

Ukraine: Human Rights in Dark Hours

Омбудсман України Ombudsman of Ukraine

2022

450

killed children 868

injured children 331

missing children

12 572

children forcibly taken to Russia

6826

killed civilians 10759

wounded civilians

3 1 2 6

destroyed educational institutions

337

educational institutions that cannot be restored

786

destroyed kindergartens

1110

destroyed healthcare facilities 205

destroyed religious buildings (churches, temples, mosques) 775

destroyed cultural objects 140 000

destroyed houses

110

railway stations and stations 10

heat and power facilities 322

boiler rooms 1.4

people without access to water due to infrastructure destruction

4.6 million

have limited access to water

14.03 million

people became homeless

6.27 million

citizens became IDPs 12.5 million

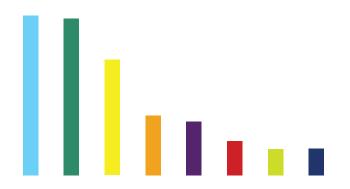
people became refugees or received temporary protection outside of Ukraine



Appeal of citizens

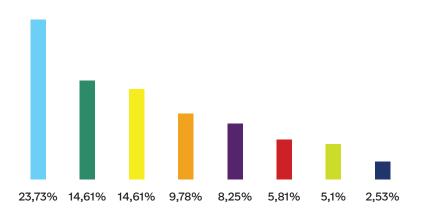
In 2022, the Ukrainian Parliament Commissioner for Human Rights received 50 000 reports on violations of citizens' rights.

The most common groups of applicants:



- internally displaced persons;
- family members of a military serviceman;
- pensioners;
- military servicemen;
- representatives in the interests of a family member;
- persons with a disability;
- refugees;
- representatives of civil society organizations.

The most common appeals by category of the violated right:



- the right to appeal to authorities and access to public information;
- social rights;
- human rights in the Armed Forces of Ukraine and other formations;
- the right to freedom of movement;
- procedural rights;
- economic rights;
- children's rights;
- human rights in places of detention.



"Hotline" for appeals:



0800-50-17-20 (free of charge)

044-299-74-08



hotline@ombudsman.gov.ua



2022

Russian missile attacks kill babies

During the 10 months of the war, 450 children are known to have died, 868 children were wounded or injured, 331 children are considered missing due to the armed conflict, and 12 572 children were deported to the Russian Federation.

In just 10 months of a full-scale invasion, the Russian Federation destroyed 2 719 educational institutions, 332 educational institutions that cannot be restored, 786 destroyed kindergartens.



Olena Vykhor

Representative of the Commissioner for Children's and Family Rights, Youth and Sports

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On the night of November 23, Russian troops shelled Vilniansk, which is in the Zaporizhia region. Rockets hit the maternity ward of a local hospital.

As a result of the rocket attack, the two-story building of the maternity ward was destroyed. The victim was a newborn baby. Rescuers of the State Emergency Service managed to get its mother and the doctor out from under the rubble.

Another life of a newborn boy, who was only **2 days old**, was taken by the Russian Federation. Another little angel went to heaven. This baby's life was just beginning and he could have had a bright future, but a terrorist country decided to take it away from him.

Russia kills the unborns, newborns, small children and teenagers. The number of children killed is increasing every day. The number of injured children and those whose limbs are amputated is increasing every day.







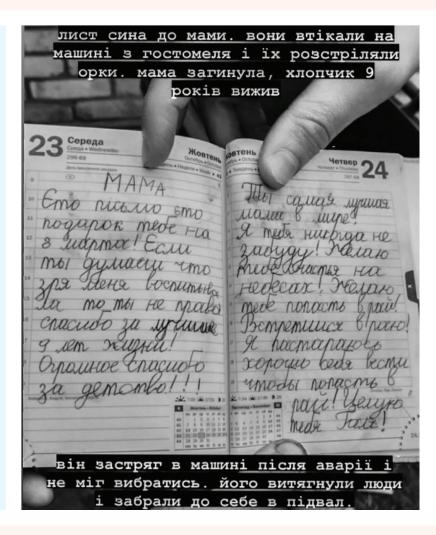
Our children learned to write letters to deceased parents...

