



MONITORING REPORT

As of the suspension of IDP certificates,
social payments and pension payments for IDPs
**in Kharkiv, Donetsk, Luhansk, Zaporizhzhia and
Dnipropetrovsk regions**

TABLE OF CONTENTS

Introduction	4
Interviews with Internally Displaced Persons	5
Observation in Departments of Labor and Social Protection of Population	8
Observation in the Departments of Pension Fund of Ukraine	10
Observation in State Migration Service	11
Interviews of caseworkers of the Departments of Labor and Social Protection of Population	12
Interviews of caseworkers of the Departments of Pension Fund of Ukraine	14
Interviews of caseworkers of the State Migration Service	16
Recommendations	17

 TABLE OF CONTENTS

During the period from 14 March to 1 April, 2016 charitable organization “Charity Fund “Right to Protection” conducted a large-scale monitoring of the suspension of IDP certificates/payments, initiated by by the Ministry of Social Policy in cooperation with the State Security Service of Ukraine. This report is the result of monitoring within the project “Advocacy, Protection and Legal Assistance to the Internally Displaced Population” implemented by “Right to Protection” with the assistance of the UN Refugee Agency (UNHCR).

The aim of the monitoring was to discover the grounds of actions of the MSoP, PFU and SSU as for the cancellation of IDP certificates and suspension of social payments and pensions to Internally Displaced Persons (hereinafter - IDPs), that allegedly live in the NGCA of Ukraine.

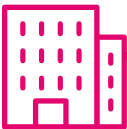


DURING THE MONITORING THE INFORMATION WAS OBTAINED BY:

- 1** interviewing IDPs (in the lines at/near the buildings of local authorities, in the collective centres, near the local branches of Oshadbank)
- 2** interviewing the case workers of LDLSP, DoPFU, SMS
- 3** observation of the situation during the visits of local offices of the abovementioned institutions
- 4** sending written requests to Regional departments of PFU and LSP as of the information about the number of cancelled IDP certificates and persons, whose social payments and pensions were suspended.

During the monitoring in Donetsk,¹ Luhansk, Kharkiv, Zaporizhzhia and Dnipropetrovsk regions

 **INTERVIEWED:**
2 770 Internally Displaced Persons (IDPs)

VISITED:

-  **125** Departments of Labor and Social Protection (DoLSP)
-  **109** Departments of Pension Fund of Ukraine (DoPFU)
-  **95** Depatments of the State Migration Service (SMS)

¹ For convenience of monitoring Donetsk oblast was divided into 2 parts: North and South.

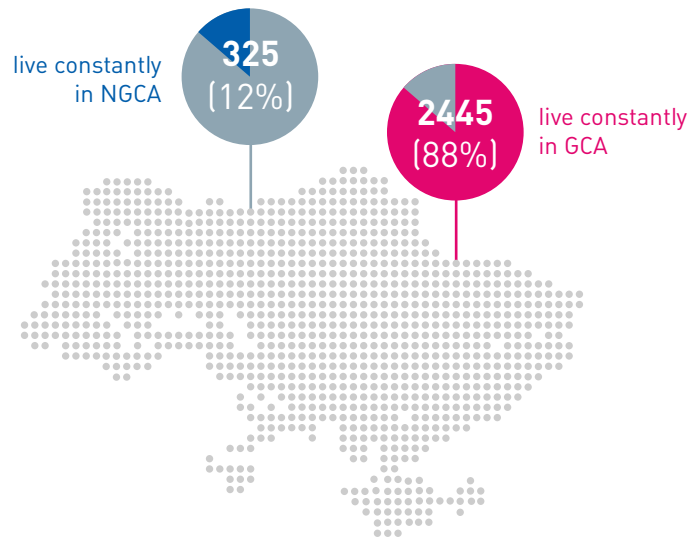
North Donetsk region refers to such locations as Kramatorsk, Druzhkivka, Kostyantynivka, Bakhmut (formerly Artemivsk), Bakhmutskiy raion, Mykolaivka, Slovyansk, Slovanskyi raion, Dobropillya, Dobropilskiy raion, Dymytriv, Oleksandrivskiy raion, Krasnoarmiisk, Krasnoarmijskyy raion, Selydove, Novohrodivka, Svyatohirsk, Lyman (formerly Krasnyi Lyman), Lymanskyi raion (formerly Krasnolymanskyi raion), Toretsk city (formerly Dzerzhynsk) with adjacent communities (Novhorodske, Shsherbynivka, Kirove, Kurdyumivka, city Artemove), Kostyantynivskiy raion.

South Donetsk region in this report implies such territorial administrative units as: Mariupol city, Volodarskyi, Velykonovosilivskiy, Mariinsky (up to the “grey zone”), Kurakhivskiy, Mangushskiy (formerly Pershotravnevyi) raions.

