



Омбудсман України  
Ombudsman of Ukraine

# PHENOMENON OF POWER

Ukraine's strength is its people.  
We protect their rights  
and build the future.

Veteran of the Russian-Ukrainian war Liubomyr Perozhak

Photo: Youry Bilak

Nº1  
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[moscowconvention.com](https://moscowconvention.com)







# HUMAN RIGHTS ARE NOT AN ABSTRACTION, BUT SOMETHING THAT DRIVES OUR LIVES

The year 2024 was full of challenges, tragedies, hopes and hard work for Ukrainians. **Over the course of the year, almost 22,000 air raid alarms were sounded in Ukraine, and Russia attacked Ukrainians with more than 12,500 missiles and drones.** Every life taken by the enemy is a tragedy for the whole of Ukraine and a slap in the face to the global security system and international humanitarian law.

The policy of appeasement of the aggressor only leads to new large-scale crimes, which the world has been witnessing since 2014, when the Russian-Ukrainian war began. However, even in such circumstances, Ukrainians continue to believe, dream and act for a just peace. Ukrainians continue to be strong.



Photo: Libkos

The past year has once again reminded us that human rights are not an abstraction, but something that drives our lives: from everyday activities to the ability to live without fear.

**The Ombudsman's Office works and finds new solutions to ensure that the rights of every Ukrainian are protected, which is especially important in times of war.**

Issue No.1, 2025

## 2024 OF THE OMBUDSMAN'S OFFICE IN FIGURES

- **123,221 appeals** were received by the Ombudsman's Office in 2024. This is 29% more than in 2023. *In 2023 – 95,796, in 2022 – 42,485.*
- **80,713 citizens** had their **rights restored**.
- **5,682 positions to draft legal acts** were processed.
- **3,202 monitoring visits** were carried out during the year.





# FREE WORLD ALONG WITH UKRAINE

On 5 December 2024, in Kyiv, the Office of the Ombudsman held a major International Human Rights Conference ‘Decade 2014-2024. Reclaiming Human Rights. Preserving Democracy’. The event was held with the support of the ‘Transformational Recovery for Human Security in Ukraine’ project, funded by the Government of Japan and implemented by the United Nations Development Programme (UNDP) in Ukraine.

The conference was attended by over 1000 participants. These included representatives of the authorities, Ombudsmen, human rights defenders, journalists and civil society, representatives of international human rights organisations: UN, FRA, ICRC, ENNHRI and others. **The Secretary General of the Council of Europe, Alain Berset, came to Ukraine to personally join the event.**



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The official opening of the event began with a speech by President of Ukraine Volodymyr Zelenskyy.



The Ombudsman of Ukraine, Dmytro Lubinets, called on international partners and all those present to save the world's democratic principles, as they are now under threat from dictators.

With the participation of the Representatives of the Commissioner and foreign speakers, discussion panels were held on the margins of the conference, where the crisis of the global human rights system, the search for ways to overcome it, and a number of other relevant topics were discussed.

## DEMOCRACY IS A CHOICE THAT MUST BE DEFENDED

ДЕНА ПРАВОЗАХИСНА КОНФЕРЕНЦІЯ  
ДЕСЯТИЛІТТЯ 2014-2024

и | Зберігаючи  
и | демократію







# RETURNING CHILDREN TO UKRAINE IS A PRIORITY FOR THE STATE

The deportation of children is one of the signs of genocide committed by Russia against Ukrainians. It is officially recorded that 19,546 Ukrainian children have been deported and forcibly displaced by Russia. The true number of such cases may be much higher. Children in the temporarily occupied territories of Ukraine are at constant risk of deportation and forcible russification.

As part of the implementation of **point 4 of the President's Peace Formula**, our state is working to engage international partners and use new methods of pressure on Russia to return Ukrainian children home.

Thanks to the coordinated work of the Ombudsman's Office, government agencies, NGOs and international partners, 449 children were returned in 2024 under the Presidential initiative **Bring Kids Back UA**. Special thanks to the State of Qatar for its consistent assistance!

**1,183 Ukrainian children have been returned from Russia and the temporarily occupied territories (hereinafter referred to as TOT) of Ukraine since the beginning of the full-scale invasion. Each return requires extraordinary efforts, but a saved child's life is worth everything.**

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**Reunion of a son and a prisoner-of-war mother: they had not seen each other for more than two years.** The Ombudsman's Office returned a boy, Dmytro, from the TOT of Ukraine. He had not seen his mother for over two years: the woman was in Russian captivity. During the exchange of prisoners of war on 31 May, the boy finally met his mother: for the first time in recent years, they were able to hug.

## 8 Ukrainian children returned to their homeland

On 29 November 2024, 8 children from the temporarily occupied territories of Ukraine were returned to Ukraine. **The returned children are between the ages of 6 and 16.** Some of the children have illnesses, so they were met in Ukraine with ambulances. Among the returned children is a boy who, at the time of the Russian invasion, was in the Oleshky Orphanage, whose children were taken by the occupation authorities to the city of Skadovsk and the Russian Federation.



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# CIVILIAN DETAINEES OF THE RUSSIAN FEDERATION ARE VICTIMS OF RUSSIAN CRIMES

Russia has been illegally abducting and imprisoning Ukrainian civilians since 2014. **More than 16,000 people are missing as a result of Russia's armed aggression.** More than 1,700 civilians have been verified as being held in Russian detention facilities. Russia is torturing civilians, subjecting them to violence, denying them access to medical care and keeping them in inadequate conditions.



On 19 September 2024, **Ukrainian journalist Victoria Roshchyna died in Russian captivity.** Russia has not reported the cause of death of the young 27-year-old woman, and has not yet returned her body. Her father never got to see his daughter, and now he is unable to say a proper goodbye to her.

**The situation with regard to the return of civilians is particularly complicated.** By its actions, Russia is violating the 4th Geneva Convention, the third article of which prohibits the taking of any civilians.

**Since the beginning of the full-scale invasion, 170 civilians have been returned.** Ukraine has established a **Working Group on the Protection of Civilian Rights and Freedoms** as part of the Coordination Headquarters for the Treatment of Prisoners of War. In 2024, the Working Group held 4 meetings, during which mechanisms for the return of various categories of civilians were developed.



