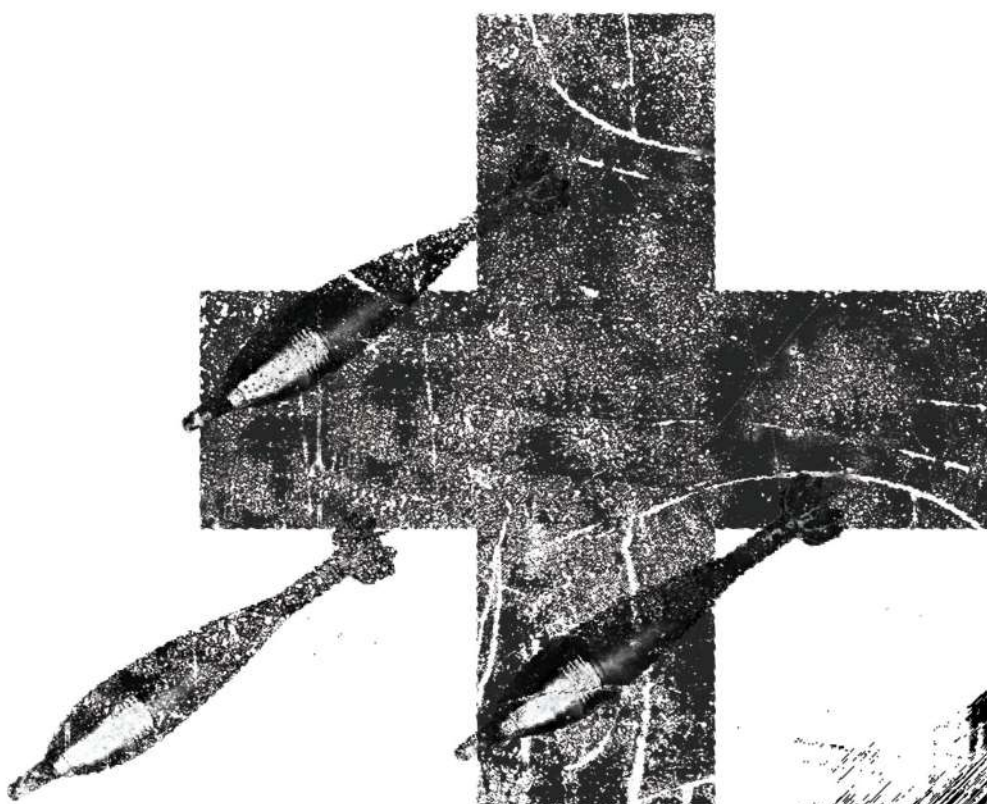




Омбудсман України  
Ombudsman of Ukraine

# WHEN THE WORLD IS SILENT – TERROR THRIVES



№8  
2024



# INTERNATIONAL ORGANISATIONS IN CRISIS

The International Committee of the Red Cross (ICRC) and the International Federation of Red Cross and Red Crescent Societies (IFRC) are organisations that are designed to ensure compliance with international humanitarian law and to help victims of armed conflict.

They have unique powers based on international treaties and agreements, in particular the Geneva Conventions. However, in the context of Russia's armed invasion of Ukraine, these organisations have shown a complete failure to fulfil their mandate and respond adequately to war crimes.

## HOW DOES THE ICRC'S INACTION MANIFEST ITSELF?

## IT IS SILENCE ON THE WAR CRIMES OF THE RUSSIANS!

The International Committee of the Red Cross (ICRC) – is the only organisation that has the right of access to places of detention of prisoners of war.

However, the vast majority of **Ukrainian prisoners of war have not seen or spoken to ICRC representatives during their detention.** They declare this after being released from captivity. At the same time, there is an urgent need to visit Ukrainian prisoners of war and civilian hostages on the temporarily occupied territories (TOTs) and in the Russian Federation.

**Ukrainians suffer from inadequate conditions of detention and torture.** All of their rights under the Geneva Convention relative to the Treatment of Prisoners of War and the Geneva Convention relative to the Protection of Civilian Persons in Time of War are violated.

### Ukrainians are dying in captivity!

The ICRC has been silent on this for more than 10 years of war and does not respond to the crimes of the Russian Federation. Instead, they have excuses that the aggressor is to blame for everything, but they do not take steps to change the situation!

One specific example is **the Russian terrorist attack in Olenivka** against Ukrainian prisoners of war, which killed more than 50 Ukrainians. They were confirmed to be prisoners of war by the ICRC. However, following the tragedy, the international organisation did not take clear and bold steps to visit the crime scene and properly investigate it.

Even when the Ombudsman of Ukraine, together with MPs, visited the line of demarcation with the temporarily occupied territory to demand that Russia grant access to Olenivka, **the ICRC did not arrive at the site!**







In contrast to Russia, **Ukraine treats Russian prisoners of war with dignity**, they are held in accordance with the Geneva Convention relative to the Treatment of Prisoners of War. In particular, our state fully grants access to international organisations to places where Russian prisoners of war are held.



