

# *Observance of the rule of law principles* **in registration services provision in Chuhuiv, Kharkiv Region**

Assessment Report  
Chuhuiv, April – May 2017

*Folke Bernadotte Academy*  
Swedish government agency for peace,  
security and development



**FBA**

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The Project “Local Self-Government and the Rule of Law in Ukraine” aims to enhance the respect and demand for the rule of law in local self-governance in Ukraine. The project will complement ongoing reform processes in decentralization and contribute to greater transparency in local governance in Ukraine.

Folke Bernadotte Academy (FBA) is the Swedish government agency for peace, security and development.

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# Legend and abbreviations

VRU – Verkhovna Rada of Ukraine (the Parliament of Ukraine)

LIA – Legislative Instruments and Acts

LLR – Local Laws and Regulations

LSG – Local Self-Government

FG – Focus Group Discussion

CAS – Center of Administrative Services

CMC – Chuhuiv Municipal Council

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# Introduction

Registration services both in regional centers and in small towns have become among the most popular and claimed administrative services to be provided by the local authorities. The mandate of the municipal councils to provide the registration services is relatively new, since the powers have been devolved from the executive authorities thereto in the process of the decentralization reform. That was done, firstly, to divide the responsibilities between the local authorities and the state executive authority at different levels of administrative and territorial structure, and secondly, to improve procedure and conditions of providing administrative services.

Considering the small duration of the introduced legislative changes and, consequently, the short time allowed for the development of new powers by local authorities, the implementation of this project for the Chuhuiv Municipal Council is of big importance in view of possibilities for solving problems that arise in the process of work of the state registration departments at CMC with observance of the rule of law principles.

The study of compliance with the principles of the rule of law at the registration departments of Chuhuiv Municipal Council has been held as part of the project “Local Self-Government and the Rule of Law in Ukraine”, which is being implemented by Folke Bernadotte Academy (FBA) in 2014-2017 and is funded by the Swedish International Development Cooperation Agency (Sida). The assessment was conducted by the FAMA Sociological Agency in April 2017. In Ukraine, a similar project has already been implemented in Mykolaiv, Yuzhne in Odesa Region, Sambir in Lviv Region, Dolyna in Ivano-Frankivs’k Region, Voznesensk in Mykolaiv Region, Ivano-Frankivs’k, and Kharkiv.

## **The process of cooperation with the municipal council in each partner city of the project, particularly in Chuhuiv, comprises several sequential phases:**

1. Selection by the municipal council of the object for assessment, i.e. of the administrative service, which will form the basis for the sociological study and for analysis of laws that regulate the relevant sphere of services, as well as for establishing the Plan of action in the future.
2. Formation of the Advisory Committee, which is to include project experts, representatives of the municipal council and of academic community.
3. Assessment of the degree of compliance with the principles of the rule of law within the municipality.
4. Development of the Action Plan with recommendations for improving the degree of compliance with the rule of law principles, based on the results of legal analysis and on the results of sociological research.
5. Monitoring of the implementation of the Action Plan by the municipal councils.

***The purpose of this study** is to assess the degree of compliance with the rule of law in providing registration services for the sake of better understanding of the challenges and problems employees encounter while providing the administrative services as well as for more effective addressing and handling thereof.*

The assessment allows to evaluate the degree to which the rule of law is observed in the context of six universally recognized principles, i.e. Legality (1), Accessibility (2), Right to be heard (3), Right to appeal (4), Transparency (5) and Accountability (6). The assessment methodology developed by the Folke Bernadotte Academy provides for performing analysis, taking into account both quantitative and qualitative indicators. This method does not only involve the interpretation of registration departments as local government structural units, but rather as a service structure primarily meant for providing services to clients.

**In its turn, the assessment consisted of three parts:**

1. Analysis of the legislative framework regulating the activity of the administrative unit;
2. Study of the administrative unit by questioning and interviewing the employees of the state registration departments and of the staff of the Center of administrative services;
3. User survey among the receivers of registration services by questioning, interviewing and engaging them into focus group discussions.

The research of such kind is important for improving the quality of services provided by the municipal council to the townsmen. After all, given the increase in the level of social standards, the mere fact of obtaining a service is now insufficient for the users. What comes into light is the quality of services received, and particularly the quality of communication. Since the process of interaction between the authorities and the community of the city is rather complicated, the compliance with the six principles of the rule of law is critical for solving the problems.

# *The context for selection of administrative services for assessment*

In the process of the decentralization of powers, the Chuhuiv Municipal Council has acquired the powers of state registration of a citizen's place residence, of property rights to real estate, and registration of legal companies and individual entrepreneurs since April 2016. Consequently, new structural units were formed as parts of Chuhuiv Municipal Council authority, i.e.:

1. Department of State Registration;
2. Department of Registration of a citizen's place of residence.

THE REGISTRATION DEPARTMENTS ARE LODGED WITH THE MANDATE TO PROVIDE THE FOLLOWING ADMINISTRATIVE SERVICES:

## **1. Within the Department of State Registration:**

- State registration of property rights to real estate;
- State registration of other real estate property rights;
- State registration of real estate mortgages and encumbrances;
- Extraction of information out of the State Registry of Property Rights and Encumbrances;
- Registration of abandoned real estate;
- State deregistration of real estate property rights and of encumbrances thereon, and revocation of entries to the State Registry of Property Rights, and amendments to the entries to the State Registry of Property Rights;
- State registration of legal entity incorporation, but for citizens' groups and associations;
- State registration of amendments to the company files in the Unified State Registry of Legal Entities, Individual Entrepreneurs and Citizens' Groups and Associations, including changes to the company incorporation documents, but for citizens' groups and associations;
- State registration of entering the information absent in the files in the Unified State Registry of Legal Entities, Individual Entrepreneurs and Citizens' Groups and Associations about a legal entity registered before July 01, 2004;
- State registration of a legal entity's transition to activity in conformity with the model charter, but for citizens' groups and associations;
- State registration of a legal entity's transition from the activity in conformity with the model charter to activity in conformity with individual incorporation documents, but for citizens' groups and associations;
- State registration of resolutions on a legal entity spin off, but for citizens' groups and associations;
- State registration of resolutions to terminate a legal entity, but for citizens' groups and associations;
- State registration of resolutions canceling the previous resolutions to terminate a legal entity, but for citizens' groups and associations;

- State registration of changes to the commission panel on the termination of a legal entity as well as to the commission on reorganization and liquidation of a legal entity, but for citizens' groups and associations;
- State registration of termination of a legal entity by way of liquidation, but for citizens' groups and associations;
- State registration of termination of a legal entity by way of reorganization, but for citizens' groups and associations;
- State registration of incorporation of a spin off branch of a legal entity, but for citizens' groups and associations;
- State registration of amendments to the information on a spin off branch of a legal entity, but for citizens' groups and associations;
- State registration of termination of a spin off branch of a legal entity, but for citizens' groups and associations;
- State registration of individual entrepreneurs;
- State registration of entering the information absent in the files in the Unified State Registry of Legal Entities, Individual Entrepreneurs and Citizens' Groups and Associations about an individual entrepreneur registered before July 01, 2004;
- State registration of amendments to the individual entrepreneur's files in the Unified State Registry of Legal Entities, Individual Entrepreneurs and Citizens' Groups and Associations;
- State registration of termination of an individual entrepreneur's business activity upon his/her decision;
- Issuing Extracts from the Unified State Registry of Legal Entities, Individual Entrepreneurs and Citizens' Groups and Associations;
- Providing documents out of the registration files of a legal entity, citizens' groups and associations that have no status of a legal entity, or an individual entrepreneur.

As to the registration of citizens' groups and associations, that is carried out at the Regional Head Office of the Ministry of Justice in Kharkiv Region. However, the documents for registration of actions relevant to citizens' groups and associations are filed through the Center of Administrative Services of Chuhuiv Municipal Council, and thereafter they are to be sent to the Regional Head Office of the Ministry of Justice in Kharkiv Region for further processing.

## **2. Within the Department of Registration of a citizen's place of residence:**

- Registration of a citizen's place of residence;
- Deregistration of a citizen's place of residence;
- Registration / deregistration of an underage child's place of residence;
- Providing household membership information;
- Providing certificates of registration of the place of residence to people obtaining passports at the age of 14 years, 16 years;
- Providing certificates of registration of the place of residence to people obtaining passports;
- Providing certificates of registration of the place of residence in case of loss of a Ukrainian passport;
- Providing information about registered persons in the household on the day of death;
- Providing information about registered persons at a notary's request;
- Changing registration data in connection with renaming the streets.



As of April 2017, six (6) officials have been employed by the state registration departments of Chuhuiv Municipal Council, 3 employees in each department of registration. Some employees of the departments came from the executive bodies to work in the municipality on a competitive basis; the rest came from the other structural units of the CMC. Four (4) officials are employed at the Center administrative services.

Despite the fact that the registration departments are rather new elements in the structure of the executive bodies of Chuhuiv Municipal Council, and the staff of state registrars was formed during 2016, the employees have effectively established smooth and continuous process of providing registration services with minimal inconvenience for clients and employees of the municipal council.

# Summary of Assessment

The study has revealed a fairly high level of implementation of the rule of law principles by the registration departments in Chuhuiv Municipal Council, both at the level of observance of the law, and at the level of subjective assessment among employees and users.

The analysis of legislation didn't only show the abundance of normative sources in regards of regulation of the process of providing administrative services by public authorities in the registration sphere in the town of Chuhuiv, but the high level of law enforcement as well. All the principles of the rule of law to be evaluated, i.e. legality, accessibility, the right to be heard, the right to appeal, transparency, and accountability have been appropriately embodied in the activity of the municipality of Chuhuiv.

Sociological survey among service users and inside the agency have revealed high level of respect of the rule of law principles in the process of providing registration services, 3.12 out of the maximum 4 points was the average rating for employees, and 3.47 - the average rating for the users of registration services. Like in the overall assessment, there are differences in employees' and clients' opinions in assessments of different principles, i.e. the availability principle was evaluated with the lowest index, that of 2.88, and the highest one was the estimation of the legality principle with the index of 3.45. Among the users, the assessment of the principle of accountability got the lowest index of 2.97, and the right to be heard was scored with the highest index of 3.79. (See Graph 1 below for more detailed figures).

Although the absolute indices are rather high, nonetheless, difficulties have been encountered in the implementation of certain principles, which if addressed would reveal the potential for increasing the applicability of the rule of law in providing administrative services and, accordingly, enhancing users' satisfaction with the registration services received.

## **Legality Principle**

The decisions of the Chuhuiv Municipal Council are based on the law. The employees of the agency adhere to the arm's length principle of equal treatment of citizens, regardless of gender, material status, ethnicity, religion, etc. To avoid conflicts of interest, employees are guided by anti-corruption legislation and other laws of Ukraine on conflicts of interests.

In Chuhuiv, like in other partner municipalities of the project, difficulties have been encountered in the implementation of the principle of Legality as to the fact that although the law regulates the decision-making process, it also contains inconsistencies, collisions and gaps that create conditions for its double interpretation or do not provide a clear explanation as to the right way of decision making.

According to the analysis of the normative base that regulates the sphere of registration services, the least legislatively regulated ones are the registration / deregistration of the place of residence or of the stay of individuals, since there are many collisions and inaccuracies in the practical application of laws and by-laws in this area. The services relating to the state registration of property rights to real estate and services of state registration of legal entities and individual entrepreneurs are more regulated at the legislative level.

The legislation analysis summary about the inadequate level of regulation of the legislation base concurred with the results of a sociological survey, according to which 9 out of 10 interviewed agency officials of CMC indicated that in some situations they encountered situations where the law did not explicitly regulate the decision-making process. According to employees, the answers to official inquiries as to the interpretation of legal norms are usually of a formal nature, and the final decision remains at the discretion and subjective perception of the state registrar. The same situation with regard to clarifying legal norms by official bodies, as it is demonstrated

by researches in the other partner municipalities of the project, is widespread not only in respect of registration services but also in relation to other services where there are law collisions or gaps.

The soft LIGA: LAW Informational and Legal Systems which is supposed to provide the staff with updates and amendments to the current legislation and with other regulatory acts is not available in Chuhuiv Municipal Council. However, the system of electronic document flow - Bingo Office, has been developed on request and in accordance with the needs of the Chuhuiv Municipal Council for the optimization of the current work of the agency. Despite the fact that employees use several sources of information to monitor legislative changes, some of them (20.0%) noted that they receive subordinate legal acts that regulate directly their sphere of activity, with considerable delay. In particular, so much for the employees of the registration departments, who are to take immediate decisions in the registration case, and accordingly, are obliged to have all the legislative acts concerning their sphere of competence at hand.

According to the results of the sociological survey, the monitoring of the legislative framework is somewhat chaotic, not systematic, on average, employees use four (4) sources to search for legislative changes (in particular, they seek information on Internet or receive information through their superiors or colleagues); the overwhelming majority (except for the heads of departments) monitor the legislative changes in non-visiting hours or in free time.

From time to time the agency employees take part in the seminars and trainings organized by representatives of the Ministry of Justice of Ukraine, as well in those held at Kharkiv Regional Institute of Public Administration. However, unequal involvement of employees in trainings outside Chuhuiv Municipal Council has been noted. Most trainings are attended by the heads of the departments who subsequently distribute the information received there among their colleagues.

As to the functioning of the registries, in contrast to the results of the survey at the Department of Registration of Kharkiv City Council, significantly fewer complaints were made by employees about the poor registry functioning, which would complicate meeting the time limits set for registration of cases in implementation of the order of the Ministry of Justice of Ukraine № 3086/5 On the Regulation of Relationships with the Use Safe Personal Key Carriers as of 10/30/2016 which according to the agency staff at CMC has significantly influenced the improvement of operation of the registers.

In Chuhuiv Municipal Council the CAS and the departments of state registration accept the documents requiring registration services simultaneously whereas according to the current legislation, their employees should not be involved in the process of consulting the clients nor in accepting their documents for registration services. That is, there's actually no clear division into the front and back office at the agency as far as rendering of the registration services is concerned, which has both positive aspects, as for example, the redistribution of the flow of the users of registration services evenly between the CAS and the registration departments, and negative ones as well, such as the limited time employees have to monitor the legislative framework and fulfill their direct functions.

All interviewed officials indicated that they had been informed about the conflict of interest and showed a very low level of tolerance to corruption. In contrast, 16.7% of the users of registration services believe that an officer's personal interest may affect his or her decisions, for example, when it comes to friends or relatives.

