

THE BRAVE CHANGE THE WORLD

Three Years of Human Rights Protection



APPEALS FROM UKRAINIAN CITIZENS TO THE OMBUDSMAN'S OFFICE HAVE INCREASED BY 290% OVER THE PAST THREE YEARS!

42,485	2022 (from July 1)	
95,796	2023	
123,221		2024
66,599	2025 (as of June)	

2022:

Introducing New Directions and Reforms within the Institution

On July 1, 2022, Dmytro Lubinets became the Ukrainian Parliament Commissioner for Human Rights. This set the pace for changes within the institution: 9 main areas of work were introduced, and Representatives of the Commissioner were appointed for each of them. Dmytro Lubinets focused on expanding work in the regions.

The scope of activities with the involvement of civil society was expanded: Expert Councils composed of public representatives were established under each Representative, and a hub for civil initiatives began operating in the Ombudsman's Office. Presence on the international stage became crucial, as it includes informing partners about human rights violations in Ukraine, and accelerating Ukraine's accession to the EU.

In 2022, the Ombudsman's Office began participating in the return of Ukrainian citizens — both military and civilian — home. Separately, the institution started working on the return of deported and forcibly displaced children within the approved Bring Kids Back UA Action Plan.

In 2022, one of the exchanges, which saw 108 female POWs return to Ukraine, was organized directly within the scope of activities of the Ombudsman's Office.



2023:

The Institution Continues to Expand the Work and **Protect Human Rights Amidst Russian Aggression**

The Ombudsman's Office joined a number of alliances of national human rights institutions, and the Institution's Development Strategy was approved. The Office underwent an international capacity assessment - the first targeted assessment during wartime. Based on its results, a report was prepared and relevant recommendations were provided to strengthen its work. Key among those were developing amendments to the Law of Ukraine "On the the Ukrainian Parliament Commissioner for Human Rights" to incorporate the UN Paris Principles and the General Observations of the GANHRI Subcommittee on Accreditation.

In 2023, at the initiative of the President of Ukraine, the Child Rights Protection **Center** was opened, operating on the basis of the Ombudsman's Office.

At the same time, Russia continues to massively violate human rights, and Ukraine and the world face a number of challenges: systematic shelling of regions, the destruction of the Kakhovka HPP dam, with direct damages amounting to at least \$2 billion. Given all these violations, Ukrainians address the Ombudsman's Office to have their rights restored.



New Solutions and Points of Support



In 2024, the Ombudsman's Office continues to seek new opportunities to protect human rights. Active work is underway to return Ukrainian citizens home. In 2024, Ukrainian state structures, in cooperation with public organizations and international partners, managed to return 566 children from Russia and the temporarily occupied territories of Ukraine. The State of Qatar is a reliable mediator in this matter.

Also in 2024, 11 prisoner exchanges took place, within which 1,358 prisoners of war and illegally detained civilians returned home.





That year, the International Coalition for the Return of Ukrainian Children was established: several of its meetings were held at the Ombudsman's Office. On every occasion, nearly 50 international organizations and countries participated in these meetings.

The Ombudsman's Office also worked to ensure that the rights of Ukrainian military personnel in Russian captivity were observed. As part of the implementation of mutual humanitarian missions between the Ombudsmen of Ukraine and Russia, it was possible to exchange 1,000 letters from prisoners of war and 1,500 letters from relatives to prisoners during 2024. On the eve of Christmas, 1,500 packages with warm clothes and other necessary items were handed over.

Work continued on protecting human rights within the security and defense sector, child rights, and the rights of those affected by Russia's armed aggression. Also in 2024, **Recommendations on the Right to Privacy in the Development of Artificial Intelligence,** prepared by the Ombudsman's Office in cooperation with the Ministry of Digital Transformation, were presented for the first time in Ukraine.



2025:

Work continues under Russian aggression

In 2025, the Office of the Ombudsman of Ukraine continues to defend human rights and freedoms amid Russia's ongoing armed aggression. The institution is involved in processes to return Ukrainian citizens home — including children, civilians, and military personnel.

Active work continues **across 9 other directions.** One of the key priorities remains the expansion of **the regional network.**

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EXPANDING WORK IN THE REGIONS

The Ombudsman's Office is expanding its work in the regions. In each region, aRepresentative of the Commissioner is working (regarding temporarily occupied territories, Representatives appointed there operate from other cities).

Human Rights Protection Centers are opening in numerous regions. Currently, such spaces are open in Sumy, Poltava, Ivano-Frankivsk, Chernivtsi, Zaporizhzhia, Zhytomyr, and Zakarpattia. In Kyiv, Rivne, and Dnipro, Child Rights Protection Centers are functioning.







A unique example is the opening of the Center in Zhytomyr, which was supported by the Government of Estonia. This country repaired and equipped the premises through a targeted program. For the first time, Estonian Foreign Minister Margus Tsahkna personally attended such an event.







Unfortunately, due to a Russian attack on Sumy, the Center there was completely destroyed. The Office is currently seeking opportunities to restore it.

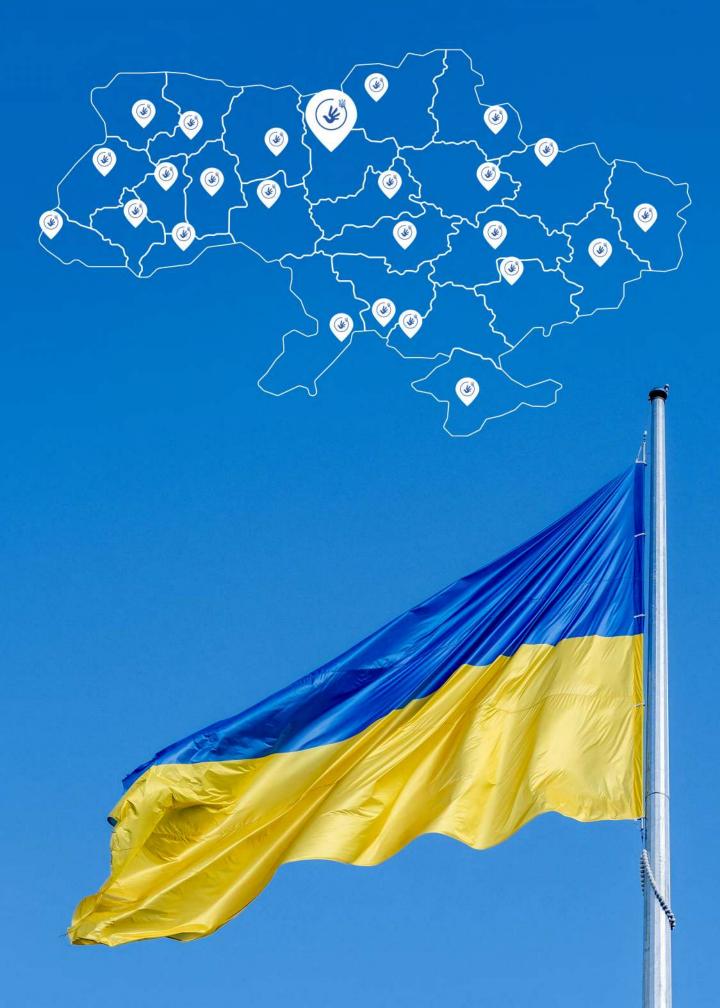






Going forward, the Office plans to open other Human Rights and Child Protection Centers so that every citizen, regardless of their circumstances, can seek help for violations of their rights!