*Prior to each exchange, the Ombudsman's Office staff communicate with Russian prisoners of war, who confirm that they are held in accordance with international humanitarian law.*

## ■ THE ICRC 'BIT ITS TONGUE' AND CAN'T NAME THE PERPETRATOR OF CRIMES!

**Not only is the ICRC silent on Russia's crimes against Ukrainian prisoners of war. The ICRC does not call the aggressor by name in other crimes either!**

**On 12 September**, Russia fired artillery at the village of Viroljubivka in Donetsk region. As a result, **three ICRC staff members were killed** and two others were **injured**. They were in a truck transporting humanitarian aid.



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In a belated reaction to this tragedy, the ICRC President did not mention Russia. Instead of condemning this and demanding explanations from Russia, **the ICRC remains silent**. In addition to this, we have clear evidence: The Prosecutor General's Office has confirmed Russia's involvement in the 12 September attack in the village of Viroljubivka. **The world must clearly name the perpetrator!**





# THE IFRC STANDS NOT ONLY FOR INACTION, BUT ALSO FOR ADVOCACY OF THE AGGRESSOR'S INTERESTS!

The International Federation of Red Cross and Red Crescent Societies (IFRC) – is the largest organisation uniting national Red Cross societies.

**The Ukrainian side has made a number of attempts to communicate with the IFRC about the activities of the Russian Red Cross and their crimes against Ukraine:**

- the Russian Red Cross's support for aggression against Ukraine, cooperation with the Artek camp in Crimea, whose director is under US and EU sanctions for involvement in the deportation of Ukrainian children. It also raised funds for the families of mobilised Russian military personnel and servicemen, and supported the campaign to mobilise for the war in Ukraine;
- the illegal appropriation by the Russian Red Cross of the property of the Ukrainian Red Cross Society in Crimea, after the temporary occupation of the peninsula. The Ukrainian Red Cross Society owned 10 premises in Crimea, with a total area of 641 square metres, as well as 6 cars and office equipment for the staff. All this property was 'occupied' by the Russian Red Cross. A separate criminal proceeding has been initiated regarding this fact;
- visiting the temporarily occupied territories of Ukraine, in particular the TOTs of Crimea, Donetsk, Luhansk, Kherson and Zaporizhzhia regions. This is a violation of the Federation's Constitution and the recognised state borders of Ukraine.

However, the Federation recently released a report on the activities of the Red Cross of Russia, in which it did not take into account any of the above comments, but rather refuted and justified them! At the same time, a separate Supervisory Group of the Board was created to analyse all the facts.



**Furthermore, Dmytro Lubinets, the Ombudsman of Ukraine, met with the President of the IFRC Kate Forbes, and handed over all official documents and materials confirming the alleged crimes of the Russian Red Cross to her.**

**Thus, given the contents of the report:**

- The Federation has de facto recognised as legitimate the occupation of Crimea, as well as certain territories of the Donetsk, Luhansk, Kherson and Zaporizhzhia Regions. The text confirms that the Russian Red Cross visited the temporarily occupied territories of Ukraine. In the report, the Federation justified such actions by 'innovative approaches' and 'humanitarian goals', but this should be categorically condemned.
- The report does not contain information that the Russian Red Cross stole property of the Ukrainian Red Cross in the temporarily occupied Crimea.
- The Federation did not condemn the Russian Red Cross' involvement in the deportation and forcible displacement of Ukrainian children and their militarisation.

**Thus, the international organisation has turned a blind eye to numerous violations of their Constitution and has not expelled the Russian Red Cross from its membership despite their alleged criminal actions.**

# THE IFRC MUST EXPEL THE RUSSIAN RED CROSS FROM ITS MEMBERSHIP!

Dmytro Lubinets, the Ombudsman of Ukraine, draws the attention of international partners to the fact that they are contributing to an organisation that covers up Russian crimes.

Currently, among the largest donors in 2023 are the European Commission (CHF 93.4 million); the United States of America (CHF 83 million); the United Kingdom (CHF 56.6 million); Switzerland (CHF 38 million); the Netherlands (CHF 50.6 million); Canada (CHF 49.4 million) and others.



*According to the report published on the IFRC website for 2019-2023 in the Main donors section*

Since the full-scale escalation of the war on February 24, 2022, the Ukrainian Red Cross has been at the forefront of lifesaving efforts, displaying immense dedication and bravery. Their volunteers, drawn directly from the affected communities, have risked their lives to evacuate civilians from the frontlines, deliver essential supplies, and help reunite families separated by the chaos of war. These volunteers, intimately connected to the people they serve, have a unique understanding of the challenges and needs on the ground, allowing them to provide swift and targeted assistance in ways that international organizations often cannot.

**Supporting local organizations like the Ukrainian Red Cross is crucial because they are the ones closest to the conflict.** Unlike international groups, these volunteers are from the communities they risk everything to help. They navigate the most dangerous areas with greater agility, often stepping in where larger organizations can't reach in time. By backing local organizations such as the Ukrainian Red Cross, we ensure that resources go directly to those who are both most at risk and best positioned to make a difference in saving lives, sustaining communities, and fostering resilience amid the devastation.