**Problems in organizing the work process** have been identified among the internal operational problems of the agency, they are the following: no distinct division into the front and back office in the administrative Agency as far as the registration services are concerned due to the overload of the CAS by the users' applications for registration services; the state registrars' consulting the clients of the administrative unit leads to the overload of the registration departments' employees of CMC with non-core activity and to their failure to comply with the determined timeframe at providing registration services due to being loaded with indirect functions, i.e. receipt of documents and providing related extra services; lack of informational and legal legislation monitoring soft, for example, LIGA: LAW; **the local legal acts are insufficient and imperfect to enhance the rule of law**, i.e. use of outdated provisions and references in local regulations of Chuhuiv Municipal Council to invalid normative acts; currently there are provisions in the Articles of the territorial community of Chuhuiv Town which could lead to violation of the principle of equality before the law.

## Accessibility Principle

Favorable conditions to provide geographical accessibility for people to the administrative unit have been created by the municipal council due to the small population of Chuhuiv - about 33 thousand as of January 2016; the office of CAS is opened in the central part of the Town, providing residents with comfortable facilities for visiting the Agency.

The fact of procedural accessibility is confirmed by the results of the survey, in which the majority of respondents (above 90%) indicated that they had encountered no difficulties in collecting the registered documents. That is due to the involvement of the employees in providing consultations and clarifications about the procedure of obtaining registration services. Instead, according to the survey the informational materials are not fully accessible and understandable to the customers; they find submitting information about the procedure of obtaining registration services in the form of informational cards difficult for understanding by an average client of the administrative unit. Thus, two thirds of respondents (63.9%) filled out documents with the help of experts and 96.8% of the users of registration services indicated that the registrars of the departments and administrators of the CAS were open to personal meetings and to communication with clients.

One of the important drawbacks in the agency's complying with the informational availability is the lack of certain options on the site of the municipal council, namely: the correct search and copying information from the documents uploaded on the site is not available; there is no electronic queuing system; it is impossible to apply for administrative services, nor to file an electronic application online; the processing of applications is not supported online; there is no information about access routes or parking places near the agency on the site of the Municipal council.

Every second respondent (49.2%) could not answer whether the information on the website of the Municipal council was clear enough and accessible; and only 1.9% of those applying for the registration services appeared to have searched the site to find the information about the registration services. Presumably the municipal website traffic is generally low, which may be accounted either for the peculiarities of a small town, or for the low user's comfort of the municipality's site for the residents of Chuhuiv. Nevertheless, in spite of certain deficiencies in presenting the information online, a version for visually impaired people is available on the website of Chuhuiv Municipal Council, which undoubtedly signifies a step forward towards adherence to the principle of accessibility for different categories of population.

In Chuhuiv Municipal Council, the work schedule of both registration departments and the CAS does not meet the requirements of the current legislation, besides it was noted that the working hours specified on the site and the actual schedule of work of administrative agencies did not match. Nevertheless, all interviewed officials indicated that they found the business hours of the unit to provide the registration services comfortable for the customers. However, the like schedule might be of the biggest inconvenience for such clients of the registration service agencies as military personnel, new parents, and students.

Administrative service fees are regulated directly by law and show on the registration service information cards, approved by the decision of the CMC. The vast majority (86.8%) of the clients of the agency indicated that the cost of registration services (administrative fee) is acceptable for them. The users of registration services do not find critical the availability of a bank branch immediately at the office (for there are several bank branches nearby); however, it would create additional comfort and could speed up the procedure of obtaining registration services, provided the services were rendered only to clients of the agency.

Above half of the employees (70.0%) of Chuhuiv Municipal Council found no option to file the applications, appeals and public requests in the languages of national minorities, and only in Ukrainian or Russian. According to the officials, there's no need for such an option since the national minorities either have a command of Russian, or they are accompanied by Russian or Ukrainian speaking relatives or by official representatives. In support of that thesis, 97.8% of the respondents indicated that they were provided with the service in the language they had applied for the registration services.

According to both the employees and the users of administrative services, the agency can consult in telephone mode, and the department of registration of a citizen's place of residence has also the opportunity to send e-mails. Such communication modes are convenient for 96.8% of the users, but the latter believe it reasonable to introduce the possibility of mobile communication with registrars and administrators of the CAS for convenience of clients.

Thus, the main problems that have been disclosed at the research are the following: the problems of **non-tailored operation of the website of the Chuhuiv Municipal Council**; the low informational accessibility of the agency, i.e. a complicated informational format on the stands at the Office, incomplete information in information cards; the low user's comfort of the site, i.e. the correct search and copying information from the documents uploaded on the site is not available, there is no electronic queuing system, it is impossible to apply for administrative services, nor to file an electronic application online, the processing of applications is not supported online, there is no information about access routes or parking places near the agency on the site of the Municipal council; **the problems at the Agency-Client level**, there's no possibility to pay administrative fees immediately at the office, inconsistency of the Agency's business hours with the current legislation.

### **The Right to Be Heard Principle**

The right of an interested person to be heard by the Agency officer before the decision is taken is not directly foreseen at providing administrative services of registration of a place of residence, and/or registration of business and property at the Chuhuiv Municipal Council, but it can be secured with such a normative tool as personal reception of citizens by officials of the Agency.

The thesis on active consulting of the users of registration services by officials is confirmed by the data of clients' survey: the refusals to provide registration services occurred to 0.6% of all the interviewed users of the registration services at Chuhuiv Municipal Council.

Officials declare to be open to personal receptions and to consulting citizens. To ensure this right there's an approved schedule of visiting hours for reception of the clients by the heads of structural units of Chuhuiv Municipal Council and its Executive Committee, alongside with an approved Procedure of such personal receptions.

As to the terms and timing of the registration services, the Municipal council officials try to adhere to them properly. However, every second official noted that he experienced the situations where it was difficult to comply with the timeframe in rendering registration services. The main reason for that situation is "the parallel acceptance" of documents by employees of the registration department, which imposes additional responsibilities on the officials in the processing of these documents.

All interviewed employees noted that the CAS was to inform the client of the decision taken / of the service completed in a way convenient for clients, which was also confirmed by 97.0% of the interviewed clients of the Agency, but the study disclosed that only those users who had turned for the service to the CAS were accordingly notified afterwards. The employees ground the lack of a well-running mechanism for informing clients about the readiness of the service by way of text messages, for example, with many reasons, first of all, the lack of free time in the working schedule for informing clients personally, secondly, the lack of appropriate inventories and resources, and thirdly, the absence of an automated text message distribution system internal to the program, used by administrators of the CAS for work.

The research has disclosed a number of problems with the observance of the Right to be heard principle in the registration departments of Chuhuiv Municipal Council: **the regulatory acts are deficient and imperfect to boost the implementation of the rule of law**, e.g. the legislation is imperfect as regards the timing of decision-making and delivery of documents to the applicant; some of the provisions of the Articles of the territorial community of the town of Chuhuiv are outdated; the right to the local referendum is impossible to exercise; **the informational accessibility of the Agency is low**, there's no CMC hot line; there's no online database for registration of citizens' inquiries, no

online automated forwarding of telephone calls, nor online database of registration of citizens' questions and calls; there's no established mechanism for informing of completed service those clients who submitted documents through the registration departments; **the problems in the organization of the working process** encounter the failure of employees to comply with the timeframe in rendering the registration services due to the burden of their indirect duties, i.e. receipt of documents and rendering of related services.

## The Right to Appeal Principle

The legislation of Ukraine guarantees the right to appeal decisions in the court, as well as the right to a pre-trial appeal on the application of a person intending to appeal against the decision made in his / her case.

According to the research results, slightly above half (57.1%) of the interviewed respondents — applicants for registration services believe that they can appeal the decision, and 65.8% are convinced that the decision will be judged objectively and fairly.

As to how the Agency is to formulate decisions, e.g. accurately, adequately, clearly, there are no direct legislative instructions on that. The common rules of legal technique are used at drawing up the legal acts of the local self-government. Some internal normative legal acts of the CMC are intended to sit in for the absent law-creating techniques at the state level, but in practice they are more formal than practical ones in nature.

The following problems have been identified in securing the principle of the Right to Appeal Principle in the context of legal provision and consolidation: **the regulatory acts are deficient and imperfect to boost the implementation of the rule of law**, namely there's a lack of regulation of the right to appeal the actions, decisions, or inactivity of the registrar in the local rules and regulations; there's no regulation of the right to appeal the actions, decisions, inactivity of the registrar in compiling the information and technological cards; there's no procedure for out-of-court appeal of decisions, actions, inactivity of the information manager; there are no preferential terms for payment of the court fees at filing lawsuits to find illegal the decisions, acts or inactivity of agents at rendering administrative services.

## Transparency Principle

The Chuhuiv Municipal Council provides for the possibility of submitting a request for public information. Besides, the law clearly specifies the procedure for processing such requests. In accordance with the local legislative acts the Agency is obliged to fix and file in the archives the correspondence and materials of cases. The legislation also provides for certain precautions to secure the access to private information and privacy of a person. Nevertheless, the majority of interviewed users of registration services (62.3%) believe that the Agency can provide confidential and private information to a client.

According to the research results, most users of the registration services indicated that they were aware of their rights and a possibility to obtain information about the laws, standards and procedures governing the work of the registration departments, and that they would be able to obtain consultation from the Agency on matters of their interest or concern.

However, as to the adherence to the Transparency Principle at CMC the research has disclosed a number of problems, such as **the image issues**, i.e. most users of registration services believe that the Agency can provide them with information of a confidential or private nature; **the mistakes on the official site as to ensuring the transparency principle**, e.g. inappropriate numeration of the clauses and sub-clauses of the regulatory acts on the CMC website; the access is denied to the current edition of the Procedure of access to public information Act; the access is denied to the annexes and amendments to the documents uploaded to the website; the access is denied to a great part of the current resolutions of the Chuhuiv Municipal Council, of its Executive Committee and the Town Mayor on the official website; the minutes of sessions and meetings of commissions are not published on the site; there are no texts of regulatory acts; the access to public information can't be requested through an online form on the site, there's not a request form sample nor a draft of an application for access to the information on the website; **the informational access to the Agency is problematic** — there's no free access to

the archived decisions of the LSG; **the work process is not smoothly organized** — the responsibilities of CMC employees while performing all functions of access to information are not evenly distributed at the Agency, i.e. the responses to information requests are prepared by only one appointed employee in the Department.

### Principle of Accountability

The Agency's employees are guided by the General Rules of Ethical Code of Civil Servants and Local Self-Government Officials. These rules are a set of unified standards of ethical conduct for civil servants and local self-government officials, which they are obliged to comply with while performing their official duties. In Ukraine, the actions of officials of a particular institution can be checked and kept under control through appropriate instruments, for example, via commercial independent audit, and public control. Regulatory instruments that prevent the Agency and its officials from committing unlawful actions include the documents regulating the various types of employees' legal liability, e.g. criminal, administrative, civil, and disciplinary.

The main anti-corruption legislative act in Ukraine is the Law of Ukraine On Prevention of Corruption, and the National Agency on Corruption Prevention (hereinafter referred to as NACP) is the central body that ensures the formation and implementation of the state anti-corruption policy in accordance with the current legislation.

As to the tolerance of corruption, the users of registration services showed the higher level of tolerance of corruption than the employees, since every fifth interviewed user of registration services (21.6%) believed it was possible to justify the actions of employees who helped their clients for money reward, because the process of obtaining registration services is very complicated and confusing.

Besides, the results of the survey testify that every fifth interviewed official has personally experienced the situation of being offered a bribe. However, officials themselves showed a low level of tolerance of corruption in the field of official employment. In particular, 9 out of 10 interviewed employees denied the chance of accepting a bribe and avoiding the punishment, as well as any prospects to abuse their official position / to commit corrupt acts, and be not penalized for that, and as many employees denied any chance of their colleagues or the management of the Agency to have abused the official position.

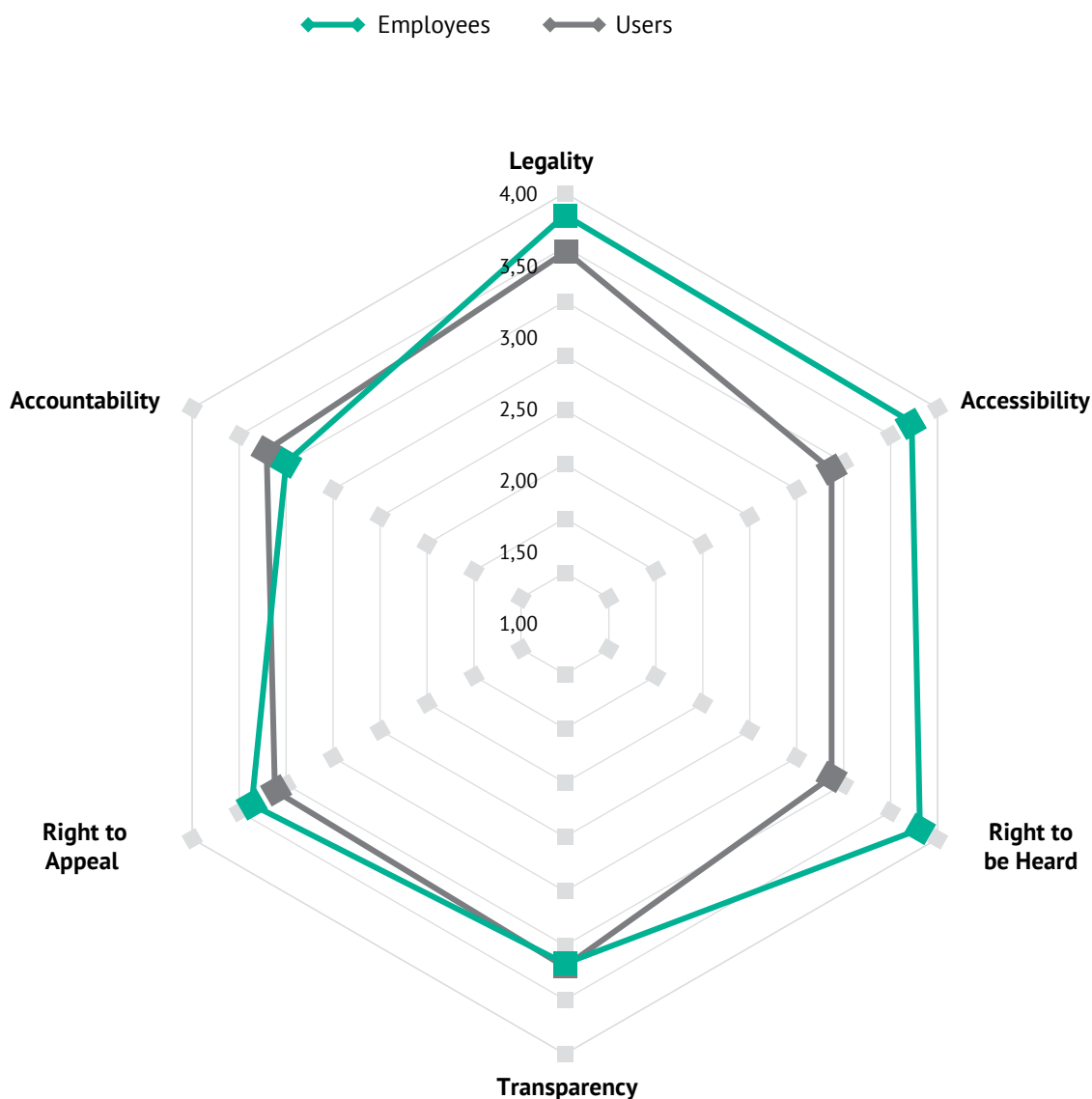
There are people among interviewed users who believe that bribes are offered to state registrars (8.5% of registered users of registration services), and 5.5% of respondents are convinced that state registrars can take bribes provided that neither disclosure nor punishment would follow

The main problems that have been identified within the research are the following: the Agency's **image issues**, namely some users of registration services are convinced that the employees of the Agency are inclined to corruption; **the local legal acts are insufficient and imperfect to enhance the implementation of the rule of law** — the internal labor rules and regulations and Ethical Code of Employees of Chuhuiv Municipal Council are rather outdated.