Mum

This letter is a gift for you on the eighth of March! If you think that I was raised for nothing, then you are wrong.
Thank you for the best nine years of life! Thank you for the childhood.

You are the best mother in the world! I will never forget you! I wish you happiness in heaven!
I want you to go to heaven! See you in paradise! I will try to behave well in order to go to heaven!

I kiss you Galya!



Russian missile strikes on energy facilities in Ukraine

On December 16, 76 missiles were launched over Ukraine: 72 Kh-101, Kalibr and Kh-22 cruise missiles, as well as 4 guided air missiles (Kh-59/Kh-31P).

As a result of this massive missile attack, energy infrastructure facilities were damaged. Emergency power outages have been implemented throughout Ukraine.

Due to a decrease in the frequency in the energy system of Ukraine, **emergency protection was activated at the Rivne, South Ukrainian and Khmelnytsky NPPs**, as a result of which all power units were automatically disconnected.

Millions of Ukrainians were left without electricity, heat, water and mobile communications.

Russia regularly attacks Ukraine's energy infrastructure facilities. Facilities which people's lives depend on and are protected from attacks by international law.



As a result, a number of Ukrainian regions faced great difficulty. Towns were left without electricity and water; enterprises could not work. Ukrainians are now learning to save electricity.

Ukrainians have been forced to reduce electricity consumption, especially in the evening – from 17:00 to 23:00. These electricity saving operations are still ongoing.

Such deliberate attacks by Russia to cause power cuts, and to interrupt the heat and water supply in Ukraine before winter should be considered an integral part of the genocide of the Ukrainian people. Russia is failing on the battlefield so now it has once again resorted to terror against the civilian population of Ukraine.

12.5 million people became refugees or received temporary protection outside of Ukraine.

If the attacks on energy facilities continue more than 3 million people will be evacuated from Kyiv alone. The accommodation of Ukrainians seeking refuge from the war is a common challenge to us all. Continued attacks would exacerbate it.







NASA photo: this is what Ukraine looked like at night after the missile terror.



Attacks on Ukrainian civilians from Crimea



After February 24 this year, Crimea has become the base used by Russia for striking Ukrainian cities. A few weeks before the full-scale invasion of Ukraine (in February 2022), the Russian Armed Forces began to move a masse from Russia to the occupied Crimea via the Kerch Bridge. The military equipment from Crimea, which took part in the further occupation of Ukraine in the first weeks of the war, was marked with the letter Z. Later, this symbol became the official "brand" among propagandists supporting the Russian aggression in Ukraine.

Russia carries out missile strikes and airstrikes on many civilian objects of Ukraine from the territory of the occupied Crimea and the waters of the Black Sea, that caused deaths and injuries of the civilians. During the 6 months of the fullscale war, after February 24, more than 750 different cruise missiles were launched from the occupied Crimea and the Black Sea, according to the information of the President of Ukraine V. Zelensky.

They destroyed at least hundreds of civilian objects: schools, universities, ordinary residential buildings, hospitals. Since the end of September, the Russian Federation has begun using actively Iranian-made SHAHED-136 kamikaze drones for attacks on civilian infrastructure. These drones are also launched from the territory of the occupied Crimea. To train drone operators, the Iranian authorities sent their trainers to the peninsula. On September 29, Russian troops attacked the southern Ukraine with seven SHAHED-136 kamikaze drones from the Black Sea direction, with 5 of them being shot down by the air defense forces of Ukraine.

Since October 10, the Russian Federation has launched a number of massive attacks on civilian infrastructure, including sea-based KALIBR cruise missiles and kamikaze drones launched from the territory of the occupied Crimea. More than 100 missiles were fired at energy infrastructure facilities. The Russian Armed Forces deliberately targeted those facilities where they could cause the most damage and leave many Ukrainian civilians without light and heat. Footage of missile launches from the Black Sea Navy ships was disseminated by the Ministry of Defense of the Russian Federation.