The Ombudsman believes that it is necessary to increase funding for the Ukrainian Red Cross Society and implement additional programmes to protect Ukrainians. After all, donors are currently spending their money to finance the criminal actions of the Russian Red Cross Society!

**It is important to emphasise that the Russian Red Cross is not only failing to fulfil its mission as a neutral humanitarian organisation.** There is clear evidence of this.

**It is essential to stress that the Russian Red Cross should work only on its own territory!** This is enshrined in the Constitution of the International Federation of the Red Cross. The work of the Russian Red Cross in the TOTs is a violation of the Federation's Constitution and a violation of Ukraine's state borders.

**The TOTs of Ukraine are the territories of Ukraine!** Other states of the world have recognised state borders in accordance with the Constitution of Ukraine, the UN Charter, interstate and international treaties and agreements.

**Accordingly, the Russian national society should be expelled from the International Federation of the Red Cross for violations.**

**The international emblem of the Red Cross is being used for criminal purposes!**





# 3672 UKRAINIANS RETURNED

## from Russian captivity, including 168 civilians

We continue to work to implement point 4 of Ukraine's Peace Formula, for which the Ombudsman of Ukraine is responsible. It foresees the return of all deported and forcibly displaced children, unlawfully detained civilians and prisoners of war.



### 2 prisoner exchanges took place in September.

On 13 September, we managed to bring 49 Ukrainians back home. These are soldiers of the Armed Forces of Ukraine, the National Guard, the National Police, the State Border Guard Service, as well as our civilians. Some of Azovstal's defenders were also released. For the first time in a long time, we managed to bring back women – **23 Ukrainian women are home!**

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One of those returned was **Leniie Umerova**. The 26-year-old Crimean Tatar was returned to Ukraine **after almost two years of illegal detention by the Russian Federation**.

She was detained at the Russian-Georgian border when she was travelling to occupied Crimea to care for her sick father.







**On 14 September, another 103 Ukrainians returned home.** Among those released are defenders of the 36th Marine Brigade, the National Guard, border guards, and representatives of the Kraken special forces unit. There are also representatives of the National Police and the territorial defence, the State Emergency Service, and units of the Armed Forces. **The majority of those released are people who have been held since the first days of the war.**



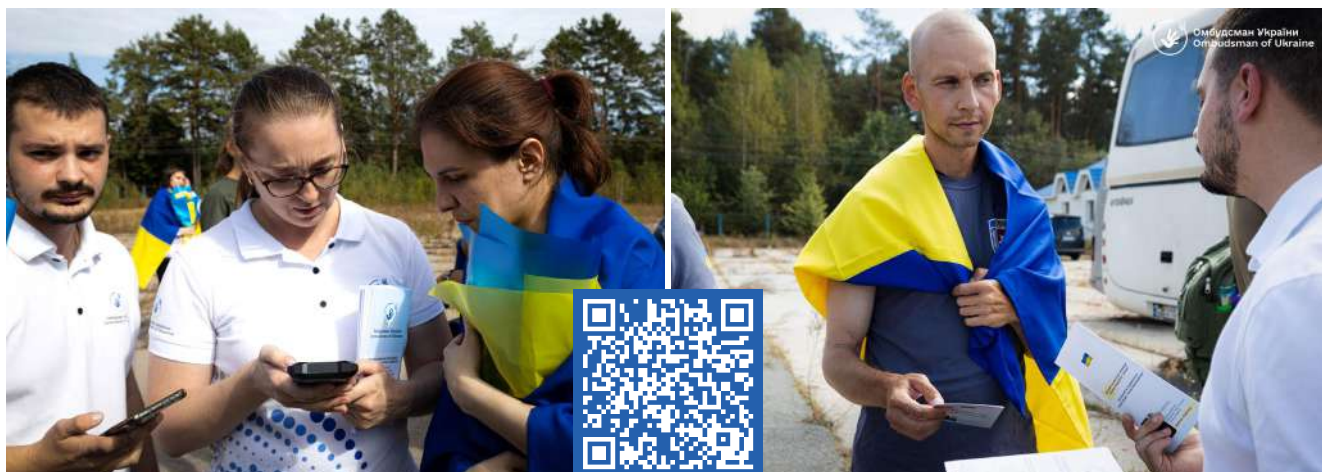
*For the first time in a long time, the released soldier hugged his beloved and young son.*



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**The staff members of the Ombudsman's Office are always present** at the exchange site to monitor the observance of human rights in accordance with international humanitarian law and the Geneva Conventions. Our employees record the condition of the released persons returning to Ukraine and inform them of their rights.

The returned prisoners need serious rehabilitation, as their health condition has deteriorated significantly during their time in captivity.



*Comparison of the condition of Ukrainian and Russian prisoners of war returning home*





# RETURNING CHILDREN TO THEIR HOMELAND!

Since the beginning of the full-scale invasion, **973 children have been returned** from Russia and the temporarily occupied territories of Ukraine (as of 9 October 2024).



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**On 27 September, 9 children were returned to Ukraine, as well as a 20-year-old young man** – the brother of one of the minors. The return took place as part of the implementation of the approved action plan of the President of Ukraine Bring Kids Back UA. Qatar acted as an intermediary in this process.