DEFENDERS PROTECT UKRAINE, WE PROTECT THEIR RIGHTS

One of the most important areas of work for the Ombudsman's Office is the protection of the rights of defenders, veterans, prisoners of war, missing persons, and their family members. This also includes civilians illegally abducted and imprisoned by Russia.

Appeals Statistics

3,050	2022 (from July 1)		
16,914		2023	
29,957			2024

As of June 2025, we have already received over 21,000 appeals! The statistics show that the number of appeals has significantly increased since 2023 and continues to grow today.

≈ **70,900**Total number of appeals over three years of the Commissioner's activity in the area of human rights protection within the sector of security and defense bodies

Most frequently, the Ombudsman's Office receives appeals from relatives of prisoners of war and missing Ukrainian citizens concerning this area.

Over three years of work in this direction:

- 251 monitoring visits were conducted.
- 1,359 positions on legal acts were prepared.
- 132 cases of Commissioner's proceedings were initiated.
- More than 1,300 personal citizen receptions were held.





Ombudsman Dmytro Lubinets pays significant attention to upholding the rights of these categories of Ukrainians. At the Commissioner's initiative, approximately 300 meetings were held in Kyiv and the regions of Ukraine with relatives of prisoners of war and missing persons. Those meetings involved representatives of state structures, military formations, law enforcement agencies, international organizations, and MPs of Ukraine.



Photo Caption: In 2024, at the initiative of Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets, Turkish Chief Ombudsman Şeref Malkoç visited Ukraine. He spoke with relatives of Ukrainian defenders and also visited a facility holding Russian prisoners of war, confirming that they are detained in accordance with international humanitarian law.













To Return Ukrainian Citizens from Russian Captivity is to Snatch Them from the Hands of Death!

Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets and the Institution's staff have been involved in **the process of returning Ukrainian citizens from Russian captivity** since the beginning of the full-scale invasion.

65 exchanges

5,757 UKRAINIANS,

including **294 civilians,**were returned to Ukraine since February 24, 2022

as of June 16, 2025

One of the largest exchanges in the "1000-for-1000" format took place between May 23-25, 2025. This was the result of agreements between the parties in Istanbul.





During the exchanges, staff members of the Ombudsman's Office communicate with Russians who have been captured in Ukraine. The occupiers confirm that they are treated in accordance with the Geneva Convention relative to the Treatment of Prisoners of War.







The Ukrainian Ombudsman's Unique Mandate

Dmytro Lubinets Has a Direct Communication Channel with the Russian Human Rights Commissioner Tatyana Moskalkova.

The Office engages in information exchange with the Russian Ombudsman regarding the search for missing persons, upholding the rights and freedoms of detained Ukrainians, their release, and reunification with their families.



Through the single humanitarian communication channel with the Russian Ombudsman:

- As part of reciprocal visits to prisoners of war, information was obtained about more than 1,700 Ukrainians visited by representatives of the Russian Ombudsman in enemy captivity.
- Throughout 2023-2025, within the framework of humanitarian projects between the Ombudsmen of Ukraine and the Russian Federation, regular reciprocal exchanges of correspondence for and from prisoners of war are conducted.



Legislative Changes to Protect the Rights of Those Who Defend Us!

At the initiative of Commissioner Dmytro Lubinets, changes to legislation were implemented. This concerns legal acts on **military service**, **mobilization**, **and military registration**. It was possible to prevent the inclusion of several norms in draft laws that violated citizens' rights or created preconditions for doing so. Changes were **initiated to legal acts regulating the activities of Military Medical Commissions (MMCs).** This helped to relieve the "critical" burden on the MMCs established at Territorial Centers of Recruitment (TCRs), garrisons, and hospitals, and also introduced changes to optimize the medical examination process.

- >>> The Law of Ukraine No. 3995-IX, adopted at the Commissioner's initiative, aims to improve the mechanism for paying monetary allowances to family members of military personnel who are captured or missing in action.
- >>> Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets has repeatedly emphasized the **need to simplify the procedure for obtaining combatant status.** On September 10, 2024, the Government adopted **Resolution No. 1041,** which approved the procedure for granting combatant status during martial law in an automated mode.
- >>> Following the Commissioner's recommendation, Resolution No. 955 of the Cabinet of Ministers introduced changes to the nutrition standards for servicemen of the Armed Forces and other military formations who are undergoing treatment or rehabilitation in civilian healthcare facilities.
- In accordance with the Commissioner's recommendation, Cabinet of Ministers Resolution No. 296 approved the Procedure for Conducting Recovery, Adaptation Measures, and Support for Ukrainians for Whom the Fact of Deprivation of Personal Liberty as a Result of Armed Aggression Against Ukraine Has Been Established, after their release, including the provision of medical, rehabilitation, and psychological assistance to released persons.

Protecting Veterans' Rights is the State's Duty

The Ombudsman's Office has begun implementing a joint project with the Council of Europe — "Rights of Veterans and Armed Forces Personnel in Ukraine". This is part of the Council of Europe Action Plan for Ukraine "Resilience, Recovery, and Reconstruction" for 2023-2026.







In June 2025, within this project, a platform was organized to discuss existing and create new mechanisms for supporting veterans at all stages of the reintegration process, and a strategic session was held on the role of veteran support specialists in Ukraine. The event was attended by 550 participants — representatives of the Parliament of Ukraine, national and local authorities, the veteran community, and public organizations.

Civilians Unlawfully Detained by Russia Must Be Released!