INTERVIEW WITH IDPs

For the vast majority of IDPs (nearly 84%) the procedure of the renewal of the IDP certificate and/or social benefits and pension payments was not fully clearly. In addition, about 71% received clarification/explanation on the issues from local authorities, however, according to the monitoring findings, IDPs verified these clarifications in other sources. IDPs (equally in % proportion the interviewed) verified the information in mass media, with support of non-governmental organisations (hereinafter – NGOs) and other sources. The abovementioned findings show that there is lack of informational support from local authorities and lack of trust of IDPs towards the authorities.

Place of residence of the respondents



What is more, as of the IDPs who informed about their permanent stay/residence in the GCA, but not by the address, stated in the IDP certificate, 45 (34%) live in the same town/village, that is stated in the IDP certificate.

Thus, the majority of interviewed IDPs reside in the location, where they received the IDP certificate: 78,5% out of the total number interviewed IDPs reside by the address, that is indicated in their IDP certificate, a bit less than 10% though not by the address, but in the same city/village. The prevailing number of interviewed IDPs that reside in GCA, that reside not by the same address, stated various problems with accommodation: necessity of finding new rented accommodation, residing in better living conditions with relatives/friends, etc.

Out of the IDPs, who are constantly living in GCA

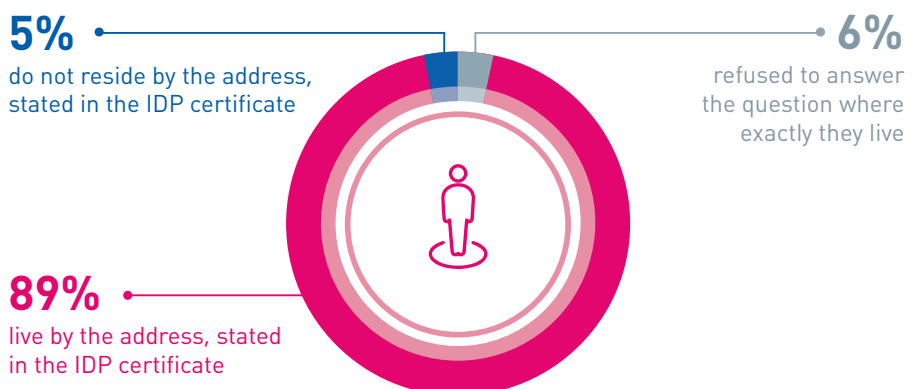
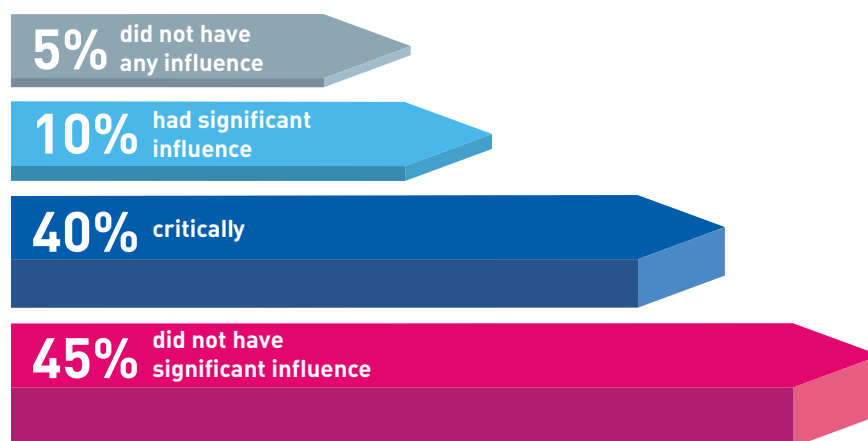


 TABLE OF CONTENTS

So, nearly 40 % of interviewed IDPs, that stated that permanently reside in GCA, have not crossed the frontiers/contact line during the last 6 months, and other 30 % of IDPs crossed the contact line only several times and less than 10 % of the interviewed regularly cross the frontiers. This gives reasonable grounds for hesitation of the statement of such term as “social tourism”² and the fact that it is a regular phenomenon for the oblasts of Eastern Ukraine , that hosts the largest number of IDPs. Taking into consideration the fact, that 79% out of the total number of IDPs were interviewed at the local departments of LSP and PFU and other institutions of local authorities, where there is the largest chance to meet the phenomenon of “ social tourism”. Almost 60% of interviewed IDPs who constantly reside in GCA get pensions and targeted assistance.

Influence of the suspension of social benefits and pensions on IDPs, who live in GCA



In addition to this, the majority of the interviewed IDPs were not informed about the suspension of their IDP certificates or social benefits by the caseworkers of local DLSP in advance. Thus, IDPs had to find out the reasons of suspension of pensions and social benefits by themselves.