The returnees are aged between 13 and 17 years old. Some of the children were taken by the Russians from the Oleshky Children’s Home, some are children with disabilities and serious diseases. Some also lost their parents and were returned to their grandparents.

**Ukraine is ready for everyone to return and will provide all necessary assistance.**

# COMMUNICATING WITH RELATIVES OF PRISONERS OF WAR AND MISSING DEFENDERS OF UKRAINE

In September, the Ombudsman’s Office held 4 meetings in Kyiv and Odesa, attended by **over 700 family members** of prisoners of war and missing defenders of Ukraine.







Dmytro Lubinets, together with representatives of Ukrainian government agencies, spoke about communication with the Russian side, the transfer of letters and confirmation of the fact of captivity.

The Ombudsman stressed that there is no legal distinction between missing persons and those who have the status of prisoners of war in the exchange process.



*Nearly 40% of those returned from captivity are persons who had the status of persons missing under special circumstances and were not confirmed by the ICRC,” the Ombudsman said during a meeting in Odesa.*

## RETURNING OUR CITIZENS FROM THE TOTS to the government-controlled territory of Ukraine

**On 7 September**, thanks to the coordinated efforts of our Office and partners, including Caritas Ukraine, **two more citizens were returned to the government-controlled territory.**

Two elderly women who remained in the TOTs of Kherson region needed help. Due to the overall security situation, they could not leave on their own. Following an appeal from their relatives, we promptly organised the safe transportation of the women to the government-controlled territory of Ukraine, where they were reunited with their relatives.



**On 10 September**, we managed to return another **elderly woman** who, due to her health condition, could not move independently and was staying in the temporarily occupied Kherson region.

The Ombudsman was addressed by the woman's relatives. The Ombudsman's Office together with partners promptly organised the woman's safe transfer to the Government-controlled territory of Ukraine. The woman is now with her family and is receiving assistance.



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# THE SAFETY OF CHILDREN IN TIME OF WAR IS ABOVE ALL!

The Ombudsman took part in the Summit of First Ladies and Gentlemen on September 12. The safety of children during the war was the key issue. In his speech, the Ombudsman focused on war crimes committed by Russia against Ukrainian children: abduction, forced displacement, adoption by Russian families, and changing personal data in new documents of young Ukrainians. These crimes violate not only international law, but also a child's fundamental rights to life, family, and security.

**The international community must step up its efforts to stop the violations and ensure justice for the affected children and their families.**



Children who suffered from Russian aggression dancing at the First Ladies and Gentlemen Summit

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## RETURN OF UKRAINIAN CHILDREN: attention should always be given to this topic!



At the Child Rights Protection Center, the Ombudsman of Ukraine met with the First Ladies and Gentlemen of Estonia, Denmark, Finland, Guatemala, Lithuania, Serbia and Slovenia as well as the UN Goodwill Ambassador and American actor Michael Douglas and his son.



The participants of the meeting discussed the crimes committed by Russians against children: murder and maiming, sexual violence and deportation. **Deportation and forced displacement are a well-planned genocidal campaign to erase children's Ukrainian identity.**



Dmytro Lubinets outlined international cooperation on the return of Ukrainian children. The main mediator is the State of Qatar. **The International Coalition for the Return of Ukrainian Children** is also actively working, with 40 states already joining.



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# CHILDREN FROM THE TOTS OF UKRAINE SHOULD HAVE OPPORTUNITIES FOR PROPER UKRAINIAN EDUCATION

With the participation of the Ombudsman of Ukraine, the inaugural meeting of the Working Group on preparation of the Concept of Access to the Right to Education for Youth from the Temporarily Occupied Territories of Ukraine was held. The Concept aims to ensure equal opportunities for quality education for young people from the TOTs and to facilitate their successful integration into the educational sphere. Children from the TOTs of Ukraine should have the opportunity to come to the territories controlled by the Ukrainian government and enrol in educational institutions.

Data shows that the number of children from the TOTs entering Ukrainian educational institutions is decreasing every year. Dmytro Lubinets reminded that in 2016, Ukraine launched a simplified admission system for people from the temporarily occupied territories through the Crimea-Ukraine and Donbas-Ukraine educational centres. **The Ombudsman also stressed the importance of information support and outreach to young people from the temporarily occupied territories and their families.**



*We must do everything possible to increase the number of applicants. Creation of favourable conditions for education and social integration is a key factor in the process of returning young people to the Ukrainian educational space,” the Ombudsman said.*