**The index of implementation of the rule of law principles** is a complex indicator that reflects the level of observance of the Rule of Law Principles; it is an integrated assessment for each of the six (6) Principles of the Rule of Law. Each indicator in the chart shows the level of agreement with the statements, which was measured on a scale from 1 to 4, where 1 is “definitely not”, 2 – “rather not”, 3 – “rather yes”, 4 - “definitely yes”. In the analysis tools, reversed variables were used for achieving the most objective assessments of respondents, where the lowest score corresponded to the highest level of complying with the Principles of Rule of Law and vice versa. In the index calculation, all the reverse variables were recorded and reduced to a single format, where score 1 represented the lowest level of compliance with the Rule of Law, and 4 was the highest. Therefore, index 3.5 should be interpreted as a high level of compliance with the relevant Rule of Law, since in this case, the average score of respondents according to a specific principle varied between 3 (“rather yes”) and 4 (“definitely yes”).

## Assessments of complying with the Principles of Rule of Law in the process of providing registration services

on the basis of indices, calculated on the basis of average values of assessments for each principle of Rule of Law





**Reliable interval of average values in the distribution of responses of employees involved in performing registration services at CMC:**

The legality principle of (index value — 3.45) — 3.27 through 3.63

The principle of availability (index value — 2.88) — 2.54 through 3.21

The principle of the right to be heard (index value — 2.88) — 2.47 through 3.30

The principle of transparency (index value — 3.20) — 2.73 through 3.67

The principle of the right to appeal (index value — 3.10) — 2.76 through 3.44

The principle of accountability (index value — 3.19) — 2.93 through 3.45

**Reliable interval of average values in the distribution of responses of the users of registration services:**

The principle of legality (index value — 3.79) — 3.76 through 3.81

The principle of availability (index value — 3.75) — 3.72 through 3.77

The principle of the right to be heard (index value — 3.79) — 3.76 through 3.82

The principle of transparency (index value — 3.16) — 3.11 through 3.20

The principle of the right to appeal (index value — 3.36) — 3.31 through 3.41

The principle of accountability (index value — 2.97) — 2.95 through 3.00

# *Analysis of Research Results*

## **Profiles of Employees and Users of Registration Services at the CMC**

### **Officials of registration departments and administrators of CAS**

All employees of the registration departments, namely three (3) employees of the Department of State Registration and of the Department of Registration of a citizen's place of residence at Chuhuiv Municipal Council, and 4 administrators of CAS took part in the survey.

All employees of the registration departments and of CAS are women. The average age of employees of the registration departments of CMC is approximately 32 years, and that of the administrators of CAS is approximately 40.5 years old. All the employees have high education degrees, without exception.

Average length of officials' employment experience in the registration departments is less than 1 year, that of the administrators in CAS is almost 3 years (2 years & 7 months).

### **Users of registration department services**

In total 402 users of services of the state registration were interviewed. Out of these, 45.3% applied for the service to the State Registration Departments, 54.7% - to the CASs.

79.6% of the interviewed users applied to the Administrative Agency for state registration / deregistration of the place of residence, i.e.:

68,5%	registration of the place of residence / the place of stay
10,5%	deregistration of the place of residence
0,3%	amendments to the registration data because of street renaming
0,3%	confirmation of household membership information

11,4% of respondents applied for the services of state registration of legal entities, individual entrepreneurs, and citizens' groups and associations:

4,9%	the state registration of the termination of the entrepreneurial activity of an individual entrepreneur
2,0%	state registration of amendments to the company files in the Unified State Registry of Legal Entities, Individual Entrepreneurs and Citizens' Groups and Associations, including changes to the company incorporation documents, but for citizens' groups and associations
1,8%	state registration of individual entrepreneurs
0,8%	issuance of extracts from the Unified State Registry of Legal Entities, Individual Entrepreneurs and Citizens' Groups and Associations
0,8%	registration of citizens' groups and associations

0,5%	state registration of amendments to the information on the individual entrepreneur files in the Unified State Registry of Legal Entities, Individual Entrepreneurs and Citizens' Groups and Associations
0,2%	state registration of resolution to terminate a legal entity, but for citizens' groups and associations
0,2%	state registration of entering the information absent in the files in the Unified State Registry of Legal Entities, Individual Entrepreneurs and Citizens' Groups and Associations about a legal entity registered before July 01, 2004
0,2%	state registration of ACRHs (Association of Co-owners of Residential Houses)

9,0% of the interviewed users applied for the services of state registration of property rights to real estate and encumbrances thereof:

5,2%	state registration of property rights to real estate
2,0%	extraction of information from the State Registry of Property Rights and Encumbrances
1,2%	state registration of other real estate property rights
0,3%	state registration of mortgages and encumbrances on real estate
0,3%	registration of abandoned real estate

As to the gender of the users of registration services responding to the survey there were 58.0% of women and 42.0% of men among respondents. The age distribution is as follows: 15.4% - the users of the registration service under the age of 24, 53.7%, - from 25 to 44 years old, 30.9% - above 45 years old.

As to the education degree of the users of the registration services, 1.7% of the respondents have incomplete secondary education, 14.3% - full secondary education, 32.0% - technical secondary education, 2.8% - incomplete higher education degree, 49.2% - higher education degree.

### The Structure of the Employment of the Users of the Registration Services

9,4%	<b>Employer</b> (Owner of Business, Individual Entrepreneur)
32,1%	<b>Employed</b> Workers (11,5%); Service Personnel (9,2%); State Agent (1,8%); Civil Servant (5,7%); Art People (Artist, Musician) (0,2%); Cultural Worker (0,5%); Skilled Personnel in Private Sector (2,7%); IT-Personnel (1,6%); Military Men (8,0%)
5,0%	<b>Freelancer</b> Workers (1,0%); Service Personnel (2,5%); Art People (Artist, Musician) (0,5%); Skilled Personnel in Private Sector (1,0%)
2,7%	<b>Student</b>
10,9%	<b>Retired</b> Employed (1,5%); Not Employed (9,4%)
7,2%	<b>Non-Employed</b>
25.9%	<b>Housewife/House husband</b>

1,2% респондентів зазначили більше одного місця праці (вказали кілька видів занять).

## The Structure of the Average Monthly Income

(per 1 Person)

43,5%	Up to 3 000 UAH
49,2%	3 001 – 6 000 UAH
6,8%	6 001 – 10 000 UAH
0,5%	10 001 – 20 000 UAH

Among the respondents, the citizens of other countries, non-residents of Ukraine and internally displaced persons from Donetsk or Luhansk Regions or the Autonomous Republic of Crimea made 0,7% each.

Consequently, the majority of interviewed users of registration services applied for state registration of a citizen's place of residence, almost 80% of respondents. Every tenth respondent applied for business or real estate registration services, 11.4% and 9.0% respectively.

The distribution of the users by gender is almost equal, with a small predominance of women in the array of data. Every second respondent in the middle age group, i.e. 25 through 44 years old has a higher education degree. Almost every second respondent indicated that the amount of family income was below UAH 3,000 per capita.

In the array of data among the users of registration services we distinguish the following social categories: every third respondent (32.1%) is an employer, 8.0% are military personnel, and young parents - 25.9% of the respondents are housewives. In order to achieve a high level of availability of the Agency and users' satisfaction with the services received, it is important to take into account the peculiarities of time management and the needs of the specified social groups, when organizing the work of administrative institutions.

## Peculiarities of providing registration services at the Chuhuiv Municipal Council

According to the survey results, 13.4% of respondents submitted documents with the purpose of obtaining services, 7.8% applied for consulting services, and three quarters of respondents (78.8%) received a decision on their registration case. Among them, 99.4% received a positive decision and the applications of 0.6% were refused the registration services; the data refer to all the three investigated categories of registration services - place of residence, property and business. The vast majority of the users of the registration services applied personally (98.0%), and only 2.0% applied by proxy.

According to the results of the survey, the Agency's clients were not active in seeking information on registration services, since only one in four respondents (26.9%) had previously informed themselves on registration services. In particular, respondents rely too much on **professional consultations**, more users of registration services informed themselves about registration services by turning to experts (15.4%), and 12.5% of respondents are looking for information **independently** either online or by consulting their friends.

The results of the survey showed that among those who sought prior information about registration services, the overwhelming majority preferred to consult the state registrar or administrator of the CAS (10.7%) or to consult friends or acquaintances (9.7%). 1.7% of respondents searched the information about registration services on the Internet, only 0.5% of respondents found out the information on the official website of the CMC, and that many respondents turned for a paid or/and free lawyers' advice, 0.2% of respondents consulted a Notary, 0, 5% consulted a social teacher or an accountant, and 3.5% of respondents got informed in other administrative institutions such as Resident Registration Offices, Technical Inventory Bureaus, Housing Management Offices, Local Registries of Births, Marriages and Deaths.

Among all the registered users of registration services, there are only 1.9% of those who used the website of CMC to find information about registration services. In addition, every second interviewed user of registration services, i.e. 49.2% of respondents could not answer the questions whether the information on the site of the Municipal council was clear and accessible enough. Despite certain drawbacks in the CMC website content, the version for the visually impaired people available on the site of the Chuhuiv Municipal Council is worth following by the municipalities of other cities.

In the process of seeking information on registration services, the vast majority of interviewed users of the registration services were satisfied with one source of information, and only 0.9% used 2 sources of information to find materials on registration services.

As to filling in the forms required to apply for the registration service, two thirds of the respondents (63.9%) filled in the documents with the help of specialists (most of them, 62.8% - with the help of the state registrar or the administrator of the CAS, 0.8% managed with the help of a lawyer, 0,3% used the private experts' services, and 36,1% of applicants did it independently, 32,2% - on their own or with the help of relatives, 3,9% - using the informational stands in the Agency Office.

## Analysis of compliance with the Legality Principle

*Compliance with the Legality Principle means that the actions of administrative bodies should not be in conflict with the law. Moreover, this principle requires that all the decisions taken by the departments of registration of the Chuhuiv Municipal Council should be based on the law ensuring equal treatment of all citizens, regardless of gender, ethnicity, religion, etc. In the Ukrainian background, the above-mentioned points are provided both at the highest legislative level and at the local one by way of decision-making. Thus, the issue of equality is enshrined in the highest normative legal acts, namely, in the Constitution of Ukraine, the Law of Ukraine On the Appeal of Citizens, the Law of Ukraine On Local Self-Government, etc., and the local regulatory acts are adopted on the basis of the superior LIAs (laws). The principle of legality also requires that no official participate in making decisions concerning his or her financial or other interests or the interests of his or her family, friends or opponents. Compliance with this principle component is guaranteed by the new edition of the Law of Ukraine On the Principles of Preventing and Fighting Corruption. In the Chuhuiv Municipal Council, these powers are assigned to the Standing Committee on Legal Issues, Law and Order, Informational and Regulatory Policy, in accordance with the provisions of the Standing Committees of the Chuhuiv Municipal Council of the 7th convocation, approved by the decision of Chuhuiv Municipal Council No. 13-VII as of 25.12.2015.*

### Law Collisions and Conflicts

According to the results of research in the Chuhuiv Municipal Council, 9 out of 10 employees reported that they had found themselves in the situations where the law did not clearly regulate the decision-making process in the registration case, which is almost twice as much as the results of the survey in the Kharkiv City Council, where only every second (55.5%) employee pointed out that he had to face a similar situation.

### The main examples of legislative conflicts or collisions in registration / deregistration of a citizen's place of residence by employees of the Departments are as follows:

- there are no official interpretations as to the procedure of work in the Unified Demographic Registry;
- the issue of registration of a third person's place of residence in a dwelling owned by two or more co-owners, without allotment of their respective shares is not expressly defined, same refers to non-privatized apartments;
- the list of 'other/supplementary documents' which can be submitted to the registration agency for registration of the place of residence is not clearly defined, in particular, that refers to the services by the CAS;
- whether it is possible or not to transfer the child's legal representative's rights to resolve issues related to the

- registration / deregistration of a child's place of residence to the third party is not definitely regulated;
- whether it is necessary or not to obtain the consent of the other legal representative of a child for registration / deregistration of the child's place of residence is not clearly regulated;
- whether it is necessary or not to define by the law the deadline for submitting by a foreigner / a stateless person of the documents for registration of the place of residence upon receipt of a permit for permanent / temporary residence is not definitely settled;
- the list of 'other/supplementary documents' which can be submitted to the registration agency for registration of the place of residence is not clearly defined, in particular, that refers to the services by CAS. DOUBLE

### **The main examples of legislative conflicts or collisions in registration of property rights to real estate are the following:**

- the State Registry of Property Rights to Real Estate is not revised, the technical characteristics of the Registry do not comply with current legislative changes, e.g. the Registry still contains the term of "state duty", and according to the current legislation there is only the term of an "administrative fee", the information about the amendments to the legislative range of fees paid for the information certificate on registered property is not updated;
- the implementation of the Unified Register of Debtors is being delayed;
- Article 21 of the Law of Ukraine On the State Registration of Property Rights to Real Estate and of Encumbrances prohibits to issue documents to the applicant after consideration of his / her applications for the state registration of rights prior to the terms set by the norms defining the administrative fee paid for the registration, in accordance with the parts 1 and 2 of Article 34 of the Law.