Thus, the results of the monitoring show that the main candidates for the social benefits according to the Resolution of the CMU # 505 as of 1 November 2014, are the persons of the pension age, that receive their pensions in GCA of Ukraine. This might be explained by the connection of receiving social benefits and pensions with the presence of valid IDP certificate: when registering and receiving IDP certificate, the elderly IDPs also apply for the social benefits according to Resolution #505 in LDLSP and only after that the reregister and transfer their pensions at local departments of PFU. Thus, the created system of artificially “binding” of pension payments to the availability of IDP certificate. This creates the problem, i.e. in case of cancellation of validity IDP certificate, a person is deprived not only of the social benefits he/she is entitled but also of pensions, that is the only income. The right to receive pension can not be connected to/ influenced by the movements of a person within the territory of the country, as stipulated in Article 46 of the Constitution of Ukraine.

Out of those IDPs, who informed that they DO NOT live at the GCA constantly, 270 IDPs were interviewed in/near DoSP/DoPFU (83% from those respondents who do not live at the GCA constantly, or it is 10% from all the interviewed IDPs during the monitoring). Such cases were not revealed in Dnipro and Kharkiv regions.

²Regular timely movements of Ukrainian citizens from NGCA to GCA and back in order to receive social payments in GCA but without the intention of temporary internal displacement, though with registering and obtaining IDP certificate

The prevailing number of the IDPs, that were interviewed at LDLSP and local departments of PFU faced problems in receiving social benefits and only a small per cent of interviewed stated that do not permanently reside in GCA of Ukraine.

Thus, it is worth stating that there is a large number of cases of suspension of IDP certificates and social benefits for IPDs , that permanently reside in GCA of Ukraine (most of the problematic areas were Kharkiv and Dnipro oblasts), and as a result are actually the victims of the campaign of the Ministry of Social Policy as of the suspension of IDP certificates and payments based on the "lists of SSU".

91 year old citizen of Ukraine fled from Luhansk to a village in Kryvorizkyi raion in summer, 2014 with his family. The old man has never left the village as it is difficult for him to move due to the bad health condition. The old man was informed by case workers of the DLSP that he got to the SSU "lists". The family had to pay for a taxi and bring him to Kryvyi Rih to the DLSP in order to renew social benefits. But the man did not get pension in March again. As it was revealed later, the old man had to visit the DPFU as well, but he was not informed about this.

Thus, 93% of interviewed IDPs, those who reported not residing at the GCA, were significantly influenced by suspension of payments of their social benefits or pensions. Thus, the majority (257 persons out of 325, 79%) who informed they did not live at the GCA constantly and were interviewed in/near the DLSP/DPFU reported that they receive pension from the Government. It is worth noting, that pension is the main source of income for them.

Thus, according to the monitoring findings, those persons, that have IDP certificates and stated that they do not permanently reside in GCA, apply to receive IDP certificate only in order to be able to have the possibility to receive pension, that is the only source of income or the main one. In addition, a very small number of persons, that does not reside in GCA and have IDP certificates is interested in applying for social benefits according to resolution # 505 as of 1 October 2014(only 3, 7 % of persons , that do not reside in GCA, or 0,4 % out of the total number of interviewed).

OBSERVATION IN THE DLSP

The monitoring showed the negative trend of lack of available information support of the process of “suspension” of IDP certificates and social payments. From the very beginning there was nearly absolute absence of any information as of the procedure of suspension of IDP certificates and social benefits in local offices of the authorities. Though there was an increase in the amount of available information in LDLSP, however it hasn't reached even 33% out of the total number of visited local departments. And the situation improved only in a month since the beginning of the overall suspension process, this shows the passive reaction and reluctance to meet the needs of the displaced population.

Thus, the survey shows, that nearly 38% of LDLSP are not adjusted and equipped for the visits of the persons on wheelchairs (the ramps are either absent or it is not in a proper condition, or there are high thresholds), only 15-20% of the departments are taking into account the needs of persons with bad eyesight (the boards with information are with Braille characters, forms and information was available in large print)

In addition to the fact that there were queues in the majority of visited departments, most of the people in the queues were middle-aged persons, pensioners and persons of vulnerable categories (mothers with small children, persons with obvious disabilities, etc). The situation with the conditions and equipment of local departments of LSP is of a large concern as of the access to the service of renewal IDP certificates and social benefits, the IDPs entitled to, especially for the most vulnerable categories.

What is more, according to the monitoring findings, the queues of more than 50 persons were observed in North part of Donetsk oblast, Luhansk oblast, Berdyansk city (Zaporizhzhia oblast) and Izuim city (Kharkiv oblast). According to the findings, the problem of suspension of payments could not be solved within one visit to the department in South part of Donetsk oblast, as well as during the process of suspensions of payments in Zaporizhzhia and Kharkiv oblast.