However, the attackresulted into damaging the energy infrastructure facilities in the central and northern regions of Ukraine. On October 18, Russia again launched a massive missile attack on the Ukrainian energy infrastructure facilities, namely in Kyiv, Kharkiv, Zhytomyr, and Dnipro. On October 22, the critical infrastructure facilities of Ukraine were again attacked with KALIBR cruise missiles from the Black Sea water zone. Dozens of SHAHED-136 kamikaze drones were also launched from Crimea. According to the information of UKRENERGO NEC, the scale of damage was comparable to the consequences of the attack on October 10-12.

People without homes within the country

6.27 million citizens have become IDPs, including:

172,856 persons with disabilities;

1,228,132 pensioners;

1,070,006 children under the age of 18,

Resulting from the destruction of more than 140,000 homes that have been destroyed forever.





The capacity of the state is reasonably limited in its ability to accommodate IDPs and provide to their basic needs. It is necessary to garner international assistance. In particular where it concerns meeting the needs of IDPs living in places of compact residence, including hot meals, warm clothing, heating and insulation, household appliances, etc.



Olga Altunina

Ukraine: Human Rights in Dark Hours

Representative of the Commissioner for the Protection of the Rights of Citizens that are Victims of Armed Aggression Against Ukraine

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For its part, the Ombudsman's Office is ready to regularly provide information on the humanitarian needs of IDPs, to facilitate communication with both state and public sectors and to control it.



Case of Nariman Dzelial

On September 21, the "Supreme Court of Crimea" convicted Nariman Dzhelial, the deputy Chairman of the Mejlis of the Crimean Tatar People, and the Akhtemov brothers, Azan and Aziz, activists. The court found them guilty of involvement in the "blowup of the gas pipeline in the village of Pereval'ne" and sentenced them under three articles of the Criminal Code of the Russian Federation: Article 281-2 a), b) (sabotage by an organized group); Article 222.1-4 (illegal acquisition, storage and transportation of explosive devices committed by an organized group); Article 226.1-3 (illegal transfer of an explosive device across the customs border committed by an organized group).



The sentences were: 17 years in the maximum security regime penal colony for Nariman Dzhelial; 15 years in the maximum security regime penalcolony for Asan Akhtemov, and 13 years in the maximum security regime penal colony for Aziz Akhtemov. In addition, they all were sentenced to paying fines: RUR 700,000 for Nariman Dzhelial; and RUR 500,000, for each of the Akhtemov brothers. The persecution evidence was based on statements of defendants received under torture or a real threat of torturing.



The Rep Office of the Ombudsman of Ukraine in Great Britain has been opened

The Temporary Rep Office of the Ukrainian Parliament Commissioner for Human Rights in Great Britain was opened in London.

Yuriy Lysenko, an immigration lawyer and partner of the British law firm Sterling Law, became the special representative of the Ombudsman of Ukraine in Great Britain.

In the conditions of a full-scale invasion, **144,600 citizens of Ukraine found refuge in Britain**. We are grateful to the country that supports us both in security and humanitarian matters.

It is important for us to cooperate with the authorities in Great Britain to solve the problems faced by Ukrainian citizens in various spheres of life, such as search for social housing, long procedure of interaction with state authorities on issues that are acute for Ukrainians, obtaining a school education, tax and other daily matters.





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Delegations of the Ombudsman Office have regular meetings with international partners, including representatives of the UN, the EU, OSCE, Council of Europe, International Committee of the Red Cross, USAID, Heads of National Human Rights Institutions (NHRI), leadership of NHRI networks and Ombudspersons of foreign countries.