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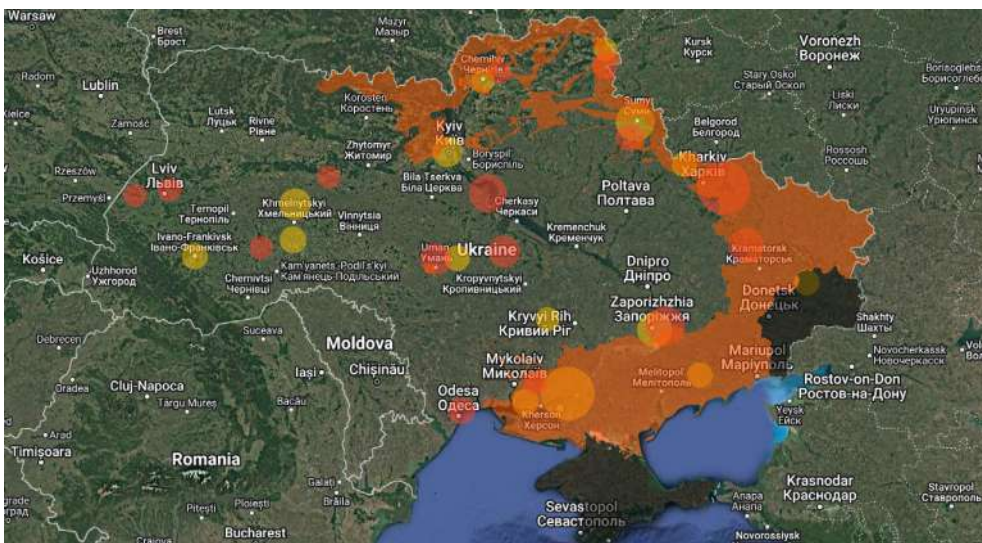


# RUSSIA HAS COMMITTED MORE THAN 4,700 ENVIRONMENTAL CRIMES IN UKRAINE TOTALING \$64 BILLION

The Russian Federation systematically violates the Geneva Conventions, which prohibit the use of methods of warfare intended to cause serious damage to the environment. The Office of the Prosecutor General of Ukraine is investigating **280 criminal proceedings for war crimes against the environment, 15 of which are for ecocide.**

**Ukraine is currently the most mined country in the world: nearly 142,000 km<sup>2</sup> are considered potentially mined.**

**Interactive map** of areas that could potentially be contaminated with explosive ordnance



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Russians mine everything, including homes of civilians. They use so-called anti-personnel mines, prohibited by the Ottawa Convention.

Since February 24, 2022, **1,030 civilians have suffered** by mines and explosive remnants of war, **309 of them killed.**

Children are one of the most vulnerable groups of people who can be affected by mines. **In less than 2 years, mines and other explosive remnants of war have caused 116 casualties among children.**



Photo: UNICEF



16-year-old Yaroslav from Kharkiv region had a traumatic amputation of his foot after a mine injury.





# UKRAINE'S LOSSES MORE THAN \$11 BILLION ANNUALLY due to mines and other explosive devices

According to a study by the Tony Blair Institute conducted jointly with the Ministry of Economy of Ukraine **this is more than 5% of Ukraine's GDP as of 2021.**



Photo: Libkos

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**!Due to mining, Ukraine loses about \$4 billion in agricultural exports annually.**

**Ukraine is actively working on demining.** At the beginning of this year, more than 100,000 hectares of land have already been surveyed and nearly 500,000 explosive devices have been defused.

However, the scale of contamination remains an extremely difficult challenge.



Photo: SES of Ukraine

**The biggest need for Ukraine today is to provide specialists with the proper equipment and supplies.**



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THE KEY WORD  
for Ukraine today is

**FREEDOM**

#RussiaIsATerroristState

## UNITED WITH THE WORLD FOR THE RETURN OF CRIMEA AND THE UKRAINIAN CITIZENS



On September 11, Kyiv hosted the **Fourth Summit of the International Crimean Platform**. The Ombudsman of Ukraine Dmytro Lubinets spoke at the panel **“Release of Crimean civilian detainees as one of the priorities of the Peace Formula implementation”**. He told, in particular, that:

- the occupiers have unlawfully **imprisoned 218 people**, including **132 Crimean Tatars**, in the TOT of Crimea, (as of September 30, 2024)
- Russia detains Ukrainians and indigenous people in Crimea in order to suppress resistance to the occupation and destroy the identity of our citizens.

**The Commissioner called on the national parliaments of the nations of the world to recognize the actions of the Russian Federation as genocide and to facilitate the release of Ukrainians.**

**The reputation of democratic countries lies in their concrete steps to stop the aggressor.**



## THE RULE OF LAW MUST PREVAIL OVER THE RULE OF FORCE: Russia expelled from third international organization

On September 25, at an extraordinary meeting of the General Assembly of the Association of Mediterranean Ombudsmen, **the decision to expel the Russian Ombudsman from its membership was approved.** The reason for this was systematic violations of the Association's Charter, in particular, the active dissemination of disinformation on behalf of and in favour of the Russian government, and violation of the principles of neutrality and ethics.



**This is the third ombudsman organization to expel Russia:** the first was the International Institute of Ombudsmen in August 2022, and the European Network of National Protection Institutions in April 2023.

**A terrorist state should not have a voice on the world stage.**

## EUROPEAN INTEGRATION IS A KEY ISSUE

In September, a delegation of the Ombudsman's Office had a working visit to Moldova. At the International Conference **"Human Rights Protection Mechanisms in the European Union and the Role of National Human Rights Institutions"**, the work of our institution in the context of European integration was presented.