### **In registration of legal entities and individual entrepreneurs the main examples of legislative conflicts or collisions are as follows:**

- there's no access to related registers, e.g. to the state register of acts of civil status, the information in which is required at providing business registration services;
- the abundance of gaps and conflicts in the law, e.g. waiver of the mandatory use the seals by legal entities in business activity contradicts to the requirement remaining in separate regulating acts.

In case the law does not provide a clear explanation of how to act, officials are accustomed to submitting formal inquiries for official clarifications to the relevant authorities or structures, in particular, to the Ministry of Justice. The officials also consult with colleagues from other LSGs as to the interpretation of legislation or the decision-making in registration cases. However, as the officials themselves point out, the official explanations in reply to their inquiries are usually of a formal nature:

*Well, frankly speaking, our legislative framework is particularized rather vaguely. We wrote several inquiries now and then, asking for clarifications as to the interpretation of this or that norm. They were answered, but in the same unclear manner - just a provision quoted, and any definite response of how to understand this rule of law was not given. That is, it can be said these questions refer to the discretion of the internal feelings of the subjectivity of the registration clerk. And you do not fully understand whether you are right with your interpretation.*

*Service official of the Department of State Registration of the Ministry of Justice*

### **Legislative regulation of registration services at the local level**

Outdated provisions and references to invalid acts have been identified in the local normative acts regulating the activity of the Chuhuiv Municipal Council and its executive bodies.

Thus, the Articles of the territorial community of the Town of Chuhuiv, in particular the Articles 4, 11, 24, 25, contain references to the Law of Ukraine On Elections of Deputies to Verkhovna Rada of the Autonomous Republic of Crimea, to Local Councils, and of Village, Town and City Mayors, and to the Law of Ukraine On National and Local Referendums, now invalid. It should be noted that the Articles of the territorial community contain provisions restricting the rights of members of the territorial community who do not have the right to vote in the elections in applying with inquiries and participating in citizens' peaceful actions.

There are also discrepancies in the Provisions on standing committees of the municipal council. Thus, the commission is entrusted only with general responsibilities for dealing with issues related to the implementation of the norms of the Law of Ukraine On Prevention of Corruption, but the procedure of activity of this commission is not regulated nor the duty therefor is established to provide consultations and clarifications in accordance with paragraph 2 of the Article 59-1 of the Law of Ukraine On Local Self-Government in Ukraine. That gap in the local legal act does not help to prevent a conflict of interests in activities of officials of the Chuhuiv Municipal Council.

The abovementioned facts have a negative impact on the process of complying with the principle of legality in the activity of the Chuhuiv Municipal Council due to grounds for provoking conflicts, which may lead to restriction of the citizens' rights.

### **Equitable provision of services to clients**

The principles and guarantees of equality of citizens before the law are provided for in the Constitution and other normative legal acts of general jurisdiction. Thus, Article 21 of the Constitution of Ukraine sets forth that all people are free and equal in their dignity and rights. And Article 24 of the Constitution of Ukraine defines citizens as having equal constitutional rights and freedoms and equal before the law. There can be no privileges or restrictions based on race, color, political, religious or other beliefs, sex, ethnic or social origin, property status, place of residence, language or other grounds. By proclaiming the equality of all citizens before the law, Article 24 of the Constitution of Ukraine thus establishes as well the equal subordination of all citizens to the laws of Ukraine. The duty to respect the principles of the law, to comply with the provisions of the law, and to take measures of legal responsibility in case of violation constitute the unified requirement to all the citizens. In the context of the problem under the study, the principle of equality becomes procedural and manifests itself in the absence of any discrimination at obtaining administrative services. The guarantees of equality enshrined in the Constitution of Ukraine are continued in the Law of Ukraine On Administrative Services, the Article 4 of which stipulates that public policy in the area of providing administrative services is based, in particular, on the principle of equality before the law.

Officials must be guided by the profile Law of Ukraine On the Principles of Prevention and Counteraction of Discrimination in Ukraine to ensure and counteract discrimination. This law provides for general mechanisms for preventing and counteracting discrimination, i.e. the law does not determine clear nor detailed instructions. Almost every second employee (40.0%) noted that they had not been provided with clear written instructions of the way to act in situations of disrespect of the principles of gender equality and non-discrimination. Should the situations with violation of the principles of gender equality and non-discrimination be revealed, a person has the right to appeal to the bodies of local self-government or to the court. Such complaints are considered by the Municipal Council in accordance with the normal procedure, i.e. as any complaint filed with the Agency, regardless of the subject of the claim. That is why, in most cases, local authorities do not regulate separately this sphere of relations between the Agency and the client.

According to the results of the study, the administrative institution ensures the fair and equitable treatment of people of different sexes, social statuses, nationalities, and religions, which was confirmed by all the interviewed employees. Besides, all the employees know that there are laws and normative acts that regulate gender equality, 20.0% rather know, 80.0% definitely known that.

Almost all registration service users who participated in the study confirm the findings of a non-discrimination discriminating at the Office, as almost all agree that registrars and administrators treat all clients equally,

regardless of gender, age, social or material status (97.0 %) and that customer service is the same for both men and women (97.8%), employees of the Office follow the laws on gender equality and non-discrimination (98.0%). However, certain factors discriminating on the grounds of gender have been identified as part of the organization of the premises of the Institution (for further details see the Gender Aspects of Rule of Law Enforcement).

### **Conflict of interest**

The employees of the Chuhuiv Municipal Council and its executive bodies are to comply in their activities with the provisions of Ukrainian legislation, including those relating to conflict of interest. The guidelines for prevention of conflict of Interest are determined by the Law of Ukraine On Prevention of Corruption, according to which, in the event of a conflict, either real or potential, from a person authorized to perform functions of the state government or local self-government, and a person equal thereto, being a member of a collegial body (committee, commissions, collegiums, etc.), that very person has no right to participate in decision-making by that administrative body. A conflict of interests of such a person may be declared by any other member of the relevant collegial body or by a participant of the meeting, which is directly related to the matter under consideration. A statement on the conflict of interests of a member of the collegial body shall be entered in the minutes of the meeting of the collegial body. Should the person authorized to perform functions of the state or the local self-government, or a person equal thereto, being a member of a collegial body, hold back from participating in decision-making by this body, which will result in loss of authority of that body, the participation of such a person in decision-making should be carried out under external control. The decision on the implementation of external control is taken by the relevant collegiate body.

According to the results of the survey, all interviewed officials indicated that they knew how to act in the event of a conflict of interest in the work of their colleagues: 5 employees answered that they knew rather well how to act, and 5 employees answered that they knew definitely well how to act in the event of such situations.

Besides, most of the CMC employees who participated in the survey (83.3%) knew how to act in the event of the superior officials' instructions contradicting to the current legislation. However, 16.7% of the interviewed employers said that they did not know how to act in such situations.

All employees gave a positive answer to the question of whether they were provided with the written instructions on how to operate in situations of conflict of interest: 30.0% of the interviewed employees replied that they were rather positive of having been provided with those, 70.0% of the interviewed employees answered that they had been definitely equipped with such instructions.

The results of the sociological survey confirm the fact that officials have the necessary command of the current legislation and are guided by provisions thereof in practice.

Among the users of registration services, 16.7% believe that the personal interest of an employee of the Agency may affect his / her decisions, e.g. when it comes to their friends or relatives, wherein men are more likely to believe that an employee's personal interest may affect his decision: 20.1% of men, as opposed to 14.2% of women who tend to think so.

### **Employees' Authorities and Competence**

All employees who participated in the survey indicated that they had got a clear understanding of the rules defining the authority and competence of the institution of their employment (10.0% - rather clear, 90.0% - definitely). And almost as many interviewed clients of the administrative institution (98.9%) were convinced that the employees of the Agency were competent about the laws and procedures that they maintained at work. However, according to the results of the survey, each second employee was unaware how to act in the event of a suspicion that the client filed invalid (fake) documents, one was rather unaware, four were definitely unaware at all. It is considered indispensable to include this topic as mandatory for conducting trainings for employees within the Chuhuiv Municipal Council.



Among interviewed users of registration services, 97.3% believed that employees complied with the laws, standards and instructions governing their work in the process of providing services to the townspeople.

### **Employees' Access to Laws and By-laws**

All employees indicated that they had access to the most recent laws, regulations and instructions in the field of administrative / registration services (1 – rather yes, 9 – definitely yes).

According to the results of the survey, the average employee uses 4 sources to obtain information on updates in legislation (minimum - 2 sources, maximum - 6 sources), while their Kharkiv colleagues from the administrative registration service agency use 3 sources of information on average, which include the LIGA: LAW – the soft of the comprehensive informational and legal support.

The interviewed employees of the Chuhuiv Municipal Council most commonly monitor the updates in legislation on Internet resources or receive information via their superior officials (the mode value is 1), the second of the sources of information is via the colleagues or in the specialized literary and periodicals (the mode value is 2), and the third is via the lawyers the Chuhuiv Municipal Council (the mode value is 3).

9 out of 10 employees reported receiving the information on changes in legislation through Internet resources, including the Internet site "zakon.rada.gov.ua" (4 out of 10 employees use this resource to monitor legislative changes), the official website of the Ministry Justice of Ukraine (3 out of 10), the Internet site of the Ukrainian Law News Agency (2 out of 10), the informational online resource "Yurliga" (2 out of 10), the official site of the Main Department of Justice in Kharkiv Region (2 out of 10).

9 out of 10 employees reported receiving the information on changes in legislation via their colleagues or associates working in the same or related field;

8 out of 10 received the information from the superior officials;

8 out of 10 received the information from the lawyers of the CMC; 4 out of 10 received the information in special literature and periodicals. Despite the fact that employees used several sources of information to monitor legislative changes, part of them (20.0%) noted that they received by-law regulations that directly regulate their activities with considerable delay. In particular, this applies to the employees of the registration departments, who take direct decisions in the registration case, and, accordingly, are obliged to possess all legislative requirements that refer to their sphere of competence. The Chuhuiv Municipal Council is not connected to the LIGA: LAW soft program of the comprehensive informational and legal support, which cut off the chances to receive the legal information expeditiously and in full. According to the information revealed at inquiring of the interviewed employees, the connection to this program would be appropriate and even desirable.

***I would like to [get information on changes in the legislation] somehow more purposefully and orderly. So that we could have a clear base, which we open and know exactly that there are all the legislative acts we need. Because now we have time to monitor that, and then comes the rush hour, crowds of people, we simply have no time to follow the law updates, to surf these sites. One is engaged in direct work, so something can be omitted.***

*Service official of the State Registration Department of the CMC*

Thus, the updated information on legislative changes in registration field is not obtained consistently by the Chuhuiv Municipal Council employees, and is more likely to be related to individual practices and models of information search by employees.

## Training and Advanced Training

All employees engaged in providing registration services answered affirmatively to the question whether the employees were regularly trained to use the new legislative tools (1 – rather yes, 9 – definitely yes).

The officials also noted that they took part periodically in seminars and trainings organized by representatives of the Ministry of Justice of Ukraine, as well as in the events at the Kharkiv Regional Institute of Public Administration. In particular, according to the information revealed at interviewing the employees, the administrators of the CAS were more often involved into the external trainings and studies, and, given the short life of the registration departments at the CMC, the state registrars were less frequently engaged into trainings outside the CMC, and as a rule their managers and senior officials represent the departments at such events distributing the information among the colleagues afterwards

The practice of involvement of the employees into a variety of trainings and studies is positive when taking into account several aspects: one of the important employees' motivation to take part in trainings, apart from upgrading skills, is to communicate with participants and organizers of training on the interpretation of the law, as well as getting answers to other questions that arise in the process of providing administrative services. Another stimulus is to increase the social capital among the registrar colleagues, to establish the social ties for further intercommunication on decision-making in registration cases.

However, from the point of view of sufficiency and precision of the answers opened by the employees themselves for the discussion during the training activities, such seminars and trainings are not always constructive, useful nor informative, in their opinion, and in some cases only general or formalized information is provided.

***When I went to the last seminar, we had a question asked by one of the registrants: "What particular documents should be kept in files?" Definitely, so that it could be understandable at transferring cases. And the answer was: "There will be ready recommendations – read them, please" That is, no one will give you a specific answer.***

*Service official of the State Registration Department of the CMC*

Consequently, in spite of the involvement of employees into trainings the inaccurate over-theorized information provided at these events is rather a drawback, and it does not provide the employees with sufficient and complete answers as to taking decisions.

**The topics that, according to the employees, would be useful for them are the following:**

1. More profound knowledge of the application of administrative procedures.
2. Principles of complying with the rule of law in providing the administrative services, i.e. consultations to the users, receipt of documents, claims against registrar's / administrator's actions.
3. Escaping or overcoming psychological and emotional exhaustion, which is quite important considering the data obtained during the assessment of the degree of emotional burnout of the staff in the departments of registration and the CAS, according to the results of which 3 out of 10 interviewed employees have observed the stage of formation of the phase II of emotional burnout – push-back(or resistance), and one of the employees has been diagnosed with the developed symptom of an emotional burnout syndrome (the phase III) – exhaustion, which may have negative consequences for the health of this employee.
5. The behavior modes of employees in conflict situations are mediation, facilitation, etc.

## System of Employees' Motivation

The salary of employees consists of several parts, the main of which are the wages and bonuses.

According to the results of the survey, some part of employees pointed out their dissatisfaction with the salary they receive for service in the municipality: 1 employee was completely dissatisfied, 3 were rather dissatisfied, 1 was neither satisfied nor dissatisfied to the same measure, and only half of the interviewed employees indicated that they were rather satisfied with the amount of the salary received for employment at the municipality. In particular, employees of the registration departments were dissatisfied with the salary to a greater extent than the administrators of the CAS: the average salary satisfaction rate among the registrars was 2.67 (where 1 means 'completely dissatisfied' and 5 – 'completely satisfied'), while among the administrators of the CAS that index made 3.5.