At the Commissioner's initiative, a Working Group on the Protection of Rights and Freedoms of Civilians was established within the Coordination Headquarters for the Treatment of Prisoners of War. This group addresses the following issues:

- Adaptation and support for civilians released from places of detention in the temporarily occupied territories and the Russian Federation.
- Improving the work of the Commission for establishing the fact of a person being deprived of personal liberty as a result of armed aggression against Ukraine.
- Legislative changes aimed at protecting individuals for whom the fact of deprivation of personal liberty as a result of armed aggression against Ukraine has been established, among other things.





The Working Group has now developed an Action Plan for the Protection of Rights and Freedoms of Civilians Deprived of Personal Liberty as a Result of Armed Aggression against Ukraine for 2025-2026. This plan is set to become a key state instrument for their release, return, rights protection, rehabilitation, and reintegration.

Special Attention to Assisting Ukrainians in Leaving Temporarily Occupied Territories

Through the coordinated efforts of the Ombudsman's Office and public human rights organizations, **209 of our citizens have been returned** to Ukrainian-controlled territory from under Russian jurisdiction.

All these citizens faced **systemic pressure**, **persecution**, and a lack of access to **basic rights**. Some experienced physical and psychological violence, threats with weapons, and torture, with two individuals being illegally deported to the Russian Federation. Others remained in the temporarily occupied territories without documents, medical assistance, or any support. **This work is ongoing**.







CHILD RIGHTS PROTECTION IS AN INVESTMENT IN THE FUTURE!

Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets identifies child rights protection as one of the priority areas of work.

Appeals Statistics

515	2022 (from July 1)		
1,649		2023	
2,005			2024

As of June 2025, we have already received over 1,300 appeals!

≈ 5,500

Total number of appeals over three years of the Commissioner's activity in the area of child rights protection

Over three years of work in this direction:

- 1,231 monitoring visits were conducted.
- 865 legal acts were processed.
- 1,392 cases of Commissioner's proceedings were initiated.

Returning Ukrainian Children Home Means Preserving Their Identity!

Since 2022, the Ombudsman's Office has been involved in the return of deported and forcibly displaced children to Ukraine. This work has several directions: a security direction, which involves safe return with minimal risks, and a child rights protection direction, which provides support after return on issues related to psychological, legal, and humanitarian assistance. Returns are

carried out within the Bring Kids Back UA Action Plan.

Ukraine engages international partners in this work.
Cooperation with the State of Qatar has been established.

1,378 CHILDREN

have been successfully returned to Ukraine since the beginning of the full-scale invasion as of June 26, 2025

This was achieved by state authorities in cooperation with civil society and international partners.

A civilian returned from Russian captivity finally reunited with her children who were in the temporarily occupied territories



In September 2024, we managed to return a civilian Ukrainian woman from Russian captivity who had been illegally detained and convicted by the Russians. After her release, she waited five months to be reunited with her children. Her two sons were in the temporarily occupied territories of Ukraine. On February 14, 2025, the Ombudsman's Office successfully returned the children within the Bring Kids Back UA Action Plan of the President of Ukraine.



The story of return of Renat and Varvara from the temporarily occupied territories of Ukraine

Renat and Varvara were separated from their mother at the beginning of the full-scale invasion. The children's mother is a prisoner of war; she was returned as part of a large exchange. Meanwhile, Renat and Varvara initially ended up in an orphanage, but later their great-grandfather managed to take them in. After that, arrangements were made to return the little Ukrainians home.







Child Rights Protection Center — A Place for the Restoration of Rights

In 2023, at the initiative of the President of Ukraine, the Child Rights Protection Center was opened, operating on the basis of the Ombudsman's Office. It provides necessary assistance to children who have returned from the temporarily occupied territories and the Russian Federation.

The Center operates according to the **Barnahus model**, which allows children who have been victims or witnesses of a crime to communicate with law enforcement agencies in the presence of psychologists to record their testimonies in a child-friendly environment.



This space is becoming a platform for meetings with the international community to protect child rights.

It has been visited by top officials from France, Norway, the Netherlands, Guatemala, Finland, Slovenia, Lithuania, Estonia, Serbia, Denmark, Ireland, Canada, the Republic of Korea, and other states.







Child Rights Protection — A Comprehensive Work



A single appeal to the Ombudsman's Office can result in the restoration of rights not only for one child but sometimes for hundreds. For example: in January 2024, a citizen appealed to the Commissioner regarding the violation of the right to nutrition for students. With the Ombudsman's assistance, this right was restored for 2,504 children in preschool and general secondary education institutions in the community!

To protect child rights, changes to legislation were initiated:

- At the Commissioner's initiative, a draft Resolution of the Cabinet of Ministers "On Approval of the Procedure for Organizing Social Protection of Children Who Have Been Deported, Forcibly Displaced to Occupied Territory or the Territory of the Occupying State" was developed. Those developments formed the basis of the current version of Cabinet of Ministers Resolution No. 551.
- >>> Amendments to the Procedure for Temporary Displacement (Evacuation) of Children and Persons Residing or Enrolled in Institutions of Various Types, Forms of Ownership, and Subordination for Round-the-Clock Stay, and Their Return to Their Permanent Place of Residence (Stay), and in Case of Departure Outside Ukraine to Ukraine, approved by Resolution No. 546 of the Cabinet of Ministers. These were adopted by the Government on September 6, 2024.
- >>> Development of a new Procedure for Identifying and Returning Children Deported or Forcibly Displaced as a Result of the Armed Aggression of the Russian Federation against Ukraine. Approved by Resolution No. 66 of the Cabinet of Ministers.



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PROTECTING THE RIGHTS OF THOSE AFFECTED BY WAR

In 2022, a new area of work was introduced at the Ombudsman's Office: protecting the rights of individuals affected by the Russian armed aggression. This includes internally displaced persons (IDPs) and people who have sought refuge abroad.

Appeals Statistics

379	2022 (from July 1)		
2,224			2023
1,469		2024	

As of June 2025, we have already received over 700 appeals!

≈ 4,700

Total number of appeals over three years of the Commissioner's activity in this area

Over three years of work in this direction:

- 3,867 monitoring visits were conducted.
- 7,989 recommendations were provided based on monitoring visits.
- 802 legal acts were processed.
- 1,903 cases of Commissioner's proceedings were initiated.

Legislative Changes: Improving Living Conditions, Obtaining Pensions

>>> The Ombudsman's Office, in cooperation with the Cluster for Managing and Coordinating Places of Compact Residence for Internally Displaced Persons and a number of international and national organizations, developed Minimum Standards for the Functioning of Temporary Accommodation Centres and IDP Stays within Them. These formed the basis of Resolution No. 930 of the Cabinet of Ministers.