The queue to the DLSP,
Kramatorsk, Donetsk oblast



It can be somehow partly explained by the fact that the main source of information as of the suspension/ renewal of IDP certificates and social benefits were the caseworkers of LDLSP (in two-thirds of LDLSP), thus, the work of the case workers comprised not only providing administrative services, but also consultations and clarification, and as a result it took more time than just issuing IDP certificates. It is worth noting that in most of the local departments no more than 2-3 case workers were engaged in work with these issues and they could not physically manage to receive and work with a large number of citizens (taking into account the time spent on issuing IDP certificates and providing consultations)

The majority of IDPs who have their social payments suspended, were forced to apply to the DoSP many times in order to renew their IDP certificates and social payments. It means that IDPs had to travel a long distance from their place of residence and to wait in lines for a long time at the places which are not comfortable for waiting.

IDPs have to stand/wait in the queue to the DoLSP of Slovyansk town from 3 a.m. Those IDPs who live not in the town itself, cannot wait in the queue at night, as they are dependent on the schedule of public transport. Even if IDPs take the earliest bus, they will get to the DoLSP after 8 a.m. and their number in the queue will be far more than 100. As of 22 of March, in the middle of the work day the list (pre-registration queue) consisted of 210 persons, and the IDP with the number 100 got into the DoLSP at about 4 p.m.

Taking into account that the majority of local offices of the DoSP is not meant for work with large number of citizens in a short period of time (that was critical for the majority of the interviewed IDPs, as the issue of renewal of their IDP certificates influenced on their getting the main income – social payments), not only from the logistic point, but also from the point of human resources, informational and methodical background, according to the results of monitoring, in the majority of cases access to the procedure of renewal of IDP certificates, social payments and pension payments was limited or there was no access to the procedure for IDP pensioners, people with special needs, mothers with small children. It had critical influence on their welfare and made the socio-economic situation for them much worse.

OBSERVATION IN THE DoPFU

The monitoring showed the trend of lack of available information of the process of renewal of pension payments for IDPs. From the very beginning there was nearly no information as of the procedure of suspension of pension payments for IDPs in local offices of the DoPFU. Though the amount of available information doubled in the majority of local offices of the DoPFU (that anyway was only 50% out of the total number of visited local departments). And the situation improved only in a month since the beginning of the overall suspension process, this shows the passive reaction and reluctance of local authorities to meet the needs of the displaced population.



The queue to the Department of PFU, Toretsk, Donetsk oblast

The positive trend with situation with informational materials in local offices of Dnipropetrovsk region should be mentioned . During the third week of monitoring information materials were in all DPFU.

Lines were fixed in the majority of the visited local offices of the DPFU, especially in Donetsk and Luhansk regions. It can be somehow partly explained by the fact that the main source of information as of the suspension/ renewal of pension payments for IDPs were the caseworkers of DPFU (in 50% of local offices of the DoPFU), thus, the work of the case workers comprised not only providing administrative services, but also consultations and clarification , and as a result it took more time than just the procedure of getting/ transferring pension payments. It is worth noting that in most of the local departments no more than 2-3 case workers were engaged in work with these issues and they could not physically manage to receive and work with a large number of citizens(taking into account the time spent on issuing the necessary documents and providing consultations)

In addition to that, according to the collected information, the issue of renewal of pension payments in the majority of cases was possible to solve during one visit, if the pensioner has the valid IDP certificate and an account in Oshchadbank.

Taking into account the abovementioned information, the monitoring showed that the situation with renewal of pension payments is much better than the situation with renewal of IDP certificates.

This is proved by: local offices of the DoPFU are better equipped; the lines in the buildings are smaller; it is possible to solve the issue during one visit. It can be somehow partly explained by the fact that in order to renew pension payments, firstly, IDPs have to renew IDP certificate in the DoLSP and to open an account in Oshchadbank (for those IDPs who haven't had it before). This makes the issue of renewal of pension payments more technical. There was also smaller number of IDPs who applied to the DoPFU than to the DoLSP.

OBSERVATION IN THE SMS

During the monitoring, the local departments of SMS stopped working with IDPs, in accordance with the Law of Ukraine as of 24.12. 2015 # 921 "On amendments to some Laws of Ukraine as to enhancing protection of rights and freedoms of internally displaced persons" that came into force on 13 January 2016 (with the exception of Dnipropetrovsk and Zaporizhzhia oblast, where SMS continued to issue stamps on IDP certificates, because other local authorities requested them for the prolongation social benefits and pensions for IDPs).

There were lines of people (up to 20 persons) in those oblasts, where the issuing of the stamps of SMS continued and ignored the changes in legislation. It is worth mentioning that the majority of local departments of SMS are inconvenient/not properly equipped for the elderly and for the persons with special needs (with the exception of several local departments of SMS in Zaporizhzhia oblast). This had a negative effect on the access to the whole procedure of renewal of the validity of IDP certificates and social benefits for the relevant categories of persons of concern.