## 10 civilian Ukrainians returned from captivity

On 28 June, the largest return of unlawfully detained civilian Ukrainians in 2024 was carried out, with five of them returned from Belarus and the other five from Russia. **The story of each returned person was filled with pain, some of them had been held for more than 6 years.** The Ombudsman's Office staff talked to the released Ukrainians and recorded their physical and moral condition.

Kateryna Bryukhanova, Liudmyla Honcharenko, Pavlo Kuprienko, Mykola Shvets, Nataliia Zakharenko, Nariman Dzhelyal, Valerii Matiushenko, Olena Pekh, Bohdan Heleta and Ivan Levytskyi have returned.





# RETURNING PRISONERS OF WAR – SAVING LIVES

- **60 exchanges** have taken place since the start of the full-scale invasion.
- **3981 Ukrainians** have been returned,
- **171** of them were **civilians**.



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In 2024, Ukraine carried out 11 exchanges and returned 1,358 of its people, both military and civilian



The Ombudsman's Office staff are present at each exchange to record the condition in which our soldiers return home. The Office conducts interviews and records testimonies about the conditions of detention and treatment of prisoners of war. This is done in order to establish violations of IHL by Russia in relation to Ukrainian prisoners of war and civilians.



## Before New Year's Eve, 189 Ukrainians returned from Russian captivity



On 30 December 2024, during the exchange of prisoners of war, 189 Ukrainians, including 2 civilians, were returned home – this is the best gift for them and their families.



Many Ukrainian citizens have been held in Russian captivity for over 2.5 years. The defenders suffer from acute chronic illnesses, mine-blast injuries, and severe wounds.

## Results of cooperation with the Russian side: exchanges of parcels and letters for prisoners of war, handover and verification of lists

To address humanitarian issues in 2024, the Ombudsman of Ukraine Dmytro Lubinets communicated with the Russian Ombudsman Tatyana Moskalova, as well as conducted meetings with the assistance of the ICRC in Belarus. In the framework of mutual visits to prisoners of war, information was received on more than 1700 Ukrainian prisoners of war visited by representatives of the Russian Ombudsman.



Over the course of the year, we exchanged 1,000 letters from prisoners of war and 1,500 letters from relatives to POWs. In addition, we exchanged lists of prisoners of war and lists of civilians unlawfully detained by the Russian Federation. And on Christmas Eve, we exchanged parcels for prisoners of war on both sides: we sent 1,500 packages of warm clothes and other necessary items.







## 95% of Ukrainian prisoners of war tortured – UN data

**Russia is in violation of the Geneva Convention relative to the Treatment of Prisoners of War.** Russia has also failed to create a mixed medical commission in response to a similar move by Ukraine. Such a commission would have been the first step in repatriating seriously wounded and severely ill prisoners of war.

## Executions of Ukrainian prisoners of war are a deliberate policy of the Russian Federation

The Office of the Prosecutor General of Ukraine is investigating criminal proceedings related to the executions of 177 Ukrainian prisoners of war, 109 of whom were executed in 2024 (as of 22 November 2024). **These actions are a violation of the Geneva Conventions and qualify as an international crime.** After each known case of execution, the Ombudsman of Ukraine, Dmytro Lubinets, sends letters to the UN and ICRC to record these violations.

## The state's duty is to protect the rights of veterans

In November 2024, Lviv hosted the International Forum **'Veterans – the Way Home'**. Dmytro Lubinets said that the Ombudsman's Office receives appeals from veterans themselves, so he sees a tendency of what problems our defenders have.

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Back in March 2023, we advocated for the provision of accessible and high-quality services for veterans and relatives of fallen defenders in the 'one-stop shop' format at regional administrative service centres. The Ministry of Veterans is currently implementing this format.

**The Ombudsman's Office provides veterans with information about their rights, available services and resources. We develop recommendations for ministries and other authorities.**





## Hearing and answering: over 70 meetings with families of Defenders were held



The Ombudsman's Office systematically organises meetings with relatives of prisoners of war and missing Ukrainian defenders. Communication helps families to receive important information, and the authorities to hear about people's problems. **The largest regional meeting was held in Vinnytsia, with more than 700 people attending.**



## KEY FIGURES FOR 2024

- We restored the rights of **1,248 people** in 1,064 cases.
- Conducted **53 monitoring visits** to control the observance of the rights of servicemen and citizens of Ukraine during conscription, mobilisation, military qualification examination, rehabilitation services, level of medical care, etc.
- We opened **59 proceedings** of the Ombudsman.
- Prepared positions of the Ombudsman to **555 legal acts**.

**As a result, the Commissioner's initiative resulted in amendments to the legislation, in particular:**

- the procedure for granting the status of combatant during martial law was approved automatically in accordance with the Cabinet of Ministers' Resolution No. 1041 of 10.09.2024;
- the right to postpone military service during the mobilisation of persons liable for military service whose close relatives, including a sibling, were killed or went missing while participating in hostilities in accordance with Law of Ukraine No. 3916-IX.



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# RUSSIA HAS CREATED ALL THE CONDITIONS FOR CHANGING THE IDENTITY OF UKRAINIAN CHILDREN



In July 2024, the Ombudsman's Office presented the Special Report of the Commissioner 'CROSS-POLLINATED. Russia's Systemic Policy of Destroying Children's Ukrainian Identity' for international partners, representatives of the diplomatic corps, media and the public.

The Special Report deals with the strategic dimension of Russia's genocidal policy. Under the pretext of 'rehabilitation' and 'treatment', Russians are forcibly taking our children away, subjecting them to militarisation and re-education. The goal of such actions is to completely destroy the Ukrainian identity in our children.



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**Dmytro Lubinets, the Ombudsman of Ukraine, addressed international partners and called on them to make more efforts within the International Coalition of Countries for the Return of Ukrainian Children.**



*I hope that this report, with its details, will contribute to the recognition of Russia's actions as a war crime with signs of genocide. We need justice to be restored."*

## Reintegration of returned children is a necessity for their full life in society

Our institution, together with non-governmental charitable and public organisations, has successfully established an algorithm for the reintegration of children returned to the government-controlled territory of Ukraine from the TOT of Ukraine, as well as those returned from deportation or forcible displacement.