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- When the studied in the temporarily occupied territories received the opportunity to confirm their knowledge level and receive Ukrainian education documents. At the Commissioner's initiative, Law of Ukraine No. 3482-IX was adopted. Previously, this issue was reflected among the recommendations of one of the Commissioner's Special Reports.
- >>> The procedure for assigning and paying pensions to persons displaced from the temporarily occupied territories of the Autonomous Republic of Crimea and the city of Sevastopol was revised. At the Commissioner's initiative, the Ministry of Social Policy developed, and the Parliament of Ukraine adopted, Law of Ukraine No. 3674-IX.
- The Law of Ukraine "On Accounting for Information on Damage Caused to Personal Non-Property Rights of Individuals as a Result of the Armed Aggression of the Russian Federation against Ukraine" was adopted. One of the Commissioner's Special Reports included a recommendation to the Government to create a Unified Register of Civilians Affected by Armed Aggression. For two years, Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets consistently advocated for this position. On November 20, 2024, the Parliament of Ukraine adopted Law of Ukraine No. 4071-IX. Once the Government fully establishes the relevant accounting system, the Law will ensure the recording of a number of losses suffered by the civilian population due to the Russian armed aggression.

A unified mechanism for paying pensions and insurance benefits for persons temporarily residing abroad, in the temporarily occupied territories, or who have left the temporarily occupied territories has been established. As a result of appeals and at the Commissioner's initiative, the Cabinet of Ministers established this unified procedure. It was approved by the Cabinet's Resolution No. 299 of February 11, 2025.

Achievements in Protecting the Rights of Those Affected by War

• Analysis of the implementation of the State Policy Strategy on Internal Displacement for the Period up to 2025 and the Operational Plan for its implementation in 2023–2025. This was conducted by the Ombudsman's Office and presented to representatives of state institutions, local authorities, and the public. Recommendations were provided to government bodies.





• The Concept of Improving the National System of Legal Remedies and Support for Victims of Armed Aggression against Ukraine was prepared. It focuses on improving support measures for victims and includes recommendations for restorative, rehabilitative, and other reparative measures. Work is currently underway to implement the provisions of the Concept into the National Human Rights Strategy and its action plan.







• Analysis of the situation regarding the observance of the rights of citizens who were forced to go abroad due to the armed aggression of the Russian Federation. This was carried out by the Ombudsman's Office. For the study, 10 states were selected where a non-random survey was conducted. The results led to the preparation of the Analytical Report "Forced Displacement Abroad" with conclusions and recommendations for the Cabinet of Ministers of Ukraine and relevant ministries.





Access to Education, Social Assistance: A Number of Restored Rights of Citizens

- Payment of state social assistance to a low-income family was restored. An internally displaced person with three children receiving state social assistance for low-income families, appealed to the Commissioner. The woman raised the issue of the unlawfulness of the social protection body's recovery of previously paid assistance amounting to over 171 thousand hryvnias. As a result of the measures taken, the decision to overpay the applicant's assistance was cancelled, and the payment of previously assigned assistance was restored. Consequently, the woman additionally received 39,000 hryvnias.
- IDPs were given the opportunity to undergo physical identification at JSC "Oschadbank" institutions online. According to Cabinet of Ministers Resolution No. 637, JSC "Oschadbank" conducts physical identification of clients every six months and blocks accounts if it is not completed. A resident of the temporarily occupied Luhansk region appealed to the Commissioner, unable to renew her pension due to inability to leave. In response, the Ombudsman's Office sent a letter to the Ministry of Social Policy. As a result, the Government amended the resolution, allowing identification to be done online or through the electronic cabinet of the Pension Fund of Ukraine.



HUMAN RIGHTS PROTECTION: FROM SOCIAL GUARANTEES TO CULTURAL RIGHTS

The Ombudsman's Office protects the social and economic rights of citizens, cultural rights, and the right to a safe environment.

Appeals Statistics

1,487	2022 (from July 1)		
3,508		202	23
3,874			2024

As of June 2025, we have already received over 1,900 appeals!

≈ 10,700

Total number of appeals over three years of the Commissioner's activity in this area

Over three years of work in this direction:

- 232 monitoring visits were conducted.
- 3,974 legal acts were processed.
- 1,626 cases of Commissioner's proceedings were initiated.
- 11,852 inquiries and initiative letters were sent to state bodies, local selfgovernment bodies, enterprises, institutions, and organizations.
- 16 acts of response (submissions) were filed.
- 2 constitutional submissions were made to the Constitutional Court of Ukraine.

Legislative Changes – A Guarantee of Rights Observance

Throughout 2022-2025, the Ombudsman of Ukraine **provided a number of positions and recommendations** to ensure the social, economic, and cultural rights of citizens:

- >>> Law of Ukraine No. 3993-XI was adopted, ensuring the right of citizens, owners of land shares (parcels), to allocate land plots in kind (on site) and providing for the extension (from 2025 to 2028) of the period for formalizing unclaimed (undistributed) land plots.
- Law of Ukraine No. 4170-IX was adopted, and amendments were made to the Resolution No. 1338 of the Cabinet of Ministers, which regulate the establishment of disability due to deprivation of personal liberty as a result of the armed aggression of the Russian Federation against Ukraine.



- >>> Changes were made to the Resolution No. 303 of the Cabinet of Ministers, which restored unscheduled state supervision (control) measures for compliance with consumer protection legislation in the provision of housing and communal services.
- >>> Law of Ukraine No. 4280-IX was adopted, ratifying the Council of Europe Convention on Offences relating to Cultural Property, and regulating the fight against illegal trafficking of cultural property and preventing offenses in this area.
- >>> Law of Ukraine No. 4280-IX was adopted, which regulates the inclusion of the period of deprivation of personal liberty as a result of armed aggression against Ukraine in the insurance record and the payment of a single social contribution (SSC) for this period by the Pension Fund of Ukraine.

Citizens' Social Rights Must Be Respected!

Through appeals to the Commissioner, a number of citizens' rights are being restored:

- In the sphere of social protection: The right of 1,770 persons with disabilities since childhood to receive state social assistance after reaching adulthood was restored. Previously, legislation did not define specific conditions for providing such assistance. To avoid such situations in the future, the Cabinet of Ministers of Ukraine adopted Resolution No. 968 on August 23, 2024, which regulates this issue.
- In the sphere of healthcare: 14 monitoring visits were conducted regarding the observance of human rights to rehabilitation in 9 regions of Ukraine. 10 social rehabilitation institutions and 13 healthcare institutions were visited. As a result of the recommendations provided by the Commissioner, Resolution No. 1285 of the Cabinet of Ministers was adopted. It provides for the involvement of a social worker in the work of a multidisciplinary rehabilitation team during the provision of rehabilitation care in a relevant healthcare system institution.