The employees of the newly formed structural units of the Chuhuiv Municipal Council, i.e. registration departments, are dissatisfied as well with the amount of premiums received for performing their professional duties. They believe that in comparison with other structural subdivisions of the municipal council, the principle of accrual of premiums is somewhat unfair as far as in relation the departments of registration of CMC are concerned, with due regard of the high level of responsibility in the performance of their official duties.

***There was no discussion with the CEOs about the recount of the premiums, because, well, so to speak, in a simple face to face talk, we were said like, count, how much money was spent on you: and the expenditures on your salaries, and on the inventories for you, and all that staff...***

*Service officer of the State Registration Department of the CMC*

However, according to the employees, the reason for that is the relatively short period of functioning of the registration departments within the structure of executive bodies of the Chuhuiv Municipal Council. Such a position of the officials is not quite adequate, since the calculation of premiums is based on the Regulations on bonuses and financial aid to employees of the Chuhuiv Municipal Council and its executive bodies. The purpose of above Regulation is to ensure the transparency of the size of the premium and avoiding the subjective factors. It is necessary to amend the budget of the remuneration in order to increase the bonuses.

In the course of the research, the practice of rewarding employees with payments of "envelope salaries" under the table has been revealed. Being unlawful, this practice is quite widespread in Ukraine in various sectors and to a definite extent it is a weighty argument in "retaining" skilled workers in low-paid jobs, but it is a direct violation of the law, in particular of the Law of Ukraine On Prevention of Corruption, which defines the circle of people subject to this law and signs of corrupt acts.

***As to the encouragements in our work, if we, for example, are doing all right, there's nothing the matter out there, there may be additional bonuses in the envelope for some holidays, quite small, but all the same.***

*Service official of the State Registration Department of the CMC*

The premiums as one of the key motivating components in the work of civil servants is important since in accordance with the results of the survey some employees are inclined to tolerate corruption due to poor financial remuneration received for the performance of their official duties. 2 out of 10 interviewed employees participating in the survey agreed with the assertions that in some cases the client's gratitude could be justified because of unsatisfactory salaries of employees, and 2 out of 10 employees agreed as well that the client's gratitude envisaged in material encouragement could be justified if initiated by the client independently.

## **Communication between the Departments in the Chuhuiv Municipal Council**

The Chuhuiv Municipal Council adopted the resolution No. 150-VII as of March 25, 2016 On Approval of the Provisions on Administrative Service Department of the Chuhuiv Municipal Council", the section 5 of which regulates the order of interaction between the departments of the Council, which is a guarantee of optimization of the service provision process. In conclusion it can be said that the legal force of this normative act has a positive effect on internal communications in the Agency, since almost all employees, except one officer who represents the State Registration Division unanimously point out that communication difficulties between the structural units involved in the process of providing registration services, i.e. Registration Departments and the Center of Administrative Services have disappeared.

Besides, all the employees have agreed that there is no difficulty in employees' interactions inside the units: 5 employees indicated that there is rather no difficulty, 5 indicated that there is definitely no difficulty at all.

## **Organization of work of structural units at the Chuhuiv Municipal Council: parallel receipt of registration service applicants**

In the Chuhuiv Municipal Council the registration services are provided as the parallel receipt of documents by the employees of both CAS and of the departments of state registration at the CMC, whereat according to the current legislation the latter should not be involved in the process of consulting and accepting documents from the users of registration services. That means the Agency does not actually have a clear division into the front and back office while providing registration services. According to the results of the survey, 45.3% of the interviewed users applied for registration services to the registration department, and 54.7% turned to the CAS.

The employees of the Municipal council reason such a format of work in efforts to raise users' comfort and to speed up the customer service in the process of providing administrative services of the state registration:

1. Registration services are among the most popular administrative services in the Chuhuiv Municipal Council. Significant demand for registration services causes the overload of the CAS with a staff of 4 administrators, which in addition to receipt of the documents for registration, provides more than 100 other administrative services.
2. According to the current legislation, registration of a citizen's place of residence must be effected on the day of submission of documents. Accordingly, the department of registration of the citizens' places of residence has engaged in admitting the citizens in person in order to provide registration services on the day of application, which finds positive feedback in principle among the users of the services of registration of a place of residence, as it is revealed in the results of the focus group discussion.
3. Parallel servicing a customer by the CAS and by the registration departments helps to avoid the queues in the administrative institution, and, accordingly, ensures the fast and comfortable registration services to the users.

However, Article 12 (Part 8) of the Law of Ukraine On Administrative Services stipulates that the agencies providing administrative services are prohibited to accept the documents from applicants for administrative services, and to hand out the ready certificates / results of administrative services provided to the applicants, if such services are determined by the law to be provided through the centers of administrative services. Thus, should the "parallel receipt" of the application by both the CAS and by the subject of the provision of administrative services stay in force; clients do not turn to the CAS with their applications, but immediately to the state registrar, who directly makes decisions in the registration case. This situation negates the effective work of the CAS and one of its functions, that of eliminating the bureaucracy and preventing the occurrence of corruption, for the parallel registration of the same category of incoming cases undermines the one-way resolution control of these cases.

This increases the possibility of corrupt acts and risk of the decision-maker's administrative process to be influenced through a direct contact with the customer. Besides, according to the results of the survey, this format of work of the administrative agency has several negative aspects of the organization of work for employees, they are procedural and spatial:

**Procedural drawbacks in the organization of the work of the registration departments are as follows:**

1. Receipt of documents as well as consultation to the users of registration services restrict employees in time required for monitoring legislative changes, self-learning and decision making in registration cases, respectively, can affect the quality and time of a registration service.

***If we have time we read something. When a customer comes we look through the documents, instruct about the documents that miss and are to be conveyed, whether a user should make a photocopy or go to pay some kind of receipt, and while the person does that, during this time, we have 15-20 minutes, we can go and check, call, to ask about something. And so, basically, we do that just at lunch time or at home, because the working hours are overloaded.***

*Service officer of the State Registration Department of the CMC*

2. According to the employees of the registration departments, due to the personal reception of citizens they do not always have enough time to fulfill the other official duties provided for by the law, e.g. to archive the files or to deliver the registration cases to the place of the storage.
3. The additional responsibilities arising from the direct receipt of documents by registrars, e.g. scanning the applicants' documents limit the officers' time for the immediate registration actions.

***If all the documents have already been scanned by the CAS and passed to me for the proper registration procedure, and when I'm just doing my job, I have to spend less time. Therefore, it is much more convenient for me when the documents are admitted and transferred through the CAS for the both categories of service, and I am just engaged into my immediate work. I believe that scanning and uploading the documents to the program is, after all, not my job, it's a waste of time for me.***

*Service officer of the State Registration Department of the CMC*

Besides, the location of the offices of the registration departments and of the CAS is not optimum. Following the logic of creating centers of administrative services, users are to be admitted only to the CAS, while registrars when and if receive the visitors, do that only with the purpose of consulting them, or within the framework of personal reception. In the Chuhuiv Municipal Council, the parallel reception was introduced with the view of creating the most comfortable conditions for obtaining administrative services and in order to avoid queues at the Agency. And the registrars were supposed to contact the users of registration services in person only at a leftover principle, i.e. to relieve the administrators of the CAS in the rush hours. However, as it has already been noted, the customers practically split in two equal flows to the registration departments and to the CAS, i.e. 45.3% of the users of registration services apply directly to the registration departments, 54.7% — to the CAS. Assumably, the reason for that is the location of the offices of the registration departments and of the CAS: the registration offices are located in close proximity to the entrance to the administrative institution, whereas the CAS office is located at the end of the corridor. The customer applying to the Agency for the first time to receive an administrative service will, of course, turn to the office closest to the entrance. Thus, the registrars of the departments carry considerable burden of providing consultations and receipt of documents from the users of registration services.

Consequently, the general Legality index is rather high both by the assessment of the employees of the registration departments as well as the administrators of the CAS — 3.45 out of 4, and by the estimation of the users of the administrative services of the registration departments — 3.79 out of 4, and in general, it is one of the highest indices among all the assessed principles. However, it is obvious that there is some difference between the two assessments. The users of the services of the registration departments' subjective assessment of the level of complying with the Legality Principle is even higher than that of the employees, which may mean that even for all the existing legal difficulties, employees are trying to provide a quality service to the users of the registration

services. As to the legislation, the principles which make the core of the Legality block are determined in the provisions of the normative legal acts of Ukraine. However, the imperfection of legislative mechanisms that regulate the process of providing registration services and no exemptions applying to court fees at filing claims against officers' illegal decisions, acts or inactivity at providing the administrative services has been revealed.

The main problems at the internal level of the Agency's activity are those referring to **organization of the work process**, i.e. no clear division of the front and back office of the administrative registration units due to the overload of the CAS the users' applications for registration service; the state registrars' consulting the clients of the administrative unit leads to the overload of the registration departments' employees of the CMC with non-core activity and to their failure to comply with the determined timeframe at providing registration services due to being loaded with indirect functions, i.e. receipt of documents and providing related extra services; lack of informational and legal legislation monitoring soft, e.g. LIGA: LAW; the employees of the registration departments of the CMC are not satisfied with the bonus system in the Agency; **the local legal acts are insufficient and imperfect to enhance the rule of law**, i.e. use of outdated provisions and references in local regulations of Chuhuiv Municipal Council to invalid normative acts; the procedure for consideration by the Standing Committee of issues related to the implementation of the norms of the Law of Ukraine On Prevention of Corruption has not been worked out; there are currently provisions in the Articles of the territorial community of Chuhuiv Town which could lead to violation of the principle of equality before the law.

### Problems in complying with the Principle of Legality and the recommendations as to the ways to solve them

Problems	Brief description of the essence of the problem	Solution Agent	Ways to Solve the Problems
Imperfect legislative mechanisms regulating the process of providing registration services	The law regulates the decision-making process, but at the same time contains contradictions, conflicts and gaps that create conditions for its double interpretation or provide no clear explanation as to how to make a decision.	The Relevant Ministries and Parliamentary Committees	<p>To amend some legal acts regulating the state registration procedure, for eliminating gaps and collisions.</p> <p>To introduce at the state level a strategy of communication and cooperation of the Ministry of Justice of Ukraine with local self-government bodies in terms of providing by the latter of registration services.</p> <p>To legalize the rules of regulating the temporal and content conflicts in equitable regulatory acts.</p>
		CMC	<p>To organize regular "round tables" and webinars of registrars, lawyers of the Chuhuiv Municipal Council, as well as representatives of other municipalities - Kharkiv, Lozova, etc., or executive bodies, i.e. representatives of the Head Department of Justice in Kharkiv Region, the State Migration Service, to discuss interpretation and application of norms of legislation, and the procedure of decision-making in case of legislative conflicts in registration norms.</p> <p>Skype or Webinars would be the optimal format.</p>
Out-of-date provisions of the legislative acts in the LIA of the CMC and the references thereto	Out-of-date provisions and references to invalid acts are revealed among the LIAs, regulating the activity of the Chuhuiv Municipal Council and its Executive Bodies.	CMC	<p>To update regularly local legislative norms in accordance with the current legislation of Ukraine;</p> <p>To install the computer programs that would provide the officials with updates and amendments to the laws and regulations governing their sphere of competence on the PCs in the Municipal Council and its Executive Bodies.</p>

Some current provisions in the Articles of the territorial community of Chuhuiv Town can lead to violation of the principle of equality before the law	In the context of considering the issue of equality before the law, the provisions of the Article 12 of the Articles of the territorial community of Chuhuiv should be considered, according to which the right to participate in the implementation of local self-government in Chuhuiv is provided to each member of the town territorial community with the right to vote in the elections.	CMC	To bring the Article 12 of the Articles of the territorial community to read as follows: "Every member of the territorial community of the town shall have the right to participate in the implementation of local self-government in the Town of Chuhuiv"
No clear division into the front and back office in the Agency	There is no clear division into the front and back office in the Agency while providing the registration services due to the overload of the CAS with the appeals of the users of registration services. State registrars consult the customers of the Agency. The layout of the administrative service offices is not optimal.	CMC	<p>To differentiate the powers of the institutions in accordance with the current legislation, i.e. the CAS will serve as the front office and provide consultation and receive the documents from the users, the registration departments will work as the back office and maintain processing of documents and decision making in the registration case.</p> <p>To survey the demand for LSG administrative services and adjust the staff of the CAS.</p> <p>To optimize the location of the administrative service offices on the floor in order to shift the burden of receiving the customers from the registration departments.</p> <p>To install a reception desk aka Information Reference in the hall of the Office and introduce a separate full-time equivalent to advise residents applying for administrative services, including registration.</p>
Informational and legal monitoring system of legislation, e.g. LIGA: LAW is not available	LIGA: LAW soft program of the comprehensive informational and legal support is not available, which cut off the chances to receive the legal information expeditiously and in full.	CMC	<p>1) To connect the LSG to the Information Law System "LIGA: LAW" or to another alternative system of legislation monitoring.</p> <p>2) To differentiate the powers of the institutions in accordance with the current legislation, i.e. the CAS will serve as the front office and provide consultation and receive the documents from the users, the registration departments will work as the back office and maintain processing of documents and decision making in the registration case. This differentiation will optimize the working hours of the employees of the registration departments, which will allow the latter to engage in self-education and monitoring the legislation during working hours.</p>
The employees of the CMC registration departments are dissatisfied with the bonus system at the Agency	Some employees have accentuated their dissatisfaction with the wages they receive for service in the municipality, which leads to employees' discouragement.	CMC	To amend the Regulations on Bonuses and to foresee the corresponding expenditures in the Agency Budget.