The Child Rights Protection Center conducts a detailed survey to determine the needs of children and provide the necessary support. **This allows for an effective approach to restoring children's rights and social adaptation.**







At the Child Rights Protection Center, which uses the Barnahus model, we facilitate the interviewing of children and coordination of state authorities to ensure the best interests of children who have witnessed and/or been affected by Russia's war crimes, as well as children who are victims or witnesses of criminal offences.

In 2024, **140 children** who were returned to the territory controlled by Ukraine and **55 children** who are victims or witnesses of criminal offences were interviewed.



## KEY FIGURES FOR 2024

- The rights of **11,319** children were restored.
- **128 monitoring visits** were carried out by the Department for Monitoring the Observance of the Rights of the Child.
- With the support of UNICEF, a system of visits was introduced, which allowed to conduct more than **700 monitoring visits by the regional offices of the Ombudsman**.
- **722 proceedings** were opened by the Commissioner.
- We processed **282 legal acts** as the lead implementer and **171** in co-execution.
- Prepared proposals for **101 draft legal acts**.
- We held **19 meetings** on the reintegration of returned children.
- Signed **17 memoranda** of cooperation with partner organisations with which we actively work.



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# PROTECTION OF IDPS' RIGHTS: STATE SUPPORT MUST BE REAL



Internally displaced persons face a number of challenges, so it is the state's task to provide them with the support they really need. To this end, the Ombudsman's Office conducted an analysis of the implementation of **the State Policy Strategy on Internal Displacement until 2025** and the Operational Plan for its implementation in 2023-2025.

On 20 August 2024, our Office held an event to present **the analysis to inform representatives of state institutions, local authorities, and the public about the state of IDP rights**. The Ukrainian Parliament Commissioner for Human Rights, Dmytro Lubinets, called on the Government to prepare an effective document that could change the situation both at the central level and on the ground. The protection and integration of IDPs should be a priority.

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## Rights of 122 residents of house damaged by Russian aggression restored

The Ombudsman of Ukraine Dmytro Lubinets received a collective appeal from residents of a house in Kherson. **As a result of a Russian missile strike, the building was severely damaged and the electricity supply to the house was cut off.**

Following the immediate response of the Ombudsman's Office, the city military administration immediately took measures to carry out repairs and restore electricity to the house, where 122 people live.

## Education for young people from TOT of Ukraine: analysing the main problems and providing recommendations

In the context of Russia's armed aggression against Ukraine, one of the key tasks of supporting young people living in the temporarily occupied territories is **to maintain their connection with the Ukrainian education system, including providing them with the opportunity to receive education.**







To identify the main needs of applicants and improve the conditions for admission, we conducted a survey of students and monitored the activities of educational centres. As a result, we held the event **‘Educational Compass for the Ukrainian Future for Youth from the Temporarily Occupied Territories’**, where we presented two analytical reports identifying problems in this area and providing recommendations.



#### Analytical report

based on the results of a comprehensive survey of students from the temporarily occupied territories of Ukraine on educational needs and problems related to education



#### Analytical report

“Readiness of educational institutions, on the basis of which educational centres have been established, for the admission of children and youth from the temporarily occupied territories”

## The right to dignity in temporary accommodation centres (TACs): how to organise the effective functioning of TACs

Ensuring the right to adequate housing remains a problematic issue in times of war. The Ombudsman’s Office, together with the Cluster on Management and Coordination of IDPs’ Temporary Accommodation Centres, developed a manual “How Temporary Accommodation Centres for Internally Displaced Persons should function”. We are distributing the document among managers and other officials responsible for the arrangement and operation of TACs. The document serves as a kind of reference guide on how to equip and use TACs.



## KEY FIGURES FOR 2024

- Restored the rights of **2,255** people.
- We conducted monitoring visits to **167 educational centres for applicants** from the temporarily occupied territories of Ukraine in 21 regions of Ukraine. Higher education institutions received **703 recommendations**.
- We conducted **1,262 monitoring visits** to places of temporary residence of IDPs.
- Based on the results of the visits, the authorities received **3,156 recommendations** to bring the living conditions in the TACs to minimum standards.
- We opened **579 proceedings** of the Ombudsman.
- We processed **272 legal acts as the main implementer** and **112** in co-execution.
- We held **4 meetings of the Expert Council**. Based on the results of the meetings, **26 recommendations** were made to state executive authorities, **19** of which have already been implemented.



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# PROTECTING SOCIAL AND ECONOMIC RIGHTS

The Ombudsman's Office works to protect social and economic human rights. **To this end, 2 constitutional submissions were prepared:**

- on social protection issues regarding the reduction of the pension supplement for citizens living in the radioactive contamination zone (*constitutional proceedings have been initiated*);
- on the right to labour regarding the restriction by the employer of the right to rest of employees, in particular, the provision of annual basic leave during martial law (*after examining the case file in the open part of the plenary session, the Constitutional Court of Ukraine moved to the closed part of the plenary session to make a decision*).



**The Ombudsman also made 5 submissions on elimination of identified human and civil rights violations:**

- **To the Minister of Communities and Territories Development of Ukraine** to ensure the rights of citizens by resuming state architectural and construction supervision;
- **To the Mayor of Kyiv** to ensure the right of members of the deceased Defenders of Ukraine to install gravestones at their own expense;
- **Komarniv City Mayor of Lviv region** on ensuring the right of residents of five apartment buildings to receive public utilities for centralised sewerage and household waste management;
- **Stryi City Mayor of Lviv region** on ensuring consideration of applications from residents of an apartment building to disconnect the building from district heating and hot water supply systems;
- **Pohrebyshe City Mayor of Vinnytsia region** regarding the allocation of a land share to which the applicant is entitled.

## The Ombudsman's Office initiates amendments to the legislation on the protection of social and economic rights

This is achieved thanks to the work of the institution and appeals from concerned citizens. For example, the right of:

- 22,400 scientists, civil servants, and local government employees to have their **pensions indexed for** the first time since 1 March 2024, instead of 1 July, as was the case in previous years, in accordance with Government Resolution No. 185 of 23.02.2024;
- all military personnel, regardless of the type of military service they perform, **to receive loan repayment benefits** in accordance with Law of Ukraine No. 3621-IX.