It is worth noting, that during the monitoring, there were no IDPs revealed who would state that they do not permanently reside in GCA of Ukraine, thus, IDPs had an additional negative impact not only because of unreasonable suspension of IDP certificates and social benefits/payments, but also they IDPs were forced to go through the procedure of issuing the stamps of the place of residence from SMS, though it is not stipulated in the legislation.

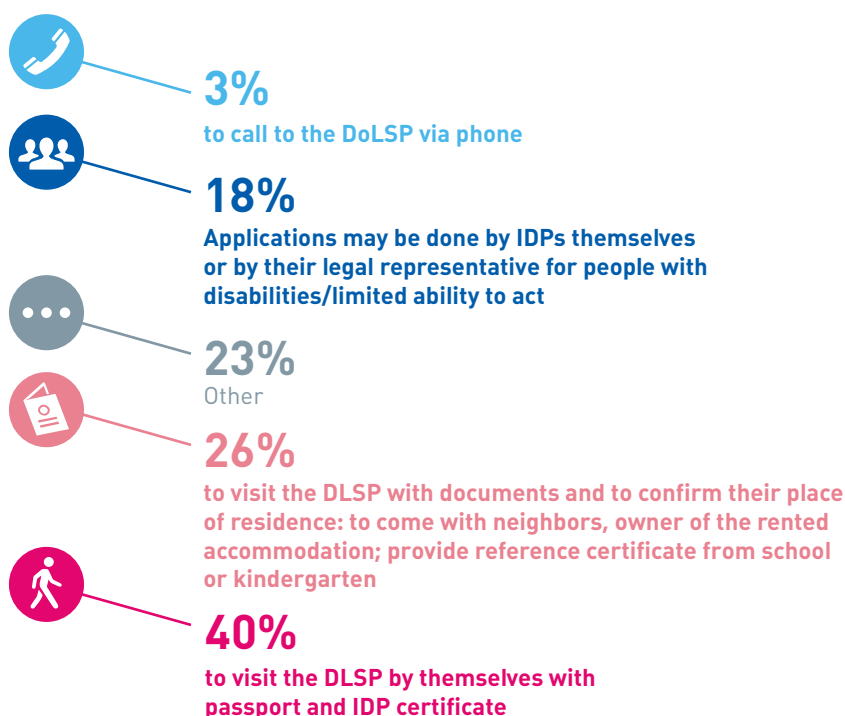
The queues to the departments of SMS, Zaporizhzhia



INTERVIEWS WITH THE WORKERS OF LOCAL AUTHORITIES

According to the case workers of the DLSP, in order to renew IDP certificate there is a need

Majority of the interviewed workers of the DLSP (67 persons, 56 %) informed that they have clear instruction how to react on IDPs’ applications as of their possible being in the “lists” and on the suspension of IDP certificates/social payments for IDPs. 69 workers (60%) of the DLSP informed that they have clear procedure for renewal of IDP certificate. But, unfortunately, there is no unified procedure.



78 workers of the DLSP (66%) informed that they have clear procedure for renewal of social payments for IDPs. 51 of the interviewed workers of the DoLSP (43%) confirmed availability of application samples for renewal IDP certificates and social payments. 67 workers of the DLSP (56%) informed that they have particular (special) procedure for renewal of IDP certificates/social payments for IDPs, that cannot attend the institution by themselves (IDPs with disabilities/limited mobility).

So, according to the results of the monitoring less than a half of staff workers of the DLSP do not have clear understanding of the procedure of the renewal of IDP certificates. Those staff workers who informed that the procedure is clear and comprehensive provided absolutely different variants of the procedure. There are the same results as of understanding and implementation of the special procedure for renewal social payments for those IDPs, who cannot apply to the the DLSP in order to renew their IDP certificates and social payments by themselves.

After a month of campaign of suspension of IDP certificates and social payments for IDPs in the DLSP at the territory of 5 Eastern oblasts of Ukraine there were neither understanding of the procedure of renewal of IDP certificates and social payments nor approach to the process of its renewal. There is also no procedure of renewal of IDP certificates and social payments for IDPs with special needs and elderly IDPs.

An IDP woman lives with a child in a remote village of Zaporizhzhia oblast. She found out from the TV news that there is no need to prolong IDP certificates anymore, but the validity of her IDP certificate expired, she called to the DLSP anyway. The caseworkers asked her to visit the DLSP by herself, and when they found out that she did not have an opportunity to do this, they reassured her that she can apply to the DLSP later. But the caseworkers did not inform the woman that social benefits are paid only from the moment of prolongation of her IDP certificate. The woman applied to the DLSP in a month. There was no information as of the procedure of renewal of social benefits on the stands. The caseworkers of the DLSP could not explain the procedure comprehensively, so, the woman complained for the DLSP to the hot line of the Ministry of Social Policy and wrote a complain to the DLSP. The social benefits were renewed, but the woman did not get the money for two months.