## Accessibility Principle Analysis

*The Principle of Accessibility is understood as the right of a person to address the administrative authorities, and the latter are obliged to accept and process these addresses. The current Ukrainian legislation guarantees the equal opportunities as well as physical access of citizens to the Centers of administrative services and registration departments. The Ukrainian legislation also stresses that provision of ambiguous, groundless or incomplete responses to citizens' requests, violations of the time limits set by the law, unwarranted transfer of the inquiries for consideration to the other bodies are inadmissible.*

*The legislation provides for the possibility to transfer the application to a relevant administrative body provided the applicant's apparent mistake is identified. Besides, this principle presumes the actual access for citizens, that is, sufficient working hours or available means of communication with administrative institutions. The Accessibility Principle also stipulates that communication and citizens' informing should be carried out in plain language intelligible to the general public.*

### Compiling the file of documents required for receiving the registration service

Most respondents (above 90%) indicated that they encountered no difficulties in arranging a set of the documents required. Only 7.0% of respondents indicated the difficulty in understanding exactly which documents were to be provided and how were the forms to be filled in to receive a registration service, among them 5.7% were people applying for registration of the place of residence, 0.5% were the users of the state registration of business, 0.8% were the users of the state registration of property rights to real estate; 5.0% of the respondents noted that it was difficult for them to prepare the necessary package of documents to accompany the application for the service because the list of necessary documents was incomprehensible for them, among them 4.4% were the users of the place of residence registration service, 0.6% applied for the state registration of the property rights to real estate; 6.7% indicated that it was difficult for them to arrange the necessary package of documents because they could not get all the necessary documents on the list, among them 5.2% were the users of the services of the place of residence registration, 0.3% applied for the state registration of business, 1.2% were the users of state registration of property rights to real estate.

Two thirds of the respondents (63.9%) filled in documents with the expert help, most of them - 62.8% - with the help of the state registrar or the administrator of the CAS, 0.8% - with the help of a lawyer, 0.3% asked to intermediaries for help. Only 3.9% of the respondents indicated that they used informational stands for filling in documents at the Agency. This situation can be interpreted ambivalently: on the one hand, it testifies to customer's orientation of the Agency officers, who assist the users, and on the other hand, it proves the low users' comfort of getting the information from the stands and information cards. Another argument indicating the low informative value of the stands is that every fifth respondent failed to answer the questions about the availability of the stands and informative value thereof - 21.4% of the respondents, and the number of women is bigger than that of men: 24.1% among women and 17.8% among men.

***Do you know what it looks like [the informational stands]? Two sheets of paper with printed text, perhaps broken into two columns - these are the documents to be prepared. A list on almost two sheets there. Howsoever could an ordinary person, an old woman manage... how much will she understand?***

*The user of business registration services*

The users find the current format the information about the order of obtaining registration is presented difficult for perception of an average user of administrative services. The room is lighted insufficiently, which could potentially be another reason of the low popularity of informational stands among the users of registration services. Subsequently, according to the survey results the users rely more on personal consultations with the registrars, by that significantly reducing the time allowed and required for processing documents and making decisions on the registration case, as well as for monitoring the legislative updates, as indicated by the employees themselves.



By the way, the Agency's employees are not unaware of the fact that the format of informational cards requires improvement to provide the information to the users in a comprehensible way.

***There's all the info on the stands, all the informational cards. Well, the only point is why it is difficult to understand everything out of hand because it is quite extensive. As a rule, people come for the consultation. Honestly speaking nobody reads these cards. Because it's hard. It is complicated. It's easier for people to come to inquire if they disagree with something. There are people who, in principle, do not agree with what you require, well, the bulk of enlisted documents. You just open the protocol and show it.***

*Administrator of the Center for the provision of administrative services for PMR*

The paragraph 3.2 of the Rules and Regulations of the Center of Administrative services in Chuhuiv stipulates that the CAS shall publish the information on the official website of the Chuhuiv Town onto a separate webpage and the uploaded information shall be relevant, complete, and convenient for navigation. Instead, the navigation in the documents attached to the page in \*.pdf format, i.e. the Provisions on the Department of Administrative Services of the Chuhuiv Municipal Council, the Provisions on the Center of Administrative Services of the Chuhuiv Municipal Council, the Rules and Regulations of the Center of Administrative Services Chuhuiv Town, is impossible due to the text recognition errors.

The paragraph 3.3 of the Rules and Regulations of the Center of Administrative services in Chuhuiv stipulates that there will be appointed a person responsible for updating the information on the informational resources of the CAS, and the results of the survey prove that this provision is complied with in the Chuhuiv Municipal Council.

However, the users demonstrate the low level of confidence both in informational cards on the stands in the Agency and on the site of the Municipal Council. They are more likely to receive the information in person from administrators or registrars, which would not require any further search of information nor additional consultations.

***There is a site and informational cards, where the time of the review is scheduled, but I did not peruse. I trust the communication in person much more.***

*A user of the registration of the real estate services at the CMC*

***I was looking for some information on Chuhuiv's site long ago, but something there ... was... either there was some kind of mistake, or I did not find anything. I will not accurately say that, I got this website out of trust long ago. And I did not visit it again.***

*A user of the registration of the place of residence service at the CMC*

According to the respondents, it is more appropriate to place information both on the stands and on the city site in a more accessible and intelligible format for the users, e.g. in the form of detailed road maps for registration services.

In accordance with the Law of Ukraine On Administrative Services, the provider of administrative services shall grant the recipients the opportunity to get for free a sufficient number of application forms and other documents necessary for applying for an administrative service, which includes downloading the forms from websites, and in the Centers of Administrative Services. The Chuhuiv Municipal Council provides its customers applying to the Agency for obtaining registration services with all necessary forms which is proved by the interviews with the users of registration services. However, according to the customers, a copying machine stationed immediately in the office would make all the process more convenient and time-saving for the users allying for registration services.

## **Communication between the officers and the users of registration services**

The Law of Ukraine On Citizens' Claims and Appeals and the Instruction on Record-keeping of the citizens' claims and appeals stipulate that the claims may be submitted both in oral and written forms to the state authorities and local self-government, to the associations of citizens, enterprises, institutions, organizations, public or private, and in mass media.

However, according to the survey results, every third respondent (33.3%) negated the existence of clear written instructions in the Office as to how to respond to oral and/or written citizens' petitions. The same number (33.3%) of the interviewed employees denied the availability in the registration departments of clear distinct instructions on how to make public the information that contains private data.

Speaking about the instructions for providing public information, it should be noted that the Article 10-1 of the Law of Ukraine On Access to Public Information regulates the presenting of public information in the form of open data, making the information public in a format that allows automated processing thereof by electronic means, opens free and unpaid access to it, and provides for its further use. Public information in the form of open data is allowed for its further free use and distribution. Any person may copy, publish, distribute, employ it freely, including commercial purposes as well, in conjunction with other information or by including it into the own product, and/ or the public information in the form of open data with the obligatory reference to the source of such information.

Thus, the laws and local regulations contain rules regulating the issues of providing public information and the possibility of oral applications, but the current provisions are general, not detailed, which leads to the officials' subjective opinion that there are no such instructions at all because there is no understanding of what should be their actions.

According to the results of the survey among employees of the administrative institution, all interviewed employees (100%) indicated that the citizens' applications, inquiries and public requests, i.e. visits, letters, telephone calls can be served within the established time limits.

96.8% of the users of registration services indicated that the registrars of the departments and the administrators of the CAS were open to personal meetings and customer communication.

More than half of the respondents (70.0%) denied the possibility to respond to applications, appeals and public requests in the languages other than Ukrainian or Russian, i.e. in the languages of national minorities.

According to the officials, there's no need for such an option since all the non-residents of Ukraine who apply for registration services, and according to the results of the survey they constitute 0.7% of all the responding users of registration services, and the national minorities either have a command of Russian, or they are accompanied by Russian or Ukrainian speaking relatives or by official representatives. In support of that thesis, 97.8% of the respondents indicated that they were provided with the service in the language they had applied for the registration services.

According to the provisions of the Article 6 of the Law of Ukraine On Citizens' Applications the citizens have the right to apply to the institutions of state power, local self-government, and officials thereof in Ukrainian or some other language acceptable to the parties. Decisions on the citizens' applications and responses to them are made in accordance with the requirements of the legislation on the language. Such decisions and answers can be set forth as official translation into the language of the applicant.

In accordance with paragraph 14 of the Office Administration Guide in the Chuhuiv Municipal Council and its executive bodies, the former and the latter manage the records in the official language. Documents are issued in the official language, except cases provided for by the language legislation in Ukraine. Such decisions and answers can be set forth as official translation into the language of the applicant.

Those people communicating in the regional language(s) are provided with the right to submit oral or written applications and receive answers to them in this regional language(s). At the same time, publication of standard questionnaires and forms of circulation in other languages, except for the official, is not provided for.

### **Employees' responses to the customers' errors and mistakes in the process of obtaining services**

The procedure of responding to errors and mistakes at the registration of real estate is regulated to a definite extent by the Articles 24 and 26 of the Law of Ukraine On State Registration of Property Rights to Real Estate and Encumbrances thereof.

Unlike that Law, the Law of Ukraine On the State Registration of Legal Entities, Individuals-Entrepreneurs and Citizens' Groups and Associations provides for a clear definition of the term "technical error", namely: a slip of the, typing, grammatical, arithmetical mistakes made by the state registrar at performing the registration actions. Besides, the law clearly prescribes the procedure for detecting a technical error and the cases when it is allowed. Thus, the Article 15 of the Law stipulates that documents should not contain patches or abbreviations, forged words and other ungrounded corrections, spelling and arithmetic errors; the document shall not be filled in the pencil nor have damages preventing unambiguous interpretation of the contents. But should the description, typing, grammatical, arithmetical error be made by the officers of the state registration, such a mistake is subject to a one-day grace period.

Subordinate legal acts regulating the procedure for registration of a citizen's place of residence and/or a place of stay in Ukraine only indicate an algorithm of actions in the case the false personal data are filled in the registration form, but they do not set forth the procedure of how the employees should act if the person has filed documents with minor mistakes or errors.

Most of the interviewed employees (8 out of 10) denied that there are official instructions clearly defining the concept of a "minor / technical error", and listing as well the ways of to correct above or act in the event of such errors. And 6 out of 10 interviewed officials denied having definite written instructions on how to help citizens in case of obvious errors. Officials refer to the legislation, which lists the circumstances in which the file of documents cannot be accepted for performing the registration.

***The registration department is rather not guided by regulations, but by legislation, which clearly specifies all the necessary items.***

*Service official of the department of state registration of the CMC*

Additionally, taking into account the practice of "parallel reception" in the Agency, the state registrars carry out the counseling and reception of applicants' documents together with the administrators of the Center of Administrative Services. Accordingly, should an incomplete package of documents or an invalid document or other circumstances be revealed that constitute legitimate grounds for refusal to provide the registration services, the registrar or administrator informs the applicant of the potential reason for refusal in registration services, to avoid which the applicant has the opportunity to fix up the package of documents considering the registrar's comments and recommendations at the time of filing.

***If it's an application we fix it. There is nothing terrible there. If this is a mistake in the passport, let's say, we find an error in a customer's passport or the passport is invalid, then according to the law we are instructed that we do not have the right to work with such documents. We draw the person's attention to that and say what to do. Either to change or to correct and so on. We either send a person to the organization that issued a legal document, or, to change the passport or birth certificate. Such moments.***

*Service official of the department of state registration of the CMC*

***People come to them [to the state registrars] directly to the department, and consult them. They have legal education, you understand. They must, of course, have to know more, and to have a better command of all these documents of titles, etc., they must understand more. But we do not trail behind either; we try to do our best.***

*Administrator of the Center of administrative services at the CMC*

Therefore, in spite of the fact that the legislative instructions for employees on how to act in case of detecting insignificant errors or omissions in the package of documents submitted by clients are not available, the registrars of the Chuhuiv Municipal Council have established an internal algorithm for responding to such cases, the success of which is confirmed by a low share of refusals in providing registration services.

## **Working Hours of the Administrative Institution**

In accordance with the Article 11 and Article 12 of the Law of Ukraine On Administrative Services, the visiting hours are common (unified) for all administrative services and make at least five days a week and seven hours a day in all the towns and cities other than administrative centers of the regions. Whereat, the admittance is carried out without a break for lunch, and it is prolonged till 08 pm at least one day a week. By the resolution of the authority that has incorporated the Center administrative services, the visiting hours may be extended.

The working hours of the registration departments and of the Center of administrative services of the Chuhuiv Municipal Council are 8:00 am through 05:15 pm (till 04:00 pm on Friday) with a lunch break from 12:00 am to 01:00 pm. In some cases, the users of administrative services may be disorientated due to the following items referring to the visiting hours of the registration departments and the CAS:

1. The actual working hours of the CAS does not coincide with the information on the working schedule of the Agency, specified on the website of the Chuhuiv Municipal Council, according to which the CAS should extend the reception day on Wednesday till 08:00 pm. However, employees are working in fact until 05:15 pm, as it is indicated on the information stand immediately in the Agency. Similar cases of the users' misinformation of administrative services reduce the level of trust into the municipal site as a source of information for the residents about the work of the institution.
2. At the Place of Residence Registration Department the working hours are from 08:00 am till 12:00 am from Monday through Thursday, and processing of documents is carried out by registrars from 01:00 pm till 05:15 pm (till 4:00 pm on Friday). Instead, at the State Registration Department of Business dealing with the registration of business and property rights to real estate, which is located in the same building with the Department of Registration of the place of residence, the visiting hours continue throughout the working day (except for a break for lunch). These uncoordinated working schedules of the departments cause confusion for the users of registration services and misconceptions about the working schedule of the administrative unit as a whole. Since the departments are located in the same building, users may mistakenly assume that admission to all administrative units providing services, including the CAS, takes place in the first half of the working day, that is, until 12:00 am. That, in its turn, provokes some imbalance in the flow of the users of administrative services: in fact, the greatest burden falls on the administrators and registration officers in the first half of the working day, after a lunch break the flow of customers is significantly reduced.
3. Information cards "State registration of real estate property rights" and "State registration of other real estate property rights" indicate the visiting hours as those from 08:00 am till 05:15 pm Monday through Thursday, and from 08:00 am till 04:00 pm on Friday, with a break for lunch from 12:00 am till 01:00 pm. In the information card "Registration of the place of residence / stay of the person", Friday is not even indicated as the visiting day of the CAS, and the visiting hours of the Department of registration of the place of residence are 08:00 am till 12:00 am Monday through Thursday. The details in the information card do not comply with the norm specified in the Article 12 part 11 of the Law of Ukraine On administrative services and is subject to prompt amendment.

***At first, we were at the beginning of the corridor, and then at the end, it begins to work there after 12 am. So there's one cabinet working up to 12 am, then the second working after 12 am.***

*The user of the registration of the place of residence service at the CMC*

***We are often confused with the registration department of the place of residence, with the registration. "Now, it arrived that you work up to dinner!" Certainly not, we also have a registration department, but not of the place of residence. We are often confused by them [customers].***

*Service official of the department of state registration of the CMC*

Nevertheless, all interviewed officials indicated that they consider the schedule of work of the Office, which provides registration services convenient for clients. Among the clients of the registration departments, the number of those dissatisfied with the working hours of the institution is 7.1%, among the clients of the Center of Administrative Services it makes 0.5%, mostly the users of the services of the place of residence registration.