**The Commissioner's recommendations to the authorities were taken into account, in particular, in the following cases:**

- The Ministry of Economy developed a draft Law of Ukraine 'On Out-of-Court Settlement of Consumer Disputes';





- The Government submitted a draft law to the Verkhovna Rada (Parliament) of Ukraine defining the payer of the Single Social Contribution for persons deprived of their personal liberty as a result of armed aggression against Ukraine in order to include this period in the insurance record;
- restored the right of family members of those who died at work to receive a one-off payment by cancelling the requirement that the place of registration of family members coincide with the place of registration of the deceased.

**Two criminal proceedings were opened** for violations of environmental legislation and **two officials of business entities** were brought to administrative responsibility. A special permit for the use of subsoil was also cancelled.

**Special report on the state of observance of social and economic rights of adults in need of guardianship and care** under the legal regime of martial law.



## KEY FIGURES FOR 2024

- The rights of **29,693** citizens were restored.
- We opened **674** proceedings of the Ombudsman.
- Submitted **5** submissions of the Ombudsman to eliminate the identified violations of human and civil rights.
- Prepared **2** constitutional submissions on social protection and the right to work.
- Conducted **58** monitoring visits to **335** facilities.
- We processed **1,773** legal acts that were submitted to the Verkhovna Rada committees, governmental committees and central executive authorities for approval.
- We held **97** legal education events aimed at protecting social and economic rights.
- We held **3** meetings of the Expert Council under the Representative of the Commissioner for Social and Economic Rights.



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# PEACE SUMMIT: UNITING THE WORLD FOR PEACE AND BRINGING OUR CITIZENS HOME



**101 states and international organisations took part in the Peace Summit** held in Switzerland on 15-16 June. Representatives from all continents were present, demonstrating true multipolarity and inclusiveness. Discussions focused on three points of the Ukrainian Peace Formula: nuclear and food security and the release of prisoners (point 4).

**The 39 participants of the Summit took part in a thematic session on the implementation of point 4 of the Peace Formula.**

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Participants discussed specific initiatives to bring home Ukrainian children, civilians and prisoners of war. **By the end of 2024, the number of states and international organisations that supported the final Joint Communiqué of the Peace Summit had increased to 95.**

All of them supported the call for the repatriation of prisoners under the ‘all for all’ formula and the unconditional return of Ukrainian children. Justice can only be achieved when international law is fully implemented.

# ACTING FOR RESULTS: MEETINGS WITH INTERNATIONAL PARTNERS IN 2024

During the year, the activities of **the Working Group on point 4 of the Presidential Peace Formula** were significantly intensified. A total of 6 meetings of the Working Group were held, each of which was attended by more than 40 representatives of foreign states and international organisations.





On 2 February, the **International Coalition for the Return of Ukrainian Children** was officially launched, with 42-member states. 13 new countries joined the coalition in 2024 and are contributing to the implementation of 9 projects for the return and rehabilitation of Ukrainian children.



On 26 February, at the initiative of Ombudsman Dmytro Lubinets, the first meeting of the **International Platform for the Release of Civilians Unlawfully Detained by the Russian Federation** was held with the participation of representatives of 47 states and international organisations.







On 30-31 October, Canada hosted a **Ministerial Conference on the Human Dimension of the Ukrainian Peace Formula**, which was joined by more than 70 representatives of foreign countries and international organisations. As a result, **the Montreal Pledge** was agreed upon to facilitate the return of all captured and deported Ukrainians, both adults and children.



At the end of May 2024, Romanian Ombudsman Renate Weber and Ukrainian Ombudsman Dmytro Lubinets conducted joint monitoring visits to Ukraine and Romania to assess the observance of the rights of national minorities (communities). **This is an important prerequisite for Ukraine's accession to the EU and ensuring the rights of everyone.**

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### Taking steps for Ukraine's European future

**The Ombudsman's Office is actively involved in the processes of European integration of Ukraine**, in particular:

- participated in bilateral meetings between Ukraine and the European Commission as part of the official screening of compliance of Ukrainian legislation with EU law;
- participated in the development of the Rule of Law and Functioning of Democratic Institutions Roadmaps;
- contributed to the preparation of Ukraine's Progress Report under the EU's 2024 Enlargement Package.

### Ukraine's voice in the international arena has become louder

In January 2024, the Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets **was elected to the governing body of the International Ombudsman Institute's European Region Board of Directors for the first time in the institution's history.**





And in October 2024, colleagues elected the Commissioner as a member of the Board of the European Network of National Human Rights Institutions (**ENNHRI**) and an alternate member of the Bureau of the Global Alliance of National Human Rights Institutions (**GANHRI**).

**Being the voice of Ukraine in this international environment is a chance to defend the rights of our citizens and strengthen international support for Ukraine.**

### Isolation of Russia: A terrorist state has no place in international organisations

In October 2024, after the Ukrainian Ombudsman’s speech at the General Assembly of the Association of Mediterranean Ombudsmen (AOM), the AOM members expelled the Russian Ombudsman from their organisation by a joint decision, depriving Russia of a platform to promote false narratives and propaganda.



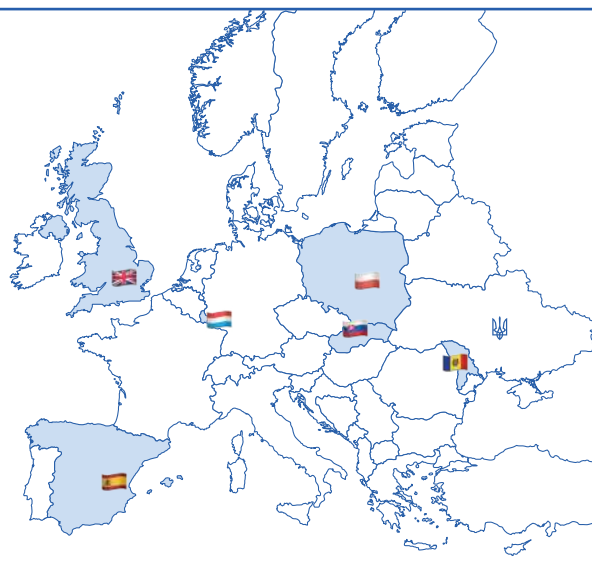
Thanks to the active advocacy work of the Ombudsman of Ukraine with international partners, the Commissioner for Human Rights in the Russian Federation has been deprived of any status and is no longer a national human rights institution since November 2024, according to the decision of the Subcommittee on Accreditation of the Global Alliance of National Human Rights Institutions (SCA GANHRI) at its autumn session. **The list of 118 accredited national human rights institutions from around the world by GANHRI no longer includes an institution of the aggressor state.**