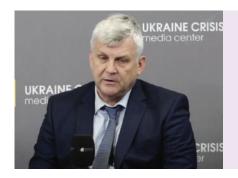
Volodymyr Dzhydzhora

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Release of prisoners of war (POW) and civilian hostages

Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets and his Representative in the Security Sector are members of the Coordinating Centre on the Treatment of Prisoners of War. They participate in the organization of the release of prisoners of war and civilian hostages and are directly present during such releases.



Oleksandr Kononenko

Representative of the Commissioner for the Observance of Rights in the Defense Sector and the Rights of Veterans and Servicemen, Prisoners of war and Members of Their Families

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Despite everything, negotiations on the release of prisoners of war and civilian hostages are ongoing. The goal of Ukraine is to return every Ukrainian to their native land.

Since the beginning, more than 1456 people have been released.

During one of the exchanges, I met with the Russian Ombudsman Tatiana Moskalkova.

Dialogue is important for such releases to take place. The mandate of the Ombudsman is one of the only that allows for such negotiations; thereby allowing people to return home. The Ukrainian side is working on this issue every day and every night. We are doing everything to make it happen! We discussed possible cooperation in the exchanges to follow, especially emphasizing those for the return of civilian hostages. I hope that these processes will now be faster and more efficient.

The presence of civilian hostages in Russian captivity is a gross violation of the Geneva Convention. Russia has no right to take unarmed civilians prisoner, as they do not pose a threat to Russia on the battlefield.







Russia also violates the Geneva Convention in the treatment of prisoners of war. During the "women's" exchange, women again testified about how they were abused in Russian captivity.

CASE: "They treated us like animals, even worse because not even animals behave like that. They beat girls. They tortured girls with electricity. They beat them with hammers. That's the easiest. They hung them up. I'm not even talking about the food, because it was sour. Even dogs are not fed like that. Those who had tattoos... they wanted to cut off our hands, cut off our tattoos. They scalded us with boiling water just for being, for being in the Marines, for speaking Ukrainian" said a servicewoman of the 36th Marine Brigade.









Conscription of occupied territory residents to armed forces of occupying power, and mobilization

The Russian Federation has been using Crimeans in the full-scale war against Ukraine. In violation of the international humanitarian law norms, the Crimeans are still forcedly drafted into the armed forces of the Russian Federation. Only in the autumn of 2021, the Russian Federation forcibly mobilized 3,000 Crimeans. Some of them were sent to participate in hostilities against Ukraine after February 24. Another forced conscription campaign was held in the spring of 2022. However, in Crimea, the figures of conscription are concealed, and Yuriy Lymar, the "military commissar of Crimea", refused to announce plans for this year's conscription campaign.49 Sergey Aksyonov, the so-called «head» of Crimea, said that at least a «Crimean battalion» of 1,200 volunteers, including representatives of the «Kazaks», had been sent to war to «defend the national interests of Russia»

After V. Putin's edict on partial mobilization, many residents of villages were mobilized in Crimea, conscription notices were handed at check posts, and persons with disabilities as well as cancer patients were among the mobilized, too.

On September 25, Sergey Aksionov, an occupation 'head' of Crimea, announced 'the end of mobilization campaign' on the territory of Crimea. However, on October 1, a new forced conscription campaign started. The number of Crimeans drafted usually by the occupation authorities to the Russian Armed Forces, is 3,000. In this situation, persecutions for evading service in the Armed Forces of the Russian Federation continue in Crimea. As of November 1, the Crimean Human Rights Group registered 423 criminal cases under RF CC Article 328 in Crimea (Evasion of service in the Armed Forces of the Russian Federation), that were sent to the "courts" on the occupied peninsula





Protection of information rights

Yuliia Derkachenko, Representative of the Commissioner for Information Rights, took part in the 43rd plenary session of the Consultative Committee of the Council of Europe of the Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data. At this session, a decision was made to limit the participation of the Russian Federation in the Committee without the right to participate in decision-making by this body and the right to vote.

This happened due to an amendment to the Rules of the T-PD procedure and the conditions for the participation of the Russian Federation in the T-PD, which came into force immediately.