At the result of the survey, the social categories of the population who potentially may be annoyed with the working schedule of the Agency have been singled out as follows:

- Employed workers, who constitute 32.1% of all the interviewed users of registration services. The visiting hours of the Agency coincide with the working schedule of most hired workers, including the lunch break. When they need to apply to the administrative body for a service, they are forced either to go to the management to get a couple of hours off or to go on an unpaid leave. In both cases, the users are not comfortable with the process of applying to the administrative authority for registration services.

***Basically, it turns out that we work 5 days, from eight to five. And lunch is practically at the same time when the others have it. You need to ask for short leave, you do not have a lot of time ... there you have perhaps asked for an hour to leave the job and it would good if you were accepted here, even if you got in the queue.***

*користувач послуг реєстрації нерухомості ЧМР*

- Military men, who make 8.0% of the interviewed. Considering the fact that there is a military deployment at Chuhuiv, the military men make the target group of the administrative Agency. In order to receive social privileges and guarantees, servicemen are required to get the military unit in which they serve registered as their place of residence. The fact that a significant part of the military men are in the ATO zone, this makes it difficult to apply to the administrative body for a registration service during working days, as military personnel can sigh out briefly to settle family issues or welfare mainly at weekends, when the Agency is closed.

***The difficulty is in the fact that our unit is engaged in active combat, now 90% of personnel are in the ATO zone. Some of them stay there for half a year, and some do not come for a year. Therefore, they cannot get the residence permit personally. That causes social strain. Because the registration enables them get a social security card, then they can join the housing queue, but you need to be registered immediately in the military unit. Usually they sigh out on Saturday-Sunday, well, could be Monday, Saturday-Sunday are not working days. And so, as they just can't [get a service during that time], it turns out that they are constrained here. They do manage to do everything during the time when they are released for a couple of days. It's an unpleasant moment here.***

*An Agent in registration cases*

- New parents, as the procedure of registration of a newborn child's place of residence involves the presence of both parents.
- Students, 2.7% of the respondents. Applying to the Agency for administrative services means for those students who receive education outside Chuhuiv either missing the classes or deferring application to an administrative body till the school vacation. In case a registration service is to be obtained urgently, the working schedule of the Agency may create additional difficulties for students, e.g. they will have to work out the abandoned educational material.

**The users of registration services offered the following potential options for adjusting the working schedule:**

1. To set flexible / rotating lunch breaks for registrars, no lunch break at the Center of administrative services (in accordance with the requirements of the legislation).

*But what if I cannot go there at my work time? And they have dinner same as me. All is the same - the weekend, as I do, so I could not go. I asked the boss for some time off during the working day. Well, it's good that they let me go, but so, in general, I do not know how to manage.*

*The user of the place of residence registration service at the CMC*

2. To extend the working schedule of the Agency till 08:00 pm, for example, on Wednesday, as announced on the website of the municipal council.
3. To introduce part-time working day on Saturday.
4. To open an electronic admittance queue to the registrar, that will allow the users of registration services to plan their time better.

*Maybe it's possible to create an online booking time of reception. That is, if you want to receive a service, you book it beforehand in the evening, that's it. You come and immediately get the service and go.*

*The user of the business registration services at the CMC*

By the way, all the employees participating in the research support the idea of providing electronic answers to the residents on their applications, using an electronic signature.

## **Service Financial Availability**

In accordance with the Article 11 of the Law of Ukraine On Administrative Services, in the cases stipulated by law a fee (an administrative fee) is charged at providing the administrative services. The size of the fee for an administrative service (the administrative fee) and the procedure for collecting it are determined by law, taking into account its social and economic value. The fee for the provision of administrative services (the administrative fee) is paid by the applicant for the whole complex of actions and decisions of the officer providing the administrative services that are required for obtaining the administrative service, including the cost of the application forms, the expert study carried out by the officers providing the administrative service, the obtaining the extracts from the registers, etc. To recharge any additional urgent payments not provided by law for the administrative services or to demand the payment of any additional funds is prohibited.

Whereat, the administrative service officer cannot provide any other paid services not prescribed by the law in the list of administrative services and the fee (the administrative fee) thereof. The information is entered into the registries or other informational bases used for providing the administrative services free of charge.

According to the survey results, all interviewed administrative officers (100.0%) indicated that the cost of registration services is defined properly.

Most of the customers of the Agency (86.8%) indicated that the cost of registration services (the administrative fee) was affordable for them. By the way, the results of the survey showed that 15.4% of female users of the registration services were unable to answer the question about the availability of service costs, supposedly the fees were being paid for them by the other family members, e.g. their husbands, and the payment of administrative fees can be an additional strain for the former because of the necessity to go to the bank, which could be avoided provided the bank branch operated immediately at the Agency office.

***Of course, it would be more convenient if the bank were there, just a tiny stall, so that a fee for the service could be immediately paid there. Although, on the other hand, we went to make a copy and went to the bank on the way, although there was a queue there, too, we had to spend time standing in line because when you go to the bank, oops, all are paying utility bills.***

*The user of the place of residence registration service at the CMC*

In accordance with the clause 1 of Article 15 of the Law of Ukraine On Administrative Services, the law provides for the possibility of allocating in the office of rendering administrative services additional facilities for delivering related services, including rendering the banking services as well. The Clause 5.5 of the Rules and Regulations of the Center of Administrative Services in the Town of Chuhuiv allows delivering accompanying services to the CAS customers applying for administrative services as well, in particular the possibility of functioning of a bank branch or a kiosk at the Agency office.

In general, the availability of a bank branch immediately at the office is not critical for the users of registration services, as there are several bank branches nearby. However, according to respondents' opinions, taking into account the populated central part of the town the customer traffic in the banking departments located in the center of Chuhuiv is very high; there is a large accumulation of visitors and queues. Therefore, a bank branch placed immediately in the office of the Agency would create additional comfort for the users and speed up the procedure of obtaining registration services.

## **Feedback and Communication Channels between LSGs and the Community**

The Decree of the President of Ukraine No. 109/2008 dd February 7, 2008 On Priority Measures to Ensure the Implementation and Guarantee of the Constitutional Right to Appeal to the State Authorities and to the Local Self-Government Authorities has assigned to the local self-government authorities the urgent measures to ensure the realization of the constitutional rights of citizens to written and in-person applications, to obligatory receipt of a substantial grounded answer; to comply fully with the norms of the Law of Ukraine On Citizens' Claims and Appeals; to arrange the communication with citizens in order to establish and support functioning of "hot lines"; to carry out a broad advocacy work on issues of implementation by citizens of their right to appeal and to apply in-person.

Within the Chuhuiv Municipal Council, feedback is provided through personal audiences or by means of telephone communication. To do that, the Chuhuiv Municipal Council provides for arranging direct telephone lines in the Executive Committee of the Chuhuiv Municipal Council, the annual plan of which was approved by the Mayor on January 10, 2017; and the Regulations of establishing a hot line at the Executive Committee of the Municipal Council was made by the resolution of Executive Committee of Chuhuiv Municipal Council No. 328 dd 18.07.2012 as well.

Unfortunately the decision to establish a hot line at the Executive Committee of the Chuhuiv Municipal Council does not provide for further automated forwarding of telephone calls to the profile institutions or enterprises in the online mode. That would have significantly improved the implementation of the right to be heard.



Besides, the experience of Kharkiv is worth implementing, where an "Internet hotline" with the Mayor's Office for receiving claims and appeals from the city's residents has been operating since December 2015, the hot line by districts. The specified resource allows all the Internet users to send appeals to the local self-government authorities personally via the official website of the city council.

According to both the employees and the users of administrative services, the Agency can consult in telephone mode, and the department of registration of a citizen's place of residence has also the opportunity to reply to e-mails sent to [chuguev\\_propiska@ukr.net](mailto:chuguev_propiska@ukr.net). According to the survey results, the means of communication to obtain the necessary information with the Agency providing the registration services have been convenient for 96.8% of the users. However, according to the users of registration services, the Agency has introduced for contacts only the numbers of the landline telephones. In the users' opinion, it is also advisable to introduce the possibility of mobile communication with registrars and administrators of the CAS.

According to the results of the survey, one in three respondent clients of the Office think that they can get consultation on registration services by e-mail inquiries (37.7%), or by writing (36.7%).

In order to establish better communication between the municipality and the town community, to secure the transparency of the actions of the executive bodies of the municipal council, to ensure the rights of the territorial community for obtaining quality services, it is recommended to create an online database for registration of citizens' applications submitted by e-mail or in telephone mode.

### **Psychological and Physical Comfort Levels while Being in the Agency**

Most of the respondents indicated that they felt comfortable in the Agency office, where they applied for registration services. Nevertheless, 6.7% of respondents felt psychological discomfort while being in the administrative institution, 1.7% - rather yes, 5.0% - definitely yes. That refers mostly to young people, every second among those who experienced psychological discomfort attending an administrative institution is under the age of 24, the other half are aged from 25 to 44 years old. Also, according to the survey, women are more likely to experience psychological discomfort than men, i.e. 63.0% of women, as opposed to 37.0% of men. And the overwhelming majority of them (96.3%) applied for the place of residence registration service.

In most cases, those who face discomfort in public places are the new mothers coming to the Agency to register the place of residence of newborn babies. They:

- fear to leave baby strollers unattended near the institution;
- fear to go inside with the strollers because of the possibility of social negative judgments;
- lack the mother-and-baby room there.

***There were also customers with babies and toddlers there, and the adults stood in the queue, that day we waited till 11. Then it was time for the wife to breast-feed and we left with no success.***

*The user of the place of residence registration service at the CMC*

The users participating in the survey were dissatisfied as well with the conditions of the personal audiences with the employees. In particular, they noticed the limited physical space insufficient for the comfortable work of all the present registrars / administrators and for comfortable admittance of customers.



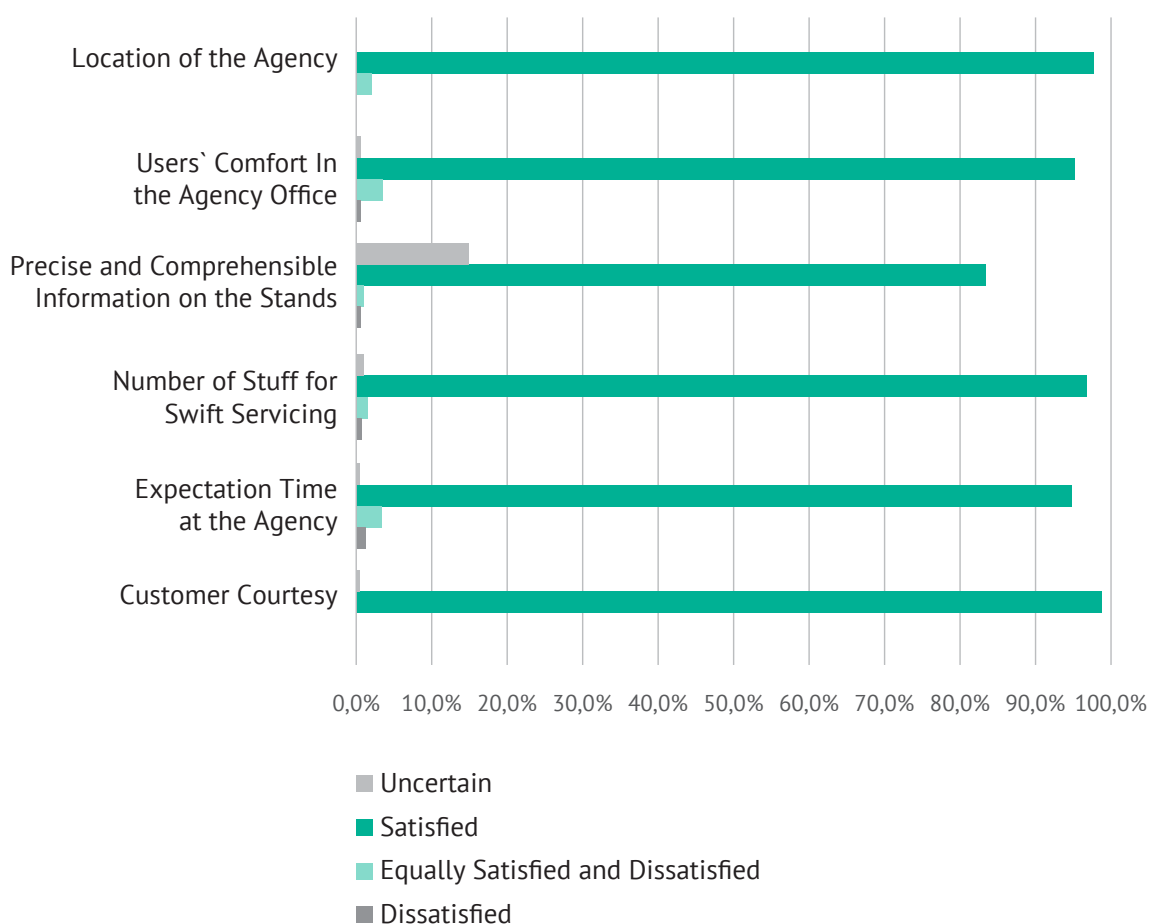
*As to the place, I was seated next to an employee on a chair ... it was just as good. There are such organizations where you have to stand, almost to write on the wall. That is, of course, okay here that I got a chair and a table to write at, but what I did not like was that I wrote on a keyboard. Here the table seems to be not quite intended at all ... well, I had rather little comfort in that.*

*The user of the place of residence registration service at the CMC*

*They may be, you know, separated into branches, I do not know, there are such nice ones. I saw the like in Kamyanets-Podilskyi, they have done so by sectors. You go in behind a screen, nobody interrupts you, and you talk to one person face-to-face. You cannot even see with your lateral sight what's going on here and there. That is, it is like distracting the noise.*

*The user of the business registration service at the CMC*

## Estimation of Feeling Comfort while Being in the Agency



## **Substandard work of the registration service institutions the respondents turn to**

- **Dissatisfaction with the performance of the duties by the employees of the Agency:**

The employees' incivility (2), there is no separate officer for the registration of infants' place of residence (1), low level of employees' competence (1), insufficient number of employees for quick servicing of the users of administrative services (2), disorientation as to whom to contact in the first visit to the Agency – there is no information desk in the lobby (2), the employees do not observe the working schedule: the beginning of the working day does not coincide with the published schedule of work of the Agency (1).