**After active work over the past two years, we have isolated the Russian Federation in all international networks and platforms of national human rights institutions and ombudsmen!**

Issue No.1, 2025

## KEY FIGURES FOR 2024

- **421 meetings** with international partners and organisations, including heads of state, Ombudsmen of other countries, representatives of the Council of Europe, the UN, the ICRC, and the OSCE.
- We made **65 foreign visits**.
- In **6 European countries**, Ukrainians can turn to the representatives of the Ombudsman for consultations and assistance in protecting their rights and freedoms: in the UK, Spain, Luxembourg, Poland, Slovakia and Moldova.



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# EQUALITY AND NON-DISCRIMINATION ARE THE FOUNDATION OF A FREE SOCIETY

In 2024, the Ombudsman's Office took part in 279 events and held 42 forums, roundtables and information campaigns to protect the rights of representatives of national minorities (communities) and indigenous peoples of Ukraine.



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On 5 September, the **Special Report on the observance of the rights of national minorities (communities) and indigenous peoples in the context of the Russian armed aggression against Ukraine** was presented. The report was prepared based on the results of monitoring visits and a joint study by the Ombudsman's Office and the Council of Europe.



## Ensuring the rights of national communities is one of the seven recommendations of the European Commission to Ukraine

One of the outcomes of the event was a letter sent to initiate a Presidential Decree on the celebration of the Day of Interethnic Harmony in Ukraine. As a result, **the Presidential Decree established the Day of Interethnic Harmony and Cultural Diversity, which will be celebrated annually on 21 May.**

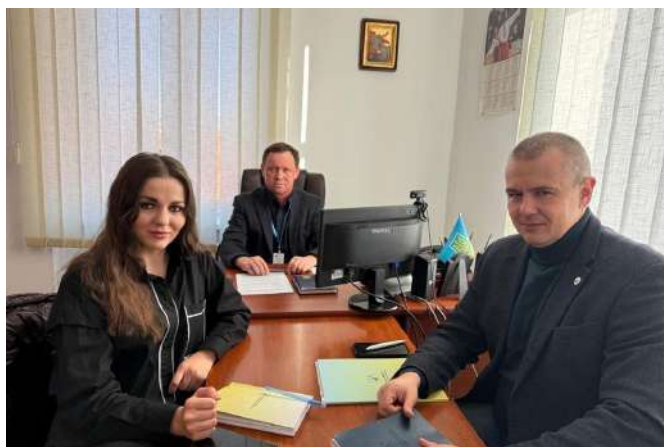
**Observance of equal rights and freedoms is a necessity for any democratic state.** Our institution is working in this area and has a number of achievements, in particular:

- Representative of the Commissioner Oleksandr Osipov became a permanent member of the Indigenous Peoples' Assembly within the Global Alliance of National Human Rights Institutions (**GANHRI**);





- Within the pilot project ‘**Documentation of persons from the Roma national minority (community) and development of legal mechanisms to simplify this procedure**’, dossiers on 302 persons from the Roma national minority (community) were collected, of which 159 persons have already been documented with passports of Ukrainian citizens, 57 of them for the first time.



- as part of the **Pilot Project on Immediate Interim Reparations for Victims of Sexual Violence Related to the Aggression of the Russian Federation against Ukraine**, we have redirected the data of 21 people for payment of immediate interim reparations, 16 of whom have already received payment.

Among the methods of war of the Russian Federation and the targeted genocide of the Ukrainian people is **conflict-related sexual violence**.

Ukraine documents these crimes and involves international experts for investigations that should help bring the perpetrators to justice.



### Violence hides in silence

**The Ombudsman’s Office has developed a special brochure containing important information about domestic violence:** how to recognise it, its types and what help a victim can get. The brochure was presented at the National Forum ‘**United Against Violence**’.





## KEY FIGURES FOR 2024

- We restored the rights of **148** people.
- Conducted **58** monitoring visits and on-site inspections.
- We opened **186** proceedings of the Ombudsman.
- We sent **40** initiative letters to address violations of rights and freedoms identified during the monitoring of media and other open sources of information.
- Prepared proposals to **170** legal acts as lead implementers and **190** as co-executors.

### At the initiative of the Ombudsman of Ukraine, a number of amendments were introduced to the legislation, in particular:

- the Law of Ukraine No. 3897-IX incorporated the comments and proposals to simplify the procedure for obtaining Ukrainian citizenship by foreigners performing military service under contract, as well as their family members, and to obtain an immigration permit outside the quota for foreigners – family members of military personnel who died in the line of duty;
- the recommendation of the Commissioner on the need to strengthen responsibility for gender-based violence and introduce administrative liability for sexual harassment in Law of Ukraine No. 3733-IX was incorporated;
- amended the Cabinet of Ministers Resolution No.1232 of 01.11.2024, which regulated the protection of the rights of children born in Belarus, one of whose parents is a citizen of Ukraine, to obtain documents and receive administrative services in Ukraine.



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# 543 VISITS TO PLACES OF DETENTION IN 2024: FULFILLING THE FUNCTIONS OF THE NPM



The Ombudsman's Office carries out regular visits covering all regions of Ukraine, except for the temporarily occupied territories. Last year, **183 representatives of civil society organisations** were involved in the NPM groups.

Based on the results of their visits, the NPM teams identified systemic violations of human and civil rights and freedoms in places of detention, including the right to protection from torture, cruel or degrading treatment or punishment, and others.