Since February 24, 2022, Russia has been waging war against Ukraine. As a result, on March 16, 2022, it was expelled from the Council of Europe. Thus, Russia is no longer a party to those conventions and protocols concluded within the framework of the Council of Europe, which are open only to its member states. It also ceased to be a High Contracting Party to the European Convention on Human Rights as of September 16, 2022.







Yuliia DerkachenkoRepresentative of the Commissioner for Information Rights

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National Preventive Mechanism

NPM is a body established at the national level to visit any place under the jurisdiction and control of the state of Ukraine, where persons deprived of liberty are held or may be held, by order of a state body or at its decision, or with its knowledge or tacit consent, for purposes of preventing torture and other cruel, inhuman or degrading treatment and punishment.







As part of the implementation of the national preventive mechanism, Ukraine became one of the 5 European countries that continued visits to places of detention in order to monitor the observance of human rights and freedoms in the conditions of the COVID-19 pandemic. The positive experience of the Commissioner's institution in the context of the global COVID-19 pandemic has been highly recognized by the UN Subcommittee against Torture and the European Committee for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment.



Artem Volodin

Head of the Department for Implementation of the National Preventive Mechanism

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Meeting with the Council of National Communities



2022



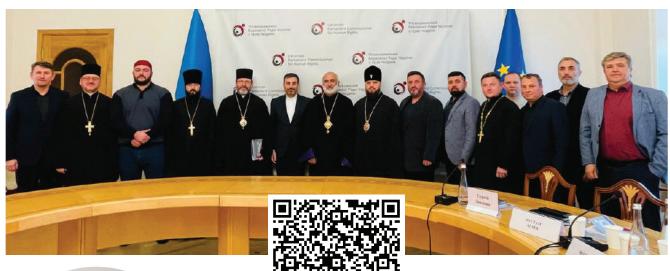


The Council of National Communities of Ukraine and the Ukrainian Parliament Commissioner for Human Rights, Dmytro Lubinets, declared the genocide of indigenous peoples of the Russian Federation by the current Russian authorities and called on the representatives of these peoples to resist the mobilization announced by the Kremlin.

Joint statement of the Council of National Communities of Ukraine and Ukrainian Parliament Commissioner for Human Rights regarding the genocide of the Russian Federation against the indigenous peoples of Russia and Ukraine:



Meeting with representatives of the All-Ukrainian Council of Churches and Religious Organizations







Dmytro Lubinets, the Ukrainian Parliament Commissioner for Human Rights (Ombudsman)

"I broke the institution's 25-year silence in communication with representatives of various religious denominations. In my welcoming speech, I first of all thanked the representatives of churches and religious organizations for their active participation in helping the civilian population during more than 8 years of the Russian Federation's military aggression against Ukraine. In recent months full-scale invasion, we saw the heroism of representatives of various religions and denominations in matters of evacuation and the organization of "green corridors" for the rescue of the civilian population, their resettlement and organization of life in resettlement areas.



Ganna Barabash

Head of the Department for Monitoring of Equal Rights and Freedoms, the Rights of National Minorities, Political Views and Religious Beliefs

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Protection of Social and Economic Human Rights in Ukraine

The Department for Monitoring the Observance of Social and Economic Rights, which protects human and citizen rights to: the social protection; health care; private ownership; education and culture; work and entrepreneurial activity; a safe environment; as consumers.

This is one of the busiest areas of work in the Office of the Ombudsman. **Only in November 2022, 1 332 appeals** were received from citizens regarding the need to restore their rights.

A systemic problem was resolved with the assistance of the Commissioner – the Pension Fund of Ukraine provided a technical possibility to change the method of receiving a pension through the web portal of the Pension Fund for persons who want to receive a pension through the mobile application "Monobank" of JSC "Universal Bank". Before this, such a function was not available.