- **Unsatisfactory conditions of providing the administrative services:**

The service cannot be received in electronic form (1), the employees of the institution cannot be contacted via mobile communication facilities, only landline (2), unsatisfactory visiting hours of the Agency (6), confusion with the offices - both the CAS and the registration departments receive the citizens (2), the queues (3), and the illegible information stands (2).

- **Unsatisfactory conditions of being in the Agency:**

The room where administrative services are provided to residents is too small (3), the number of seats for waiting is limited (3), there is no children's corner / room (1), the office is inconvenient to visit with a baby stroller (1), poor indoor lighting (1).

- **Required but absent amenities:**

No Wi-Fi (1), No bank branch available immediately at the administrative office (3), no electronic display in the room (1), no coffee machine (1), no coolers with drinking water (2), no copying machine (3).

The general index of Accessibility block is rather high when estimated by the users of administrative services - 3.75, and much lower than the employees' self-rating which is 2.88. The reason for such results is that the principle of Accessibility is not legally defined. E.g. the working schedule of the CAS is defined by the law, but there are no direct sanctions for non-compliance with such a schedule, there are no clear legal requirements for the operation of the hotline or the telephone trust, there are no instructions for responding to claims delivered via e-mail or in person. This situation in the legislation allows for a formal approach to fulfilling the existing requirements of the law to adhere to the principle of Availability and does not promote a client-oriented approach at providing the registration services. The main problems disclosed in the process of research are the following: low informational accessibility of the Agency, the format of information on the stands at the Agency is complicated, the information in information cards is incomplete; the low user comfort of the website, there is no information on access roads and parking places, the correct search and copying of information from documents on the site are not available, no electronic records, it is impossible to file an electronic application for administrative services, processing of the applications is not supported online; the administrative fee cannot be paid immediately in the Office; unsatisfactory visiting hours of the Agency; the low level of the users' comfort; no automated forwarding of telephone calls online, and no online database of registration of citizens' claims and appeals.

## Problems in complying with Accessibility Principle and the recommendations as to the ways of solving them

Problems	Brief description of the essence of the problem	Solution Agent	Ways to Solve the Problems
Indefinite Status of the CAS	According to the local legislative acts published on the official site, the CAS is a part of the administrative service department at the Chuhuiv Municipal Council (paragraph 1.1 of the Provision on the Administrative Department of the Chuhuiv Municipal Council), being simultaneously a working body of the Chuhuiv Municipal Council Executive Committee subordinated to the Mayor of the Town and to the Executive Committee (paragraph 2.1 of the Regulation on the Center of administrative services in Chuhuiv).	CMC	To unify the status of the CAS in Chuhuiv.
No information about receipt of accompanying documents in the information cards	There is no information about the names and contact data of the institutions, which can issue the auxiliary documents required for providing of the appropriate administrative service in the informational and technological cards on administrative services for registering a citizen's place of residence or stay, those on state registration of title to real estate, other property rights to real estate, as well as in some other informational and technological cards.	CMC	To indicate the name and contact information of the institutions, which can issue the auxiliary documents required for providing the relevant administrative service in the informational and technological cards of administrative services.
Inconsistency of information about the Agency's visiting hours with the legislative requirements, and inconvenient working schedule of the Agency	The information cards 'State registration of property rights to real estate', 'State registration of real property right to real estate' indicate the visiting hours as those from 08:00 am till 05:15 pm Monday through Thursday, and from 08:00 am till 04:00 pm on Friday, with a break for lunch from 12:00 am till 01:00 pm. In the information card "Registration of the place of residence / stay of the person", Friday is not even indicated as the visiting day of the CAS, and the visiting hours of the Department of registration of the place of residence are 08:00 am till 12:00 am Monday through Thursday.	CMC	<ol style="list-style-type: none"> <li>1) To bring the details in the informational cards on providing the administrative services in line with the Article 12 of the Law of Ukraine On Administrative Services.</li> <li>2) To set flexible / rotating lunch breaks for the administrators of the Agency.</li> <li>3) To prolong the working hours of the Agency till 08:00 pm one day a week.</li> <li>4) To introduce part-time on Saturday.</li> <li>5) To introduce the electronic queue to the reception by the registrar, that will allow the users of registration services to plan their time effectively.</li> </ol>

Low user comfort of the CMC website	<p>The access is denied to the correct search and copying information from the uploaded documents on the CMC website, there is no information on access roads and parking places, there is no online form for registration of administrative services on the Chuhuiv Municipal Council website. This form would facilitate the provision of services and, above all, improve their availability.</p> <p>It is impossible to file an electronic application for administrative service.</p> <p>No online support for processing the applications.</p>	CMC	<p>1) To carry out the website usability-testing.</p> <p>2) To publish the information on availability of access roads and parking places on the official web-page of the CAS.</p> <p>3) To provide an option to register online for the interview at the Center of administrative services through the form on the official website of the Chuhuiv Municipal Council.</p> <p>4) To provide an option to submit applications for administrative services online through the form on the official website of the Chuhuiv Municipal Council.</p> <p>5) To introduce an option of online service support (for example, on the official website) to monitor the processing of the application from the moment of submission to obtaining the final result.</p> <p>6) To launch an 'Internet Hotline' that would permit attaching photo materials.</p> <p>7) To upload the documents in a format that allows for the correct search and copying of information.</p>
Long and costly process of obtaining the status of a representative of the service recipient	In accordance with paragraph 4.4 of the Rules and Regulations of the Center of Administrative Services in Chuhuiv, the subject of the application has the right to hand over the package of documents to the CAS in person, and through an authorized representative. If the application documents are submitted by an authorized representative of the person, a valid confirmation of his or her authority is to be attached.	Verkhovna Rada of Ukraine (Parliament of Ukraine)	To introduce an option for the customer of administrative services to come with a representative to the appropriate institution and indicate that in the future, the person will represent interests, without a notified power of attorney.
Incomprehensible information format on the stands at the Agency, incomplete information in information cards	The users find the current format of presenting the information about the order of obtaining registration complicated for perception of an average user of administrative services, one in five respondents could not decide whether the not decide whether the wording of informational stands was plain and clear.	CMC	<p>1) To update the informational cards, to submit them in the 'road map' format, to visualize information.</p> <p>2) To add the names and contact details of the institutions, which can issue the auxiliary documents required for providing the relevant administrative service, to the informational and technological cards of the administrative services.</p> <p>3) To bring the information in the informational cards of the administrative services in line with the provisions of the Article 12 of the Law of Ukraine On Administrative Services, which stipulates that the working time for serving the applicants is common (unified) for all the administrative services provided by the centers of administrative services.</p> <p>4) To improve the quality of indoor lighting.</p>
Low user comfort at the Agency	Survey respondents were dissatisfied with the conditions of employment. In particular, they noted the limited physical space for the comfortable work of such a number of registrars / administrators and comfortable receipt of customers, and an absent electronic queue at the Agency. The mother of newborns feel uncomfortable in the office as well because there is room for mother and child there and there is no space for leaving baby strollers indoors.	CMC	<p>1) To open a Mother-and-Child Room.</p> <p>2) To launch the means of informational technology at the Agency, i.e. electronic announcements board, info-boxes.</p>

No possibility to pay the administrative fee immediately at the Agency	The customers pay the administrative fee in banks outside office. Therefore, a branch of a bank located immediately at the Agency Office would create additional comfort and speed up the procedure of obtaining registration services by the users.	CMC	1) To promote opening of a bank branch immediately in the administrative office or to provide the administrators of the CAS with POS terminals for accepting payments with banking cards.
No automated forwarding of telephone conversations in online mode, nor online database of registration of citizens' claims and appeals	The Provisions on the Hot Line at the Executive Committee of the Chuhuiv Municipal Council do not provide for further automated redirection of telephone calls to profile institutions and enterprises in online mode. Such an option would improve the exercise of the right to be heard.	CMC	1) Provide for the possibility of automated forwarding of telephone calls to profile institutions and enterprises in the online mode via the Hot Line of the Executive Committee of the Chuhuiv Municipal Council.  2) To launch an online database for registration of citizens' requests.

# Analysis of compliance with the Principle of the Right to be Heard

*The right to be heard means that the authority must hear a person before making decisions affecting his/her rights and interests; and make decisions within a reasonable time giving a person enough time to submit all the necessary documents. Legislation regulating the work of the registration departments at the Chuhuiv Municipal Council ensures that the interests of the individuals are taken into account before making decisions that affect the rights and interests of people. The possibility for a person (to whom it may concern) to deliver facts, arguments and evidence to the case, the decision on which will affect him/her is stipulated by the law. In practice, this is realized by public hearings, personal reception of citizens and the possibility to render an application prior to the moment of making a decision that does not directly concern the applicant, but may violate or does violate his/her interests. The law also provides for the right to submit additional information by the resident prior to the decision-making, and he or she has enough time to prepare and submit any documents.*

## At an Official's Reception

According to the law, the customers of an Agency can exercise their right to be heard through personal reception of citizens. In Chuhuiv Municipal Council and its executive committee the schedule of citizens' receptions by the CEOs of Chuhuiv Municipal Council and its executive committee, the schedule of citizens' receptions by the heads of structural units of the Chuhuiv Municipal Council, and the procedure for personal reception of citizens by officials approved by the Chuhuiv Town Mayor's Decree No. 37 dd February 2, 2017 and No. 53 dd February 17, 2017. The positive issue about these documents is that such schedules are not approved for the current year of 2017, that is, they are not temporary, but permanent and valid until the cancellation of this order.

In practice, the customers of the Agency cannot exercise their right to be heard before or during the decision-making process, i.e. after the documents have been submitted for the registration, but before filling in the forms and filing the documents or after obtaining a respond to their request, because the relevant legislation does not provide for the possibility of contacting the client by the registrar at the moment of making the decision. That is why the officials themselves estimate ambiguously the options of the registration departments' contacting clients before taking the decision, which would affect the applicant in the event of conflicts: half of the employees replied that there were no such procedures at the Agency, half replied that they were available (16, 7% - definitely not, 16.7% - rather not, 16.7% - rather yes, 16.7% - definitely yes). Besides, all interviewed employees of the restitution departments indicated that they did not use to find out a person's position before making a decision in his/her registration case (33.3% - definitely not, 67.7% - rather not).

Assumably that service users do not have to put forward their arguments before the officer's making a decision in their case, since should the packets of documents be incomplete or incorrect that could be the basis for a refusal to file registrations, these errors are corrected at the stage of consultation or submission of a set of documents by the applicant to the state registrar. As to the registration services in Chuhuiv, there is a practice of registrars' consulting users, checking and verifying the errors in the package of documents, in case of detecting which the registrars advise the customers on the solution options, and also direct them to the appropriate structures where the spotted errors would be eliminated, and thus the documents would be brought in line with the requirements of the law.

*Some customers come already with a package of documents and say: "Have a look, please, if this OK or not." That is, it's easier for a person to come in person, so that he could be told exactly if everything is in line or not. That is, many do not understand the concept of an entitling document; questions arise immediately: may it be a home book? or is it a passport? so people come and just find out on the spot and get some information.*

*Service official of the department of state registration of the CMC*

The above thesis about active consultations of the users of registration services with the officials is confirmed by the research data as to the percentage of refusals in completing registration services — it is 0.6% among all interviewed users of the registration services of the Chuhuiv Municipal Council.

According to the departments of registration at the Chuhuiv Municipal Council, during for the period of functioning of the Department of State Registration at the Chuhuiv Municipal Council, namely 2016-2017 years, there were no refusals in conducting state registration of real estate and its encumbrances, nor the state registration of legal entities, individuals-entrepreneurs. And there were 3 denials in registration of the place of residence and 2 refusals in deregistration of the place of residence by the Department of Place of Residence State Registration at the Chuhuiv Municipal Council. The refusals were related to the fact that the applicants submitted incomplete sets of documents - in 2 cases, there were no photographs in the passports of citizens of Ukraine stuck by citizens on reaching the age of 25 and 45 years old — in 2 cases, at deregistration of the place of residence, the applicant's young child maintained the registration — in one case.

***We have some 5 denials during the year, that's it.***

*Service official of the department of state registration of the CMC*

The users themselves highly appreciate the openness of the Agency staff and the employees' respect of the principle of the right to be heard. According to the overwhelming majority of the clients of the Institution, state registrants take into account the arguments and wishes of customers before making a decision that would affect the applicant, 19.4% - rather yes, 76.1% - definitely yes. 95.0% of the customers of the Agency noted as well that they could express their views or arguments in person before or after the decision on their request was made, and 98.3% indicated that the employees of the Agency would assist the users of services in case of obvious errors, which in its turn confirms the thesis on consultation rendered by the employees, and the errors corrected in a package of user's documents.

### **Complying with timing requirements**

According to the survey results, every second official noted that he was aware of situations where it was difficult to comply with the timing standards set for the provision of registration services, 50.0% rather agreed with that. The main reasons are these: the employees are overloaded while rendering consultations, receiving documents and providing related services, e.g. scanning of documents; unstable operation of the Registries, the computers do not cope with scanning large volumes of documents.

Regarding the unsatisfactory operation of the Registries, as opposed to the results of the survey at the Kharkiv City Council's Registration Department, far fewer complaints about the operation of the registries which would complicate meeting the time limits set for the registration of the cases have been enrolled in Chuhuiv.

Such a situation may be explained by the fact that the research in Kharkiv was conducted in December 2016, before the Order of the Ministry of Justice of Ukraine No.3086/5 dd 31.10.2016 'On the regulation of interaction with the use of protected carriers of personal keys' has been implemented, in accordance with which the state registrars of real estate rights, state registrars of legal entities, individual entrepreneurs and citizens' groups and associations have been using exclusively protected carriers of personal keys from the moment of implementation of the corresponding software into the Unified and the State Registers, the Ministry of Justice is the holder of which. The software of the state registries has been updated during the research period i.e. since April 2017, which has positively influenced the results of the operation of the Registries.

***Now that the key carriers have become protected, somewhere since March 2017, the registry has began to work more or less faster, it does not slow down, and how it's possible to upload the documents smoothly, but then - that was just awful, they could have been out of order for two days.***

*Service official of the department of state registration of the CMC*

As to the timing limits in the process of registration of property rights to real estate, the Article 34 of the Law of Ukraine On State