The Ombudsman's Office:

- Constantly participates in the EU-Ukraine Dialogue implemented in accordance with Article 4 of the EU-Ukraine Association Agreement,
- Is involved in preparing materials for bilateral meetings between Ukraine and the European Commission,
- Participates in the preparation of the Rule of Law Roadmap.



**The priority area of our work is the implementation of the point 4 of the Peace Formula.**

The participants were encouraged to join projects within **the International Coalition for the Return of Ukrainian Children** and continue to support Ukraine.



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# THE RIGHTS OF NATIONAL COMMUNITIES AND INDIGENOUS PEOPLES: 75 recommendations for public authorities



On September 5, the Ombudsman of Ukraine presented a **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. The report was prepared based on the results of monitoring visits and joint research of 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.** The Ombudsman's Office will monitor the implementation of the recommendations.

Also, our institution is working on the creation of the first Center for National Minorities (Communities) and Indigenous Peoples of Ukraine. One of the results of the event was the submission of a letter to initiate a presidential decree on the celebration of **the Day of Interethnic Harmony in Ukraine.**

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# VIOLATION OF RELIGIOUS RIGHTS: Russians damaged the Islamic Cultural Center and the mosque



On September 2, a Russian missile strike damaged the Islamic Cultural Center and its mosque. Russia ignores the fact that religious and cultural sites enjoy a special status in conflict situations, and such actions are unacceptable in the civilized world.

**These are systematic violations of human rights, religious freedoms and basic principles of international humanitarian law.** Dmytro Lubinets sent a letter to the UN Human Rights Monitoring Mission in Ukraine to draw the attention of the international community to the violations of the Russian Federation and to record these crimes.



# CONFLICT-RELATED SEXUAL VIOLENCE

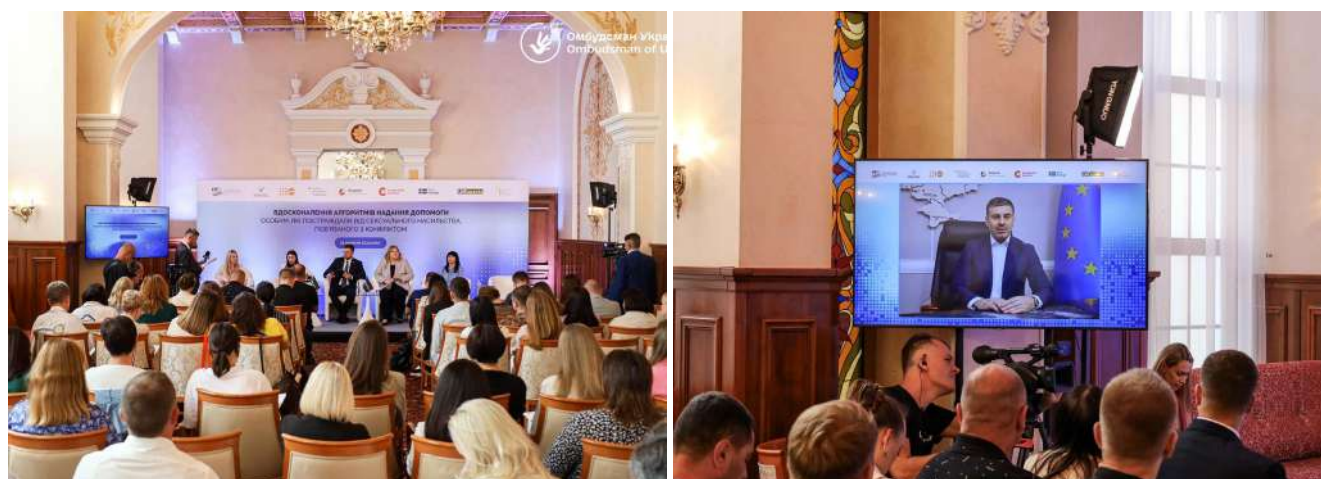
is one of the most brutal human rights violations

Since 2014, the occupiers have been systematically using the CRSV as an element of genocidal policy.

Since the beginning of the full-scale military aggression of the Russian Federation, the Office of the Prosecutor General of Ukraine has recorded **316 cases of CRSV**.

The actual number of such crimes may be much higher. Victims include women, men, the elderly and even children. The youngest age of an officially recorded victim of CRSV is **4 years old**, while the oldest victim is **82 years old**.

The Office of the Ombudsman of Ukraine is actively involved in the protection of victims of CRSV. A representative of the Commissioner for Equal Rights and Freedoms, Rights of National Minorities, Political and Religious Beliefs is a member of the Supervisory Board of the Pilot Project on Immediate Interim Reparations for Victims of Conflict-Related Sexual Violence. This project is implemented by the Global Fund for Survivors of Violence.



On September 25, 2024, a workshop “Improving Algorithms for Providing Assistance to Victims of Conflict-Related Sexual Violence (CRSV)” was held. The Ombudsman of Ukraine was one of the organizers of the event.

During the event, the participants discussed new approaches to protecting the rights of victims, including immediate reparations and the specifics of personal data processing.