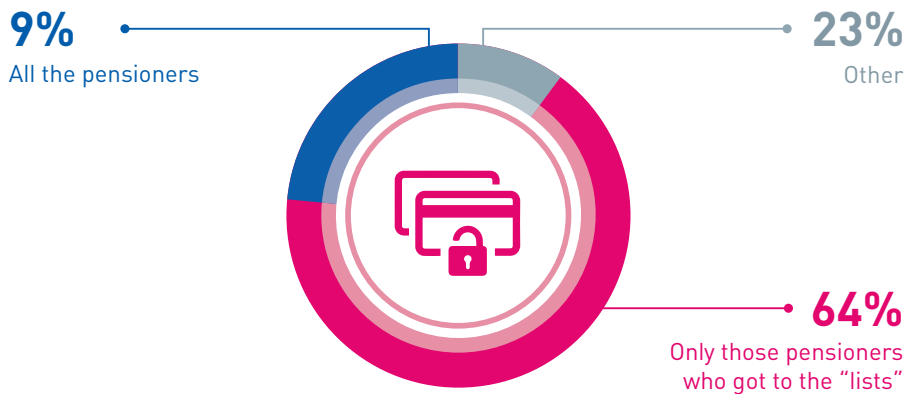
For the similar informational requests from “Right to Protection” as of the number of IDPs, registered in the region, and as of the number of those who had their IDP certificates and social benefits suspended, DLSP in Donetsk and Kharkiv regions provided too diverse information so that it was systematized. Zaporizhzhia, Dnipropetrovsk and Luhansk oblasts did not answer for the written requests of “Right to Protection”.

Thus, for the lack of understanding of the process of renewal of IDP certificates and social payments, the results of monitoring showed that the local offices of social protection lack general statistics (or such statistics is not provided for the official inquiries of NGOs) as of suspension and renewal of different types of social payments for IDPs, including targeted assistance according to the resolution #505 with disaggregation of months and different categories of IDPs (male, female, children, people in difficult situation, people with special needs, etc.)

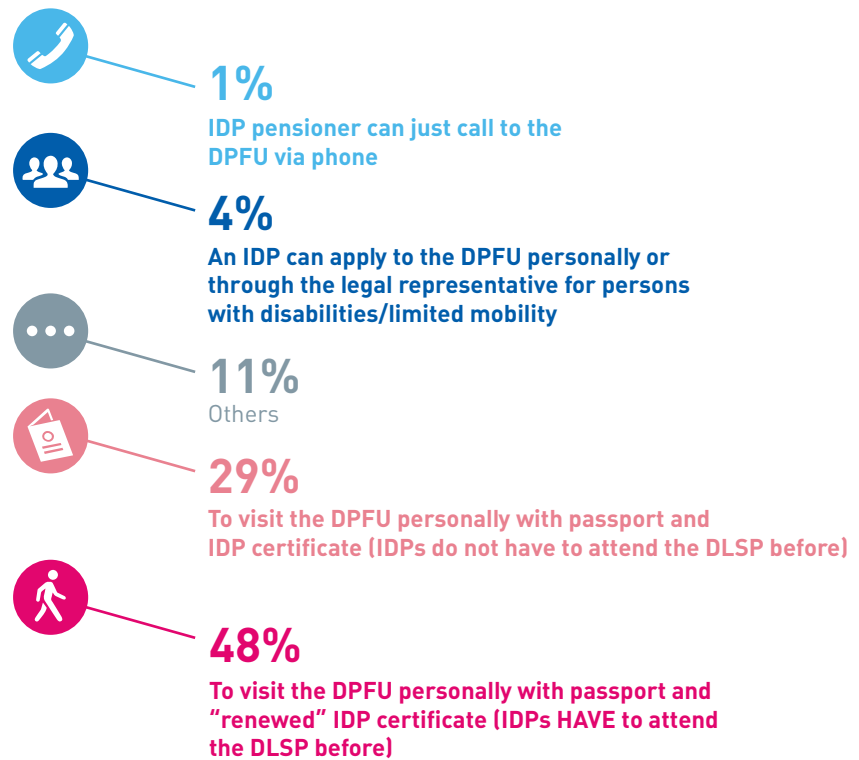
INTERVIEWS WITH THE CASEWORKERS OF THE DPFU

Most of the case workers of DPFU (69 persons, 68%) noted that they have clear written instructions. However, according to monitoring findings, there is no unified procedure.

Answers of the case workers of the DPFU for the question, who exactly has the pension payments suspended



According to the case workers of the DPFU in order to renew IDP certificate





The queue in the department of PFU, Kharkiv

Majority of the workers of the DPFU (69 persons, 68%) informed that they have clear instructions as of the procedure of renewal of pension payments. (But the procedure is not unified).