When violations are detected, we take all measures provided for by law, which resulted, for example, **in submissions from the Ukrainian Parliament Commissioner for Human Rights:**

- **To the Ministry of Health of Ukraine** on the need to review the existing model of financial support for the application of compulsory medical measures in special institutions for the provision of psychiatric care;
- **To the Ministry of Justice of Ukraine** on the need to restore the right to healthcare for convicted and imprisoned persons with viral hepatitis C;
- **To the State Migration Service of Ukraine** regarding the unlawful use of coercive measures against detainees.

In order to prevent further human rights violations, **the Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets submitted a number of submissions, which resulted in the adoption of regulatory acts:**

- Cabinet of Ministers Resolution No. 467 of 26.04.2024 'On Approval of the Procedure for Organising Psychiatric Care in the Event of a Court Applying Preventive Measures to a Person in Respect of Whom Compulsory Medical Measures are to be Applied or the Issue of Their Application is Being Considered' was adopted;
- in cooperation with law enforcement agencies, the Order of the Ministry of Health of Ukraine No. 110 dated 14 February 2012 was amended and the form of primary accounting documentation 'Certificate of bodily injury' and the Instruction on filling in the form of primary accounting documentation 'Certificate of bodily injury' were approved.



## Together with a Turkish delegation, we visited Russian prisoners of war in Ukraine

On 25 March 2024, the **Chief Ombudsman of the Republic of Türkiye, Şeref Malkoç**, arrived in **Kyiv** to conduct a monitoring visit to the camp for Russian prisoners of war together with the Ukrainian Parliament Commissioner for Human Rights, Dmytro Lubinets.

**While in the facility, Şeref Malkoç made sure that the Russians were being held in accordance with the Geneva Convention relative to the Treatment of Prisoners of War.**

The camp has an approved daily routine. It provides for eight hours of sleep for prisoners of war, roll call checks, three meals a day, work, religious, intellectual and physical activities.

A similar visit by Mr Malkoç should have taken place on the territory of the Russian Federation to verify Russia's compliance with the Conventions in relation to Ukrainian prisoners of war, but the Russian side has not yet organised it.

#RussiasATerroristState



## The NPM team does not stop working to protect human rights in places of detention

**Three roundtables** were held with the participation of representatives of the public on problematic issues of human rights observance in places of detention and ways to solve them.





In 2024, **3 pilot projects** were implemented, which are important steps for the development of public monitoring and protection of human rights in places of detention:

1. 'Regional Groups of the National Preventive Mechanism' for independent repeated visits to places of detention in the social sphere by representatives of NGOs;
2. 'Organisation of interaction of the Secretariat of the Ukrainian Parliament Commissioner for Human Rights with the observation commissions of regional and district state (military) administrations';
3. 'Systematic monitoring of human rights observance in the state institution 'Kyiv pre-trial detention centre'', which is aimed at monitoring human rights observance in the state institution 'Kyiv pre-trial detention centre'.

## KEY FIGURES FOR 2024

- **543 visits** to places of detention.
- **4 meetings of the Advisory Council** on the implementation of the NPM under the Ukrainian Parliament Commissioner for Human Rights.
- **5 reports on administrative offences** were drawn up: 3 persons were brought to administrative responsibility by the court under Article 188-40 of the Code of Administrative Offences.
- The Ombudsman sent **70 submissions** to central executive authorities and law enforcement agencies to eliminate the identified human rights violations.
- Following consideration of the submissions, **27 officials were brought to disciplinary responsibility**.
- At the Commissioner's initiative, **19 criminal proceedings were registered in the URPTI and initiated**.
- The Ombudsman initiated **31 internal investigations** into suicides, injuries, and deaths of convicts that had been ignored by the management of the institutions.
- As a result of the internal investigations, **21 officials were brought to disciplinary responsibility**.



**Vitalii Nikulin**

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# PROTECTION OF INFORMATION RIGHTS IS A SECURITY ISSUE

## Restored the rights of more than 24 thousand people

The illegal dissemination of personal data is a serious threat to the security of citizens, as it can lead to the use of their data by fraudsters.

One example of such a violation is the case revealed by the Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets in October 2024. **The official websites of several water supply companies in Ukraine published information on debts for housing and communal services, which contained personal data of debtors.**

Such publication opens up opportunities for fraudulent actions. Thanks to the Commissioner's demands to remove the published data, the rights of more than 24,000 people were restored.

## Recommendations on the right to privacy in artificial intelligence development presented for the first time in Ukraine

In cooperation with the Ministry of Digital Transformation of Ukraine and the EU4DigitalUA project, the Ombudsman's Office has developed recommendations on human rights and personal data processing in the field of artificial intelligence.

**The document contains clear and practical advice for companies and government agencies. The guidelines will help to avoid human rights violations.**

The recommendations describe:

- how artificial intelligence affects human rights,
- approaches to regulating this impact in the EU and the US,
- how companies can work ethically with data when developing AI-based systems
- how to manage artificial intelligence in accordance with the law.



Methodological material **'Human rights in the era of artificial intelligence: challenges and legal regulation'**

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## The right to access information is a critical factor of trust between the state and citizens







On 10 October, an international conference ‘**Balancing Access to Information and National Security – Lessons from Ukraine during Armed Conflicts**’ was held, organised by the Ombudsman’s Office in cooperation with UNDP Ukraine and the Ministry of Foreign Affairs of Denmark. Dmytro Lubinets noted that in times of war, government agencies are forced to impose certain restrictions on access to information to protect national security. However, it is important that such restrictions are not excessive.



With the support of UNDP in Ukraine, the Ombudsman’s Office has been conducting nationwide monitoring of the right to access information under martial law for three years. The results show slight but steady progress in ensuring information rights. **In 2024, the situation with the publication of publicly relevant information by public authorities on official websites improved by 26%.**



The conference resulted in the adoption of **the Kyiv Declaration on the Balance of Access to Information and National Security during Armed Conflicts.**

## KEY FIGURES FOR 2024

- We restored **644** rights.
- We opened **1,334** proceedings of the Commissioner.
- We conducted **103** inspections on personal data protection compliance.
- Based on the results of the inspections, we issued **85** binding instructions.
- Conducted **36** on-site inspections of central government agencies’ compliance with human rights to apply for and receive access to public information under martial law.
- We reviewed **806** draft legal acts and provided comments and suggestions to **105** of them.
- We drew up **15** reports on administrative offences.
- Conducted **14** trainings for information administrators on the peculiarities of access to public information under martial law.
- We held **41** educational events.