• In the sphere of education: A meeting was held between the Commissioner and 180 heads of higher education institutions. The result of addressing the identified problematic issues was the adoption of two resolutions by the Cabinet of Ministers of Ukraine, which ensure the right of students from temporarily occupied territories and active combat zones who are abroad to defer military registration and formalize military registration documents; and also, the right of bachelor-level medical education seekers to take components of the Unified State Qualification Exam (USQE) at their place of residence (abroad).





In the sphere of consumer rights: As a result of the recommendations provided by the Commissioner to the Tomakivka Village Council, Dnipropetrovsk Regional Military Administration, and the Ministry for Development of Communities and Territories, centralized water supply was restored for 19,000 residents of the Tomakivka community on April 17, 2025, which they had been without since October 2024.

From this area of work, at the Commissioner's initiative, 13,320 "Points of Invincibility" (Punkty Nezlamnosti) have been created in all regions of Ukraine, becoming an important element of supporting people in difficult conditions during power outages and other emergencies.



Among other work in this area, a Roadmap on the rights of civilians deprived of personal liberty as a result of armed aggression against Ukraine, missing under special circumstances, and their family members has been developed.



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Protecting Cultural Rights – Protecting Ukrainian Identity!

The Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets consistently responds to the destruction of cultural heritage by Russians. The Commissioner **sent letters to UNESCO** regarding:

The destruction of the authentic world heritage site "Tauric Chersonese".





The destruction of UNESCO World Heritage sites "Historic Centre of Odesa," which was included in the List of World Heritage in Danger, "Historic Centre of Lviv," and the UNESCO World Heritage site — Saint Sophia Cathedral in Kyiv.









As a result, UNESCO expressed assurances regarding continued work to help protect, preserve, and restore cultural heritage.

They also **conducted a remote damage assessment** using satellite imagery, and earlier, in November 2024, UNESCO sent a mission to Odesa to assess the damage that occurred at the sites on the ground.

WORK ON THE INTERNATIONAL STAGE



Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets is actively engaged in international activities, informing the world about Russia's violations of human rights and international humanitarian law (IHL) in Ukraine. The Commissioner, his Representatives, and the Secretariat's leadership have held 1,099 meetings with international partners, organizations, Ombudsmen from around the world, and representatives of national human rights institutions.

194 foreign visits have been made, and a number of conferences and meetings have been organized to continue supporting Ukraine and assisting our country in the humanitarian dimension.

Among the various events organized by the Office in cooperation with partners:

- >>> The Stolen Voices advocacy event in September 2023, as part of the "Bring Kids Back UA" program. Six children who were successfully returned to their homeland participated in the event.
- >>> The international event "Mariupol Unlost Hope!", organized in September 2023 by the Ombudsman's Office jointly with the Ombudsman of Italy and the Lazio Region, Marino Fardelli, in Rome.
- >>> A side event "Resilience in Armed Conflict: The Path of the Ukrainian Parliament Commissioner for Human Rights."
- >>> The international conference "Freedom or Fear," dedicated to the 75th anniversary of the adoption of the Universal Declaration of Human Rights.
- >>> A side event "The End of Whataboutism. Unity for the Return of Ukrainians."
 Organized by the Ombudsman's Office, together with the co-chairs of
 Working Group 4 of the Peace Formula Canada and Norway in Geneva.
- >>> The International Human Rights Conference for Human Rights Day "Decade 2014-2024. Reclaiming Human Rights. Preserving Democracy." Over 1,000 participants from Ukraine and from around the world took part.





The Ombudsman of Ukraine provides comments and observations in the reports of international organizations. This includes documents from the UN Human Rights Monitoring Mission in Ukraine, UN Special Rapporteurs and Committees, the Independent International Commission of Inquiry on Ukraine, the Council of Europe, the OSCE Office for Democratic Institutions and Human Rights (ODIHR), and the OSCE Moscow Mechanism.

Returning Ukrainian Citizens Home: Working Group on Point 4 of the Ukrainian Peace Formula

Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets is coordinating the work of the **Working Group on Point 4 of Ukraine's Peace Formula,** together with Canada and Norway as co-chairs countries. The official launch of the working group took place on February 26, 2024. In total, 9 meetings have been held, with over 40 representatives of foreign nations and international organizations joining each.





On February 2, 2024, with the active coordination of the Commissioner and the participation of the Head of the Office of the President of Ukraine, Andriy Yermak, and the Minister of Foreign Affairs of Canada, Mélanie Joly. the International Coalition for the Return of Ukrainian Children was officially launched, co-chaired by Ukraine and Canada. The Framework Document of the Coalition's activities was also presented. The Coalition works on issues of returning and rehabilitating Ukrainian children. It currently has 42 participants.



On February 26, 2024, at the Commissioner's initiative, the first meeting of the International Platform for the Release of Civilians Unlawfully Detained by the Russian Federation was held, with the participation of representatives from 52 states and international organizations. The event discussed ways of cooperation and developed new approaches for the return of Ukrainian civilians, who have been illegally detained by the aggressor state since 2014.



The Office of the Ombudsman Joins the Alliances of National Human Rights Institutions!

As of 2025, at the initiative of Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets, the institution of the Ukrainian Parliament Commissioner for Human Rights has gained the following memberships:



European Network of Equality Bodies (EQUINET);



The Commissioner became a member of the Board of Directors of the European Region of the IOI, of which the Ombudsman's Institution is a member;



The Commissioner became a member of the Board of the European Network of National Human Rights Institutions (ENNHRI) and an alternate member of the Board of the Global Alliance of National Human Rights Institutions (GANHRI).

For the first time in the entire history of the Commissioner's position, the process of institutional capacity assessment was initiated.

All employees of the Institution participated in it during wartime. An assessment team of 6 people visited Ukraine in May-June 2023.

Russians Have No Place in the Civilized World!

With the assistance and initiative of the Ombudsman of Ukraine, Tatyana Moskalkova, the Human Rights Commissioner in the Russian Federation:

- Was excluded from the European Network of National Human Rights Institutions (ENNHRI) on April 11, 2023;
- Had her membership in the Association of Mediterranean Ombudsmen (AOM) suspended, and the procedure for the exclusion from the AOM was initiated on May 25.