Olena Kolobrodova

Representative of the Commissioner for Social and Economic Rights

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The Right to Fair Justice in Ukraine

A letter dated 07/26/2022 No. 9714.2/22/27.4 was sent to the Committee of the Verkhovna Rada (Parliament) of Ukraine on Law Enforcement regarding the need to eliminate the contradiction of the provisions of Article 615 of the Criminal Code of Ukraine regarding the legality of limiting the right to freedom and personal integrity.

Despite the introduction of martial law in Ukraine, rights guaranteed by Art. 29 of the Constitution of Ukraine cannot be limited in the conditions of martial law. Therefore, the Commissioner emphasized that it is worth harmonizing item 6, part 1 of Art. 615 of the Criminal Procedure Code of Ukraine in accordance with the Constitution of Ukraine. By letter dated August 11, 2022 No. 6761/1/22, the Committee on Law Enforcement informed that in order to eliminate the indicated contradiction, the Verkhovna Rada of Ukraine adopted Law of Ukraine dated July 27, 2022 No. 2462-IX "On Amendments to the Criminal Procedure Code of Ukraine regarding the improvement of certain provisions of pre-trial investigation in the conditions of martial law", which entered into force on August 25.



Olena Frolova

Representative of the Commissioner in the Judicial System for the Right to Fair Trial and Representation in the Constitutional Court of Ukraine



"Decentralization" in the Secretariat of the Ukrainian Parliament Commissioner for Human Rights

In the conditions of a large-scale Russian invasion, an increase in the number of human rights violations and appeals from citizens for their protection and restoration, and complicated logistics, there is a the need fro the Ombudsman to be represented in each region. This is necessary for prompt response to violations, as well as for highlighting specific human rights challenges related to international armed conflict.



Priority: expansion of the network of Representatives of the Commissioner in the regional centers of Ukraine, representatives in the currently temporarily occupied territories, as well as their regional teams.

Constructive cooperation with the UNDP project and the Association of Ukrainian Monitors on the Observance of Human Rights in the activities of Law-Enforcement Agencies (UMOHR) regarding the involvement of regional coordinators for public relations, which is an effective mechanism of interaction between the institution and communities throughout Ukraine, has been resumed.

FAQ for journalists: International Federation of Red Cross in Ukraine

Do you share criticism of the ICRC?

This criticism is not based on the words of the President of Ukraine or others representatives of authorities, but on inaction under the guise of "neutrality".

Ukrainian Parliament Commissioner for Human Rights is an independent institution. We evaluate the activities of international organizations through the prism of their fulfillment of their mandate and, most importantly, the achievement of the goal for which they were created.

There is currently a crisis in the Red Cross movement, this concerns both the ICRC and the activities of national societies. For example, the Russian Red Cross uses the Red Cross emblem and is a member of the International Federation of Red Cross and Red Crescent Societies, but supports the war and announces fundraising for a mobilization campaign in Russia. Mobilized Russian servicemen are going to kill civilians in Ukraine. This contradicts the principles of the International Movement, but they turn a blind eye to it.

Not a single Ukrainian serviceman released from captivity saw representatives of the International Red Cross and Red Crescent Movement in places of detention.



The ICRC does not fulfill its mandate in matters of visiting prisoners of war, monitoring their conditions of detention, does not organize meetings and does not provide information to relatives. They also did not manage to get to Olenivka after the terrorist attack.

Do the Ukrainian authorities grant the ICRC full access to Russian prisoners of war?

Yes. We provide such access. Moreover, my first meeting after the appointment was a meeting with the leadership of the ICRC in Ukraine, and they assured me that Ukraine can be considered as ideal model for respecting the rights of prisoners of war. We adhere to the Geneva Conventions.

I have information that Kyiv stopped giving the ICRC access to these prisoners of war due to the lack of reciprocity on the part of Russia?

It is not true. There are no such public statements of the ICRC. And it cannot be true. You may have heard of the Russian IPSO. Russians often launch fake news in order to change the truth to falsehood, at least a little. Most people will not believe this, but some may have doubts. This is how disinformation works.

The ICRC has already called for greater access to prisoners of war, in particular with regard to Olenivka. What else should the ICRC do? What exactly do you expect?