Particular attention was paid to a comprehensive approach to assisting victims of CRSV and the specifics of communication with them.

The event also included practical sessions and psychological trainings, including discussions on providing psycho-emotional support to victims. Participants had the opportunity to deepen their knowledge of practical cases and receive recommendations for further work.



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## INADEQUATE DOCUMENTATION of the facts of torture and ill-treatment in psychiatric institutions

The National Preventive Mechanism's (NPM) visits to places of detention, including psychiatric care facilities, **revealed numerous violations of the documentation of torture.**

Last year, on the recommendation of the Ombudsman's Office, the Ministry of Health held a working meeting with representatives of government and law enforcement agencies. As a result, changes were made to the Ministry of Health Order No. 110, which regulates the filling out of a separate form by a doctor after examining a person and detecting bodily injuries.

However, despite these changes, the NPM continued to repeatedly identify violations of documenting cases of bodily injuries in mental health care institutions. Dmytro Lubinets appealed to the regional military administrations and the Kyiv Military Administration to ensure that medical workers and employees of social protection institutions are familiarized with the relevant regulations and **to ensure control over strict compliance with the requirements of the law.**

## NPM: THE RIGHTS OF MINORS MUST BE RESPECTED

Employees of the Ombudsman's Office in Dnipro region conducted a monitoring visit to the Dnipro Penitentiary Institution No. 4. During the visit, attention was focused on the issues of observance of children's rights and interests in the institution. On the day of the visit, there were 1,458 people in the institution, including 12 minors.



The monitors found that the cells in which the minors are held have been repaired, adequately lit, and equipped with new furniture. The minors attend offline lessons in the institution, which are conducted by teachers from Dnipro Lyceum No. 91. The children have the opportunity to play sports, visit the library and spend their free time playing board games. A psychologist works with them, and various events and competitions are held. At the same time, the monitoring revealed certain shortcomings and violations that need to be addressed. **A report was prepared based on the results of the visit.**



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# PERSONAL DATA OF PATIENTS MUST BE PROTECTED

On September 13, the Office of the Ombudsman of Ukraine together with the Council of Europe project “Supporting the Implementation of European Human Rights Standards in Ukraine” presented the results of **an analytical study on personal data processing in the healthcare sector, as well as the Recommendations of the Ukrainian Parliament Commissioner for Human Rights** on some issues of practical application of personal data protection legislation in the course of personal data processing in the healthcare sector.



## The recommendations cover the following issues:

- grounds for processing personal data
- notification of the personal data subject
- notifications to be sent to the Commissioner;
- ensuring the patient’s right to access personal data about him/her, in particular, medical information and copies of medical records;
- ensuring the right of the patient’s family members to familiarize themselves with the conclusions on the causes of the patient’s death;
- approving the procedure for processing personal data;
- protection of personal data from accidental loss or destruction, from unlawful processing, including unlawful destruction or access to personal data.

Representatives of the Secretariat of the Ukrainian Parliament Commissioner for Human Rights, representatives of state authorities, business entities in the field of healthcare services, experts, and representatives of the academic community also **discussed with stakeholders the most common human rights violations in the processing of personal data in the healthcare sector and the introduction of mechanisms for their prevention in accordance with international standards.**



*Ensuring the right of every citizen to access and protect personal data in the healthcare sector is a key aspect of human rights and transparency of medical processes”, said **Yuliia Derkachenko.***



**Yuliia Derkachenko**

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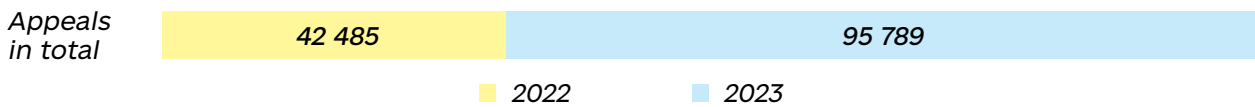
# THE NUMBER OF APPEALS TO THE OMBUDSMAN’S OFFICE IS INCREASING EVERY YEAR

Dmytro Lubinets held a working meeting within the framework of the “Healing and Accountability through Human Rights – PravoZahkyst” project. USAID, together with the American Bar Association, launched this project to help Ukrainians adapt and recover from the consequences of the Russian invasion.



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The Commissioner emphasized that **the number of citizens’ appeals to our Office is growing every year**. In 2022, we received 42,485 appeals, in 2023 – 95,796, and **this year we expect an even higher number.**



The participants discussed the challenges and needs of our institution and human rights organizations that arise in the course of human rights protection in Ukraine.

Dmytro Lubinets informed the participants that the Ombudsman’s Office is open to cooperation and is ready to provide its premises for human rights events.