In October 2023, the Subcommittee on Accreditation of the Global Alliance of National Human Rights Institutions (SCA GANHRI), at the initiative of the GANHRI Chair, recommended depriving the human rights institution of the Russian Federation of any status, as it does not comply with the standards which a national human rights institution mandate foresees.



Commissioner's Representations Abroad — An Opportunity to Hear and Help Our Citizens

To properly protect the rights of Ukrainian citizens abroad, the

Commissioner's Representations operate in

- the United Kingdom of Great Britain and Northern Ireland,
- the Kingdom of Spain,
- the Grand Duchy of Luxembourg,
- the Republic of Poland,
- the Slovak Republic,
- the Republic of Moldova,
- the Kingdom of Belgium.



EU Accession: A Key Direction of Work

The Ukrainian Parliament Commissioner for Human Rights actively participates in Ukraine's EU accession processes. Its activities are constantly focused on:

- Participation in bilateral (negotiating) meetings between Ukraine and the European Commission as part of the official screening of the compliance of Ukrainian legislation with EU law (acquis EU) across negotiation chapters, in accordance with the updated methodology for EU accession negotiations.
- Involvement in filling the "Rule of Law" and "Functioning of Democratic Institutions" Roadmaps. Work is currently ongoing to achieve strategic results in these Roadmaps.
- Ensuring the generalization and consolidation of the Ombudsman's Office's proposals for Ukraine's Reports (Ukrainian Input) within the EU Enlargement Packages, particularly for 2024 and 2025, and participation in other activities.



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THE OMBUDSMAN'S OFFICE: STANDING FOR RESPECT FOR EVERYONE'S RIGHTS

The Ombudsman's Office protects the rights of national communities and indigenous peoples of Ukraine, works to combat discrimination and domestic violence, and monitors the observance of equal rights and freedoms, religious and political views.

Appeals Statistics

867	2022 (from July 1)
1,116	2023
1,387	2024

As of June 2025, we have already received over 700 appeals!

≈ **4,000**

Total number of appeals over three years of the Commissioner's activity in this area

Over three years of work in this direction:

- 216 monitoring visits were conducted.
- 575 positions on legal acts were prepared.
- 449 cases of Commissioner's proceedings were initiated.

Thanks to the Commissioner's initiatives, a number of actions have been taken to uphold rights in this area:

>>> Ukraine ratified the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence. This was a key recommendation of the Commissioner for several years.





- >> In fulfilment of recommendations provided to the Government of Ukraine in the Commissioner's annual reports, the State Target Social Program for Combating Human Trafficking until 2025 was approved.
- Law of Ukraine No. 3897-IX incorporated the Commissioner's comments and proposals regarding the simplification of the procedure for acquiring Ukrainian citizenship by foreigners serving under contract, as well as their family members, and obtaining immigration permits outside the quota for foreigners – family members of military personnel who died in the line of duty.
- >>> Law of Ukraine No. 3733-IX incorporated the recommendation provided by the Commissioner in the Annual Report for 2022 regarding the need to increase responsibility for gender-based violence and introduce administrative responsibility for sexual harassment.

A brochure "Violence Hides in Silence (Don't Be Silent)" was developed and presented during the National Forum "United Against Violence," organized by the Ombudsman's Office in cooperation with the international charitable organization Corus International.



A handbook on preventing and combating discrimination for civil servants, local government officials, and administrative service providers was developed in cooperation with the Council of Europe.



Observing the Rights of National Communities: A Series of Measures Undertaken

The Ukrainian Ombudsman initiated a pilot project "Documentation of Persons from the Roma National Minority (Community) and Development of Legal Mechanisms to Simplify This Procedure" in Mukachevo, Zakarpattia Oblast (2023-2024). It is supported by the Council of Europe and in partnership with state institutions and international organizations. Thanks to the pilot project, dossiers on 302 individuals have been collected. Of these, 159 received Ukrainian passports, 57 of them for the first time. 83 birth certificates were issued, 9 of them for the first time. The procedure for establishing 23 individuals is ongoing.

A study on national minorities and indigenous peoples under occupation has also been prepared, which contains materials that are yet another proof of Russia's genocide against the Ukrainian people of various nationalities.



Also, for the first time, a joint visit to Zakarpattia was made to monitor the state of observance of the rights of the Roma national minority. It involved representatives from the Council of Europe, the European Commission, the Office of the Ombudsman of Ukraine, the Parliament of Ukraine, the State Service of Ukraine for Ethnic Policy and Freedom of Conscience, the Ministry of Education and Science of Ukraine, the Zakarpattia Regional Military Administration, as well as the National Police of Ukraine.







In 2024, the first joint introductory visit of the Commissioner with the People's Advocate of Romania, Renate Weber, took place to exchange experience in the field of protecting the rights of representatives of national minorities (communities) in Ukraine and Romania.









A special achievement: At the Commissioner's initiative, "Day of Interethnic Harmony and Cultural Diversity" was established in Ukraine, to be celebrated annually on May 21 (Decree of the President of Ukraine No. 883/2024 of December 27, 2024).

NATIONAL PREVENTIVE MECHANISM IN UKRAINE: THE "OMBUDSMAN+" MODEL

In Ukraine, the function of the National Preventive Mechanism (NPM) is performed by the Secretariat of the Ukrainian Parliament Commissioner for Human Rights. Employees of the Institution have an unimpeded access to all places of detention. In Ukraine, this activity is implemented according to the "Ombudsman+" model, meaning the Ombudsman's Office involves representatives of civil society in monitoring visits.

Visit Statistics

66	2022 (from July 1)	
538		2023
543		2024

As of June 2025, we have already conducted over 300 visits!

≈ 1,400
Total number of visits over three years of the Commissioner's activity in this area

Over three years of work in this direction:

- 250 response acts were compiled.
- 1,214 inquiries and initiative letters were drafted.
- 43 legal acts were processed.
- At the Commissioner's initiative, information was entered into the Unified Register of Pre-trial Investigations, and 45 criminal proceedings were initiated.
- 53 official investigations were initiated regarding suicides, bodily injuries, and deaths of convicts. As a result of official investigations, 89 officials were brought to disciplinary responsibility.

IMPORTANT! To increase the effectiveness of visits to places of detention, the Commissioner approved by his Order the Procedure for the Selection and Training of Representatives of Public Organizations Involved in NPM Visits.

In 2024, the Ombudsman of Ukraine gave 183 instructions to representatives of public organizations to conduct visits to places of detention.