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# THE COMMISSIONER MADE 2 CONSTITUTIONAL SUBMISSIONS TO THE CONSTITUTIONAL COURT OF UKRAINE



In 2024, the Ombudsman of Ukraine Dmytro Lubinets made **2 constitutional submissions to the Constitutional Court of Ukraine.**

- **The first** one was on the constitutionality of provisions on granting and using leave during martial law.
- **The second** constitutional proceeding was on the recognition as inconsistent with the Constitution of Ukraine the provision of Part 2 of Article 8 of the Law of Ukraine 'On the State Budget of Ukraine for 2024' dated 09.11.2023 No. 3460-IX, which sets the minimum wage used as a calculation value for determining payments under court decisions at UAH 1600.

In both cases, the Constitutional Court of Ukraine moved to the closed part of the plenary session to make a decision.

**UAH 425.5 thousand of unlawfully deducted funds were returned to 40 convicts following the Ombudsman's response**

Following consideration of the Commissioner's submission regarding the unlawfulness of deductions of maintenance costs for housing and utility services from social assistance to persons sentenced to imprisonment and life imprisonment, which they receive as persons not entitled to a pension, the Ministry of Justice of Ukraine restored the rights of such persons to receive social assistance in full.





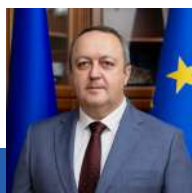


In April 2024, the Ombudsman of Ukraine appealed to the Prosecutor General of Ukraine to verify compliance with the requirements of the legislation on the replacement of arrest with other types of criminal punishment in connection with the entry into force of Law of Ukraine No. 3342-IX, according to which probation supervision replaced such a punishment as arrest (except for criminal offences committed by military personnel).

**As a result of inspections conducted by prosecutors, 4 illegally detained persons were released from places of detention or pre-trial detention.**

## KEY FIGURES FOR 2024

- **163 Commissioner's proceedings** were opened, **129** of which were completed and **34** are ongoing.
- **The rights of 372 people were restored.**
- We processed **617 draft legal acts** and **190** in co-execution.
- Conducted **127 monitoring observations** of the observance of procedural rights of participants in court proceedings in criminal, civil and administrative proceedings.
- Submitted **15 submissions** of the Ombudsman.
- Introduced **2 constitutional submissions** of the Commissioner.
- Prepared **5 opinions on constitutional complaints and constitutional petitions** pending before the Constitutional Court of Ukraine.
- We drew up **2 administrative reports.**
- The law enforcement agencies **entered information into the URPTI** based on the results of inspections initiated by the Commissioner and measures taken **in 78 cases.**
- We made **83 recommendations** to eliminate human rights violations in places of detention based on the results of the inspections initiated by the Commissioner.
- Prepared **22 recommendations** to the Parliament and the Government of Ukraine with **proposals on the need to develop regulations or amend** existing legislative acts of Ukraine to ensure compliance with the procedural rights of human and civil society.



**Andrii Ovsienko**

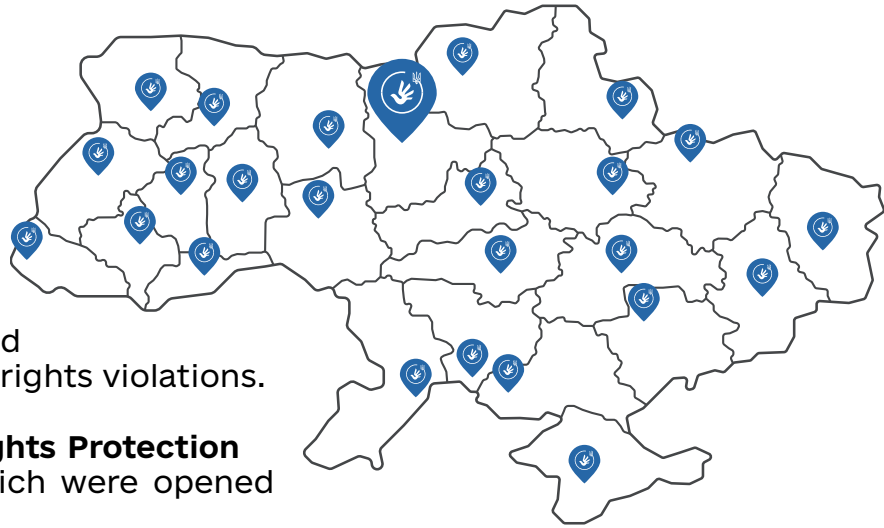
Representative (Deputy) of the Commissioner in the Courts System and on the Right to Fair Trial and Representation in the Constitutional Court of Ukraine  
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# EXPANDING OUR REGIONAL PRESENCE

One of the priorities of the Ombudsman's Office is to expand its regional presence. This will allow us to respond effectively and quickly to human rights violations.

Currently, there are **6 Human Rights Protection Centres in Ukraine**, three of which were opened in 2024.



**Each centre is designed to be inclusive.** Citizens can easily enter the building and receive assistance on various issues. The centres are equipped with workplaces for the Regional Office staff and project coordinators, conference rooms, children's spaces, and a meeting room. The premises also serve as work and event spaces for members of the public.

## Human Rights Centres opened in 2024

### Ivano-Frankivsk



### Chernivtsi

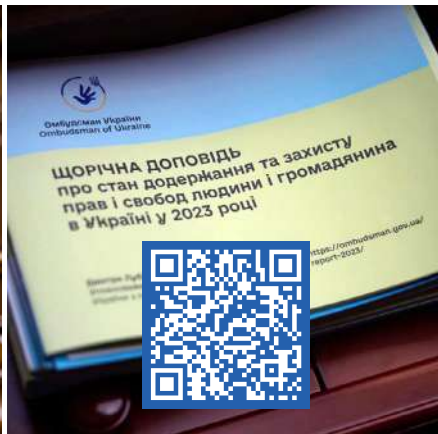






■ The goal for 2025 is to open new centres so that all Ukrainians can contact the Ombudsman's Office without barriers.