About half of the case workers of the DPFU (52 persons, 51 %) informed that they have special blanks, of applications. Besides, majority of the case workers of the DPFU (59 persons, 58 %) informed that they have special procedure for renewal of pension payments for IDPs, who cannot apply to the DoPFU by themselves (for IDPs with disabilities/limited mobility). The workers of the DPFU describe the procedure in different ways.

After a month of campaign of suspension of IDP certificates and pension payments for IDPs in the DISP at the territory of 5 Eastern oblasts of Ukraine there were neither understanding of the procedure of renewal of pension payments nor approach to the process of its renewal. There is also no procedure of renewal of IDP certificates and social payments for IDPs with special needs and elderly IDPs.

For the similar official inquiries from "Right to Protection" as of the number of IDP pensioners, registered in the region, and as of the number of those who had their pension payments suspended, DPFU in 5 regions provided too diverse information so that it could not be systematized.

Thus, beside unawareness of the staff workers of the DPFU of the procedure of renewal of pension payments, the monitoring showed that the DPFU does not have general statistics (or such information is not provided by the DPFU for the written requests sent by NGOs) as of suspension and renewal of pension payments with disaggregation as of male, female, children, people who are in difficult situation, people who are elder than 80 y.o. of age).

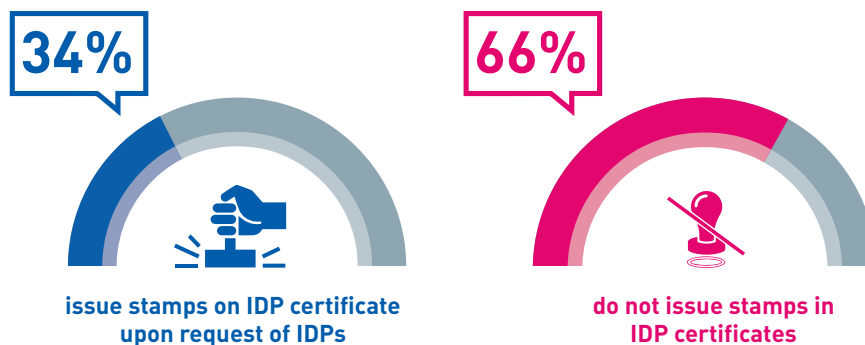
Absence of the above mentioned statistics in the DLSP and DPFU makes the evaluation of the existing humanitarian situation as of the consequences of suspension of IDP certificates and social payments for IDPs in those oblast which have the largest numbers of IDPs impossible. Such situation with availability of the necessary information makes the appropriate humanitarian response from the side of governmental institutions and NGOs impossible.

INTERVIEW WITH THE CASE WORKERS OF THE SMS

In one case in Dnipro region the Do SMS provides IDPs with support letter which confirm IDPs' residing. (The stamp is put not into the certificate but to the separate document which persons add other documents).

It was revealed during the monitoring that the stamps on the IDP certificates are put only in Dnipro and Zaporizhzhya oblast. The majority of case workers of the SMS where the stamps were put on the IDP certificates, informed about availability of special samples of application forms. Though the procedure of putting the stamps may be different even through those two oblasts. It was also revealed that only majority of staff workers of the SMS in Dnipro oblast have special (particular) procedure of putting stamps on the IDP certificates for those IDPs who cannot apply to the SMS by themselves (for IDPs with special needs).

Out of the total number of the interviewed case workers of the SMS



RECOMMENDATIONS:

For the Cabinet of Ministers of Ukraine:

1. To harmonize the legislation in accordance with the Law of Ukraine of 24.12.2015 921-VIII "On amendments to some Laws of Ukraine as to enhancing protection of rights and freedoms of internally displaced persons", especially in order to remove social tension, that was caused by the suspension of social benefits to IDPs by the MoSP and non-compliance with the aforementioned Law;
2. Immediately stop suspension of IDP social benefits and pensions;
3. To ensure timely allocation and payment of all social benefits /payments and pensions to IDPs;
4. To ensure that social benefits (including pensions) of citizens - internally displaced persons are not dependent on the IDP certificate;
5. To create a Single Database of Internally Displaced Persons in accordance with the Law of Ukraine "On ensuring of rights and freedoms of internally displaced persons", including the information reflecting people with disabilities;
6. To conduct information campaigns to raise awareness on the rights of internally displaced persons;
7. To develop and implement National Program for Accommodation of IDPs, which would provide various types of assistance to displaced persons for a decent home ownership and / or use of the period of displacement;
8. To create mechanisms for the payment of pensions to persons residing in NGCA of Ukraine.