Currently, the institution focuses significant **attention** on visiting territorial units of the State Migration Service, the National Anti-Corruption Bureau of Ukraine, the State Bureau of Investigation, as well as the newly established camps for prisoners of war in 2023.



This work is carried out in parallel with existing challenges, namely:



- Insufficient funding, as well as the need to approve the respective Procedure for reimbursing expenses incurred by representatives of public organizations involved in regular visits to places. Currently, travel expenses are compensated by the public organizations themselves. The procedure for reimbursing expenses from the state budget to monitors is not regulated by legal acts.
- Lack of security guarantees for Office employees when visiting places of detention close to combat zones.

Performing NPM Functions: Legislative Changes

At the Commissioner's initiative:

- A new version of the Regulations on the Organization and Implementation of Regular Visits to Places of Detention to perform NPM functions in Ukraine was approved.
- >>> Cabinet of Ministers Resolution No. 467 approved the Procedure for Organizing Psychiatric Care in cases where a court applies preventive measures to a person for whom compulsory medical measures are envisaged or the issue of their application is being resolved.
- At the Commissioner's initiative, Order No. 1638 "On Approval of the List of Diagnostic and Treatment Methods and Medicinal Products that Pose an Increased Risk to the Health of a Person Receiving Psychiatric Care" of the Ministry of Health was developed and adopted.
- >>> In response to the Commissioner's letter, the Prime Minister instructed the Ministry of Health and the Ministry of Justice to intensify efforts to find ways to transfer penitentiary medicine from the Ministry of Justice to the sphere of management of the Ministry of Health.
- >>> Following the Commissioner's recommendations, several institutions implemented the international Safewards model, aimed at reducing conflict in hospitals and instances of using restraints on patients.

Projects to Protect Human Rights in Places of Detention

The Ombudsman's Office is implementing the pilot project "Regional Groups of the National Preventive Mechanism." This involves independent repeated visits to social places of detention by representatives of public organizations.

Among other projects:

- "Organization of Interaction between the Secretariat of the Ukrainian Parliament Commissioner for Human Rights and the Supervisory Commissions of Regional and District State (Military) Administrations."
- "Systematic Monitoring of Human Rights Observance in the State Institution 'Kyiv Pre-trial Detention Centre'," which involves daily visits and monitoring of human rights observance in the institution.

The Ombudsman's institution, together with the charitable foundation "Let's help," also launched the educational project "Human Rights in Geriatric Institutions."

THE RIGHT TO INFORMATION IS THE FOUNDATION OF DEMOCRACY

The Ombudsman's Office controls the observance of the right to access public information, protects citizens' rights to appeal, safeguards personal data, and improves legislation in this area.

Appeals Statistics

7,271	2022 (from July 1)		
12,576		2023	
13,862			2024

As of June 2025, we have already received over 6,300 appeals!

≈ 40,000Total number of appeals over three years of the Commissioner's activity in this area

Over three years of work in this direction:

- 682 monitoring visits were conducted.
- 2,396 legal acts were processed.
- 6,189 cases of Commissioner's proceedings were initiated.

Personal Data Protection: Ukraine Aligns Legislation with European **Standards**



As part of the European Commission's official screening of Ukraine's national legislation for compliance with European standards, in September 2024, Yuliia Derkachenko, Representative (Deputy) of the Commissioner for Information Rights, as part of the Ukrainian delegation, presented the current personal data protection system and revealed Ukraine's plans to complete the ongoing reform in this area.



working group comprising over private sector representatives has also been established to develop approaches for the most effective adaptation of national personal data protection legislation to European standards.

Between 2022 and 2025, employees of the Ombudsman's Office participated in a number of training and professional development programs to gain experience in personal data protection according to European standards.



Public Awareness Activities



The publicly available training course on personal data protection was updated on the EdEra platform



An educational series, "Advocacy of Open Data," was presented on the Diia.Osvita platform

The Ombudsman's Office conducted **over 300 awareness-raising events on personal data protection issues.**





Kyiv Declaration on the Balance of Access to Information and National Security During Armed Conflicts

At the international conference "Balance of Access to Information and National Security — Ukraine's Lessons During Armed Conflicts," held on October 10, 2024, the Kyiv Declaration on the Balance of Access to Information and National Security During Armed Conflicts was adopted. **This declaration accumulates best international practices and Ukraine's national experience** in ensuring access to official information in armed conflicts. It aims to update and improve global standards for access to official information, taking into account the challenges of modern armed conflicts.

In addition to the Ombudsman of Ukraine, **the declaration was joined** by David Hamilton, Scottish Information Commissioner, Anita Markić, Information Commissioner of the Republic of Croatia, as well as national public organizations and state bodies.





PROTECTING HUMAN RIGHTS IN THE SYSTEM OF JUDICIARY

The Ombudsman's Office protects human rights within the judicial system, particularly the right to a fair trial and representation in the Constitutional Court of Ukraine.

Appeals Statistics

1,743	2022 (from July 1)	
6,008		2023
5,359		2024

As of June 2025, we have already received over 2,800 appeals!

Statistics show that the number of appeals has significantly increased and continues to grow today.

≈ **15,900**

Total number of appeals over three years of the Commissioner's activity in the area of judicial system

In addition, over three years of work in this area:

- 624 monitoring observations were carried out.
- 51 Commissioner's response acts were prepared.
- 1,519 positions on legal acts were prepared.
- 619 cases of Commissioner's proceedings were initiated.



Cases of Work in the Sphere of Protecting the Right to a Fair Trial



- >>> Following the Commissioner's response to a citizen's appeal regarding the violation of his constitutional rights and freedoms due to a prolonged (15-year) pre-trial investigation, during which the applicant was subject to a pre-trial detention measure and spent four years behind bars, the Kyiv City Prosecutor's Office decided in August 2022 to discontinue the criminal proceedings due to the absence of a criminal offense.
- In early June 2023, the Commissioner received information about the application of torture to one of the convicts in a correctional facility in Poltava region. This was confirmed by video footage showing physical violence, the use of special means, and humiliating comments by the colony administration. As a result of the verification, the Office of the Prosecutor General announced the commencement of criminal proceedings on the grounds of crimes. The pre-trial investigation is being conducted by the Main Investigation Department of the State Bureau of Investigations.
- In 2023, the Commissioner received an appeal regarding the violation of convicts' right to correspondence due to the absence of deadlines for forwarding letters from convicts transferred to other institutions. Following the Commissioner's submission, Ministry of Justice Order No. 3687/5 introduced amendments establishing the obligation of correctional facility staff to forward letters to the new place of stay of convicts (persons in custody) no later than three working days.