We are not asking the International Red Cross and Red Crescent Movement, which includes the International Federation and the International Committee, to do our work.

There are currently thousands of organizations operating in Ukraine that provide humanitarian aid. But none of these organizations is endowed with a special exclusive right to protect prisoners of war and civilians prescribed by Geneva Conventions.

Such an exclusive right belongs to the International Committee of the Red Cross. In order to stop the torture of thousands of prisoners, one cannot simply sit and wait for absolute security and guarantees from the Russian Federation.

They won't be. We live in a new reality where the defenseless become the main target of the Russians.

As before, I will emphasize that the Russian Federation is guilty of human rights violations. International mechanisms for the protection of human rights to have ceased work, although they have been financially supported for years precisely in order to be used at a critical moment. This moment has arrived.

Neutral observers of crimes become their accomplices.







Dear friend, honorable colleagues and colleagues!

Let me sincerely extend to you my heartfelt season's greetings.

This year Ukraine marks them in a state of war unleashed by the Russian Federation. Russia wanted to take Kyiv in three days and march in a victory parade on Khreshchatyk Street. But we showed the whole world our courage and absolute unity. And the whole world saw the parade of broken Russian equipment in the center of our capital.

Some of us will celebrate, while others will say that it is not the right time. Some will be in the shelter under the sound of air sirens, but with a prayer, hiding from shelling. Some will not be able to decorate the Christmas tree at home, because they no longer have home, it was destroyed by the Russian Federation. Some will grieve and will not be able to hug their relatives, like Serhii, who will never see his children again. He found out about their death from a TV report. He recognized his children by their clothes, by their belongings, by their suitcases and by the carrier with their two dogs. Children were lying dead there on the pavement. Someone will hold close to their heart the toy of their children abducted by Russia. Our Ukrainian children were forcibly deported, kidnapped by the aggressor state! Someone will meet New Year without light and heating, because the enemy is shelling the energy infrastructure. Some are in the trenches with weapons in their hands, defending their Homeland from the occupier.

And someone, nevertheless, at the festive table, with indescribable gratitude, will cherish our powerful Armed Forces and make one common wish for everyone. The desire to win and liberate all our territories.

Wherever Ukrainians are – at home or abroad, on the front line or in occupation, we will continue to live with hope, faith, prayers and support for each other. The glow of our hearts will overcome any darkness. We sincerely believe in victory.

Have a warm festive season and peaceful New Year! Glory to our heroes and heroines! Glory to Ukraine!



Air raid alert

Attention. Air raid alert! Go to the nearest bomb shelter. The sound of air raid alerts became painfully familiar to all Ukrainian. But it still makes the heart drop each and every time.

When the alert goes off, it means that you need to go to a bomb shelter or find another relatively safe place. Ukrainians have spent hundreds of hours in their corridors behind at least two walls, in cold basements and underground parking lots, in metro stations.

When the alert goes off, it also means that a Russian rocket, plane, or drone was sent to destroy and kill. And even if you are safe for now, someone else, someone you care about, may be not. The same word is used in Ukrainian for alert and anxiety – tryvoha. And Russians are using that anxiety, constantly triggering the air raid alert on days like Easter or Independence Day.

P.S. We invite you to visit Ukraine! Be sure to install the application before the trip.

Air Alert: an application that notifies you of danger in a certain region on your smartphone. Set up the app in Google Play or AppStore.











The Russian Federation and all the war criminals it has sent to Ukraine will bear the most serious responsibility for the evil they have committed.

We carefully document every crime and every atrocity. All responsible will be undoubtedly held accountable.

We will never forget norforgive. Nor will the world.

#StandWithUkraine

Dmytro LUBINETS

Ukrainian Parliament Commissioner for Human Rights (from July 1, 2022)

















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Hotline of the Ukrainian Parliament Commissioner for Human Rights **0 800 50 17 20** or by e-mail **hotline@ombudsman.gov.ua**

