency effort towards monitoring the treatment of returnees and displaced persons, including relocatees, in Bosnia and Herzegovina in the following areas;

4.2 Interview and fill out RMF questionnaires with the RMF-identified individuals;

4.3 Forward completed questionnaires to UNHCR field offices in the area.

Governing Provisions

5. The UNHCR Office of the Chief of Mission will co-ordinate with the other agencies to determine the issues and areas of study for the RMF. The modalities of implementing this MOU will be agreed upon and co-ordinated within existing human rights co-ordination mechanisms at the appropriate levels.

6. To facilitate inter-agency communication, each agency will appoint a RMF focal point at the head office level in Sarajevo. Meetings of the focal points will be held as necessary.

7. Information collected through the interviews, as well as the UNHCR reports, shall be accessible to each agency, while respecting the confidentiality of personal data of interviewees. UNHCR shall maintain a database to facilitate this.

8. Each agency will use the RMF questionnaires to conduct the interviews on the basis of the guidance contained in the RMF background paper. Interviewers will be trained on the use of the questionnaires and how to conduct interviews.

9. The co-operation mentioned in this MOU is without prejudice to the co-operation with other relevant agencies operating in Bosnia and Herzegovina (NGOs and sister agencies of the UN system). This MOU may be amended with the approval of signatories to include parties not originally included.

10. The initial duration of the RMF MOU will be one year at the end of which participating parties may evaluate the continuation of the RMF.

11. The areas and modalities of co-operation reflected herein may be reviewed in due course at the request of any of the agencies.

For the United Nations Mission in
Bosnia and Herzegovina

For the Organization for Security
and Co-operation in Europe

For the European Community
Monitoring Mission

For the United Nations
High Commissioner for Refugee

Sarajevo, 2 February 1999