For the Ministry of Social Policy of Ukraine:

1. To immediately stop suspending IDP certificates and social benefits to IDPs on the grounds that do not comply with the regulations and legislation of Ukraine.
2. To draft and adopt clear rules and procedures of renewal of suspended IDP certificates and social benefits taking into account the specific needs of people with disabilities and the elderly IDPs
3. To reinforce the capacity of local authorities of social protection involved, in terms of information in the issues concerning IDPs
4. In cooperation with NGOs should launch nationwide information campaigns for central and local authorities as well as for IDPs to raise awareness and understanding of general provisions of the Law of Ukraine "On ensuring of rights and freedoms of internally displaced persons" , especially on the changes to the Law, that came into force in 2016.
5. To create a Single Database of IDPs with reflection of data about persons with disabilities, pensioners, single parents, families with 3 or more children and other vulnerable categories.

 TABLE OF CONTENTS

6. To draft and adopt amendments to legal acts to ensure that case-workers conduct home visits to IDPs that are physically disabled as well as the elderly IDPs, ensure that caseworkers help the abovementioned persons to fill in the application forms to get the IDPs certificate and apply for social benefits according to resolution of the Cabinet of Ministers # 505

7. To consolidate the statistical information (Available for public use) as of suspension / renewal of all types of government assistance to IDPs, including the information regarding social benefits according to resolution of CMU #505 with the disaggregation on various categories(female, male, children below 18 years, families in difficult life conditions, disabled, etc).

For the Ministry of temporarily occupied territories and internally displaced persons Ukraine:

1. To facilitate cooperation of central and local authorities in the issues concerning IDP registration and providing all kinds of assistance to IDPs

2. To facilitate the launch of information campaign for central and local authorities as well as for IDPs to raise awareness and understanding of general provisions of the Law of Ukraine "On ensuring of rights and freedoms of internally displaced persons" , especially on the changes to the Law, that came into force in 2016.

For the Pension Fund of Ukraine:

1. To immediately stop suspending payments of pensions to IDPs on the grounds that do not comply with the regulations and legislation of Ukraine;

2. To set clear rules and procedures of renewal of suspended IDP certificates and social benefits taking into account the specific needs of people with disabilities and the elderly IDPs;

3. To ensure timely allocation and payment of pensions to IDPs;

4. To support the activities of local offices of Pension Fund with information in the issues concerning IDPs;

5. To consolidate the statistical information (Available for public use) as of suspension / renewal of pension payments to IDPs, with the disaggregation as of location and various categories(female, male, children below 18 years, families in difficult life conditions, disabled, etc).

6. To equip and adjust the sites of local departments of Pension Fund taking into account the needs of the elderly and persons with special needs.

For the State Migration Service of Ukraine:

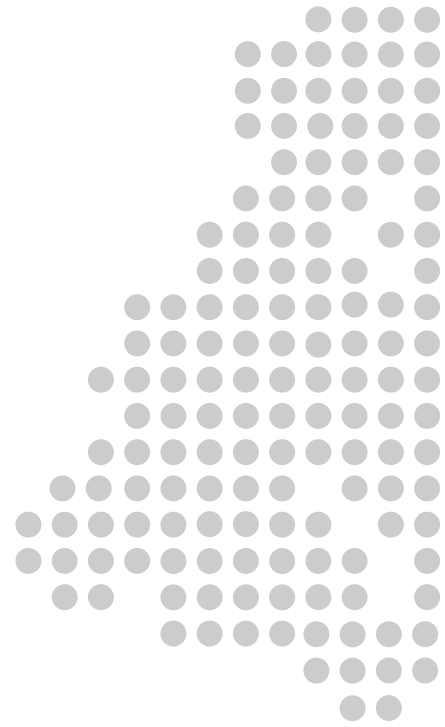
1. To ensure implementation of provisions of Law of Ukraine of 24.12.2015 921-VIII «On amendments to some Laws of Ukraine as to enhancing protection of rights and freedoms of internally displaced persons”, by all local departments of SMS;
2. To equip and adjust the sites of local departments of SMS taking into account the needs of the elderly and persons with special needs.

For the Regional State Administrations:

1. To prevent breaches of Law of Ukraine “On Access to Public Information” as of not unimpeded and timely provision of complete, authentic and accurate information to the requestor by information providers
2. To facilitate cooperation with human rights NGOs as of sharing information, that is of public interest and is important for protection of rights and freedoms of citizens.
3. In cooperation with NGOs should launch regional informational campaigns for the staff of administration at the raion level, local authorities of the executive branch, including departments of labour and social protection, as well as for IDPs to raise awareness and understanding of general provisions of the Law of Ukraine “On ensuring of rights and freedoms of internally displaced persons”, especially on the changes to the Law, that came into force in 2016.
4. To equip and adjust the sites of local departments of LSP taking into account the needs of the elderly and persons with special needs and mothers with small children.



This publication has been produced with the assistance of the UN Refugee Agency (UNHCR). The contents of this publication are the sole responsibility of “Right to Protection” and can in no way be taken to reflect the views of UNHCR.



For more information
please contact: pr@r2p.org.ua