Implementation of ECHR Decisions: Challenges in Human Rights Protection in Places of Detention

Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets participated in the roundtable "Ways of Implementing European Court of Human Rights Decisions in the 'Ignatov v. Ukraine' Group of Cases and Compliance with Article 5 of the Convention."

The ECHR considers complaints of human rights violations when national courts have not provided effective protection.

In its "Ignatov v. Ukraine" decision, the ECHR found a violation of the right to liberty and security, guaranteed by Article 5 of the European Convention:

- Prolonged detention without justification violates the principle of protection against arbitrariness.
- Lack of proper justification for extending the preventive measure.
- Untimely consideration of requests for a change of preventive measure.







The Commissioner expressed his position on these violations:

- >>> The Constitutional Court of Ukraine's decision of November 23, 2017, based on the constitutional submission of the Ukrainian Parliament Commissioner for Human Rights, declared unconstitutional the provision that provided for automatic extension of detention. It was excluded from the Criminal Procedure Code of Ukraine.
- >>> Every judicial decision in criminal proceedings must be reasoned! This also applies to the cancellation, change, or extension of a preventive measure (Part 3, Article 331 of the CPC of Ukraine).
- >>> There are numerous cases where prosecutors do not appear at hearings, the participation of suspects and accused is not ensured, and courts delay the transfer of materials to the court of appeal. The Ombudsman's Office sent letters regarding complaints on these issues. Dmytro Lubinets appealed to the heads of prosecutor's offices, after which the composition of prosecutorial groups was changed, and their participation was ensured. However, their failure to appear without valid reasons was never recognized.

Loss of Quorum in the Constitutional Court — A Threat to Ukraine's Legal Order

Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets attended the solemn session of the Constitutional Court of Ukraine (CCU) dedicated to the completion of the terms of three judges — Viktor V. Kryvenko, Volodymyr R. Moisyk, and Viktor P. Kolisnyk. He expressed gratitude to the judges for their dedication and professionalism, which helped uphold the rule of law even in the most difficult times.





At the same time, the termination of the powers of three judges at once leads to the loss of the necessary quorum for holding sessions of the Grand Chamber of the Court, as well as the Second Senate of the Court.

Such a situation is unacceptable, as the stability of the legal order and the guarantee of protecting the rights and freedoms of every citizen depend on the work of the Constitutional Court.

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I call on all those responsible to ensure promptness in the selection and appointment of CCU judges, as the stability of our state's constitutional order depends on it!" — Ukrainian Parliament Commissioner for Human Rights Dmytro Lubinets noted.



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ANNUAL REPORTS OF THE COMMISSIONER:

Reviewed by Parliament and Adopted in Full!













SPECIAL REPORTS OF THE COMMISSIONER Presented on Various Topics

2023

Special Report of the Ukrainian Parliament Commissioner for Human Rights on the observance of the rights of persons affected by the armed aggression of the Russian Federation against Ukraine for the period February 24 – October 31, 2022

Presentation Date: December 14, 2022





Special Report of the Ukrainian Parliament Commissioner for Human Rights "Unbloomed. Violations of the Rights of Ukrainian Children in the Temporarily Occupied Territories of Ukraine and in Russia: Deportation, Militarization, Indoctrination"

Presentation Date: June 1, 2023





Special Report of the Ukrainian Parliament Commissioner for Human Rights on the observance of the constitutional right to information under martial law

Presentation Date: December 4, 2023





Special Report of the Ukrainian Parliament Commissioner for Human Rights on the state of implementation of the national preventive mechanism in Ukraine

Presentation Date: December 19, 2023





Special Report of the Ukrainian Parliament Commissioner for Human Rights on the state of observance of social and economic rights of adults requiring guardianship and care, under martial law

Presentation Date: December 21, 2023







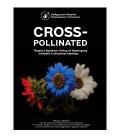
Special Report of the Ukrainian Parliament Commissioner for Human Rights "On the State of Affairs Regarding the Prevention of Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment in Ukraine in 2023"

Presentation Date: May 2, 2024



Special Report of the Ukrainian Parliament Commissioner for Human Rights "Cross-Pollinated. Systemic Russian Policy of Destroying Ukrainian Children's Identity"

Presentation Date: July 16, 2024





Special Report of the Ukrainian Parliament Commissioner for Human Rights on the observance of the rights of national minorities (communities) and indigenous peoples during the armed aggression of the Russian Federation against Ukraine for the period from February 24, 2022, to December 31, 2023

Presentation Date: September 5, 2024





2025

Special Report of the Ukrainian Parliament Commissioner for Human Rights on access to education for children and youth from the temporarily occupied territories of Ukraine

Presentation Date: March 6, 2025





Special Report of the Ukrainian Parliament Commissioner for Human Rights on the situation in the territories of Ukraine temporarily occupied by the Russian Federation

Presentation Date: March 27, 2025





Special Report of the Ukrainian Parliament Commissioner for Human Rights "On the State of Affairs Regarding the Prevention of Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment in Ukraine in 2024"

Presentation Date: April 24, 2025





Special Report of the Ukrainian Parliament Commissioner for Human Rights on the state of observance of citizens' rights to clean and accessible water under martial law

Presentation Date: April 25, 2025





Learn more about human rights protection in the information brochure portal of the Ombudsman's Office





Уповноважений Верховної Ради України <mark>з прав</mark> людини



PEOPLE ARE THE GREATEST VALUE!



Russia systematically violates human rights in Ukraine.

5,757 people released from Russian

including

civilians

≈ **70,000**

people missing under special circumstances

*Data from the Register of Persons Missing in Special Circumstances

13,341

civilians killed

captivity

32,744

civilians wounded

*According to the UN Human Rights Monitoring Mission in Ukraine

637

children killed

2,022

2,225

missing children

*According to the Children of War information portal

children returned by Ukraine (including from TOT)

4.6 million

people became IDPs

people sought refuge abroad

SHELLING OF CIVILIAN INFRASTRUCTURE

Russia is destroying residential buildings, educational and medical facilities.

4,063

destroved and damaged educational facilities

including

1,313 destroyed and damaged kindergartens

*According to saveschools.in.ua

2,285

destroyed and damaged destroyed healthcare facilities

428 hospitals

352 ambulatories

destroved religious buildings

2,302

destroved cultural objects

≈ **250,000**

including

destroyed or damaged houses

of Ukraine's territory are square kilometers considered potentially mined

*Data as of the late June 2025