## ■ OBSERVANCE AND PROTECTION OF HUMAN RIGHTS IN 2023 – IN 2024 THE COMMISSIONER PRESENTED THE ANNUAL REPORT



*Annual Report of the Ukrainian Parliament Commissioner for Human Rights on the status of observance and protection of human rights and freedoms in Ukraine in 2023*

In 2023, for the first time since 2011, the Ombudsman of Ukraine Dmytro Lubinets submitted the Annual Report to the Parliament for voting. In 2024, the Ombudsman submitted the second report of his term to the Verkhovna Rada of Ukraine for voting.

**259 MPs voted in favour of it.** The draft resolution on the Annual Report of the Ukrainian Parliament Commissioner for Human Rights on the Status of Observance and Protection of Human Rights and Freedoms in Ukraine in 2023 was adopted as a whole.

The Commissioner expressed gratitude to the MPs for supporting this document. These are historic steps for our institution and the whole country. **Such documents show the international community the main challenges in human rights protection and our work in this area, and bring us closer to EU accession.**





# CHRISTMAS DURING THE WAR: HOW DID THE YEAR END?

Ukrainians spent their third Christmas in the midst of a full-scale Russian invasion, and their eleventh in the midst of the Russian-Ukrainian war.

At the end of the year, the Ombudsman of Ukraine, Dmytro Lubinets, visited Pokrovsk in the east of the country. **It is here that the 'main' Christmas tree of Ukraine is located, which has become a symbol of Ukrainian resilience.** Russian occupants, in violation of international humanitarian law, regularly shell the city. As a result of these attacks, civilians are being killed, and 70% of residential buildings have been damaged or destroyed. War criminals must be held accountable for their actions.



Photo: Oleksandr Gusev



On Christmas Eve, Russia launched another missile attack on Kyiv. Unfortunately, **1 person was killed and 13 were injured.**

**A Christmas procession** was held in Kyiv as a testament to the enduring nature of traditions even in the darkest of times.



Photo: Nick Tymchenko



Photo: Serhii Nuzhnenko, Radio Liberty

Participants walk by the flags left by people in memory of the fallen defenders of Ukraine.



Photo: Maksym Bilousov



Photo: Yurii Mate

People continue to cherish ancient customs, in which they find inspiration to fight.

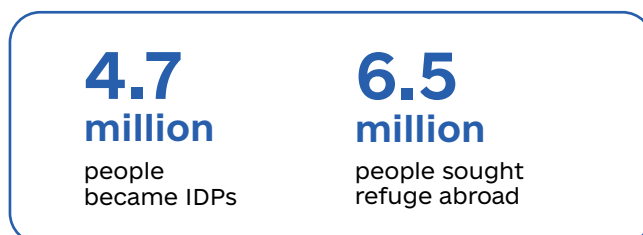
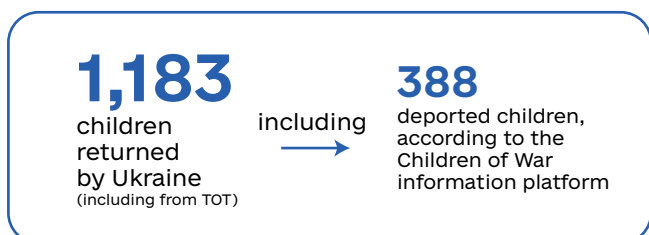
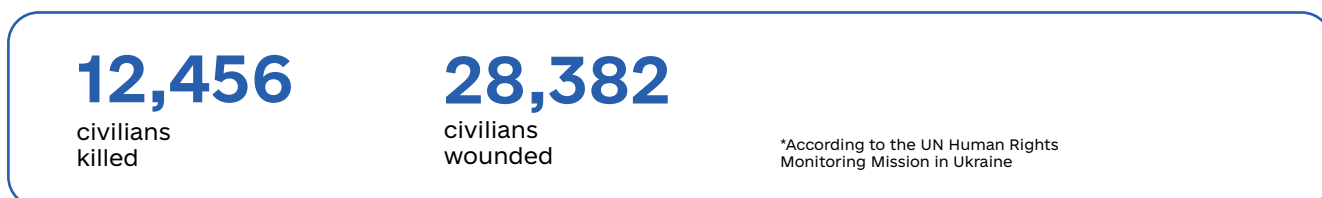
#RussiaIsATerroristState





# PEOPLE ARE THE MOST VALUABLE THING!

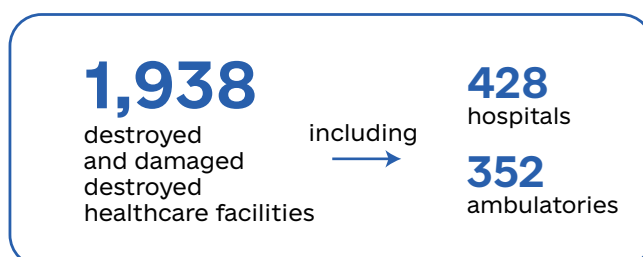
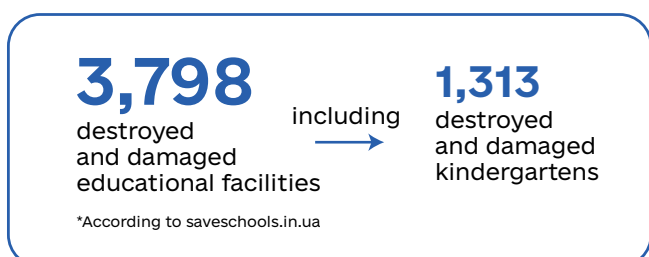
Russia violates human rights in Ukraine on a large scale!



Issue No.1, 2025

# SHELLING OF CIVILIAN INFRASTRUCTURE

Russia destroys residential buildings, educational and medical institutions



\*Data as of the beginning January 2025



## Омбудсман України Ombudsman of Ukraine

The Russian Federation and all the criminals it has sent to Ukraine will be held accountable in the most severe way for the evil they have committed.

Ukraine carefully documents every crime and every atrocity.  
All those responsible will undoubtedly be punished.

**We will never forget and we will never forgive. Neither will the world.**

[#StandWithUkraine](#)



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