## PROTECTING THE RIGHT TO PROPER ENFORCEMENT OF COURT DECISIONS

**A citizen appealed to the Ombudsman regarding the non-enforcement of a court decision that ordered the Main Department of the National Guard to approve a decision on the place of allocation of accommodation for the applicant and his family members.**

Within the framework of the initiated proceedings, the Ombudsman restored the citizen’s right to enforce the court decision: **as a result, he received a certificate for a two-room apartment.**



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# UN: ATTACKS ON UKRAINE'S ENERGY SYSTEM ARE A WAR CRIME and potentially a crime against humanity



Photo: Libkos

Photo: Genya Savilov/AFP via Getty Images



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In September, the UN Human Rights Monitoring Mission in Ukraine published a bulletin entitled "Attacks on Ukraine's Energy Infrastructure: Harm to the Civilian Population". It reports that **the Russian Federation had a clear intention to damage or destroy the Ukrainian energy system.**

- At least **18 persons, including 1 child, have been killed** in attacks on energy facilities since March 2024. At least 84 civilians have been injured.
- In July, **49%** of those surveyed at the border reported that they **were leaving because of the energy crisis.**
- **Children lose 78 to 311 million hours** of schooling each month due to power outages.
- Power shortages can lead to **blackouts of 4 to 18 hours a day** in winter.

The UN calls for assistance to Ukraine to restore power, provide humanitarian aid, and support efforts to bring to justice those responsible for violations of IHL.

## THERE MUST BE REAL ACCOUNTABILITY FOR VIOLATIONS OF INTERNATIONAL HUMANITARIAN LAW

Otherwise, it will become a "green light" for all totalitarian regimes in the world, and the resources of democratic countries that are currently spent on the welfare of the population will be used for defence.

In September, in addition to missiles, Russia used a record number of **Shahed kamikaze drones for the entire war — 1339.** They killed and injured a large number of civilians.





In course of a massive missile attack on **September 4**, Russians killed almost an entire family in Lviv – a mother and three daughters. Only the father survived.



On **September 24**, the Russian Federation carried out a massive air strike on Kharkiv, hitting a residential building. **5 people were killed and 28 injured.**



#RussiasATerroristState

On **September 28**, Russians attacked a hospital in Sumy. When rescuers and police arrived at the scene, Russia struck again. **Ten people were killed.**

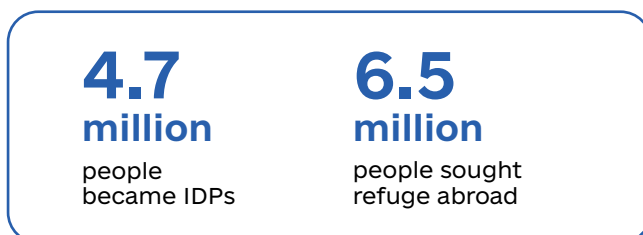
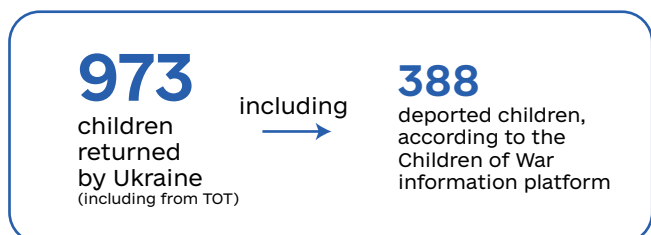
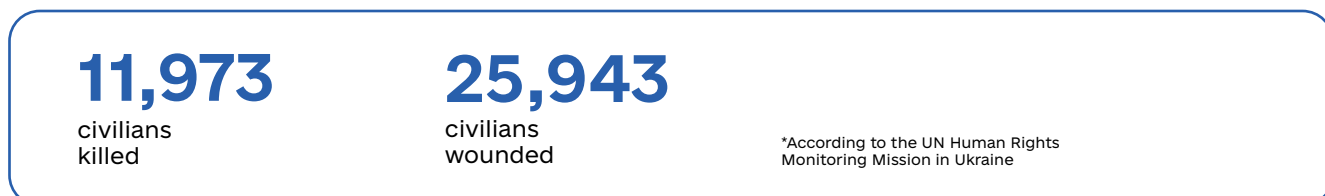






# PEOPLE ARE THE MOST VALUABLE THING!

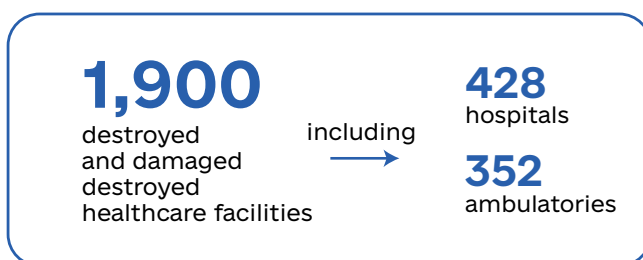
Russia violates human rights in Ukraine on a large scale!



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## SHELLING OF CIVILIAN INFRASTRUCTURE

Russia destroys residential buildings, educational and medical institutions



\*Data as of the beginning October 2024



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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**

## «Ombudsman of Ukraine» chatbot

is an opportunity to get answers to important questions quickly and conveniently. It contains important information divided into 17 categories.

In particular, servicemen, internally displaced persons, and families with children can receive answers about their rights here. There is also a category for people who are in the temporarily occupied territory or were forcibly deported.

The chatbot is available at

**@ukraine\_ombudsman\_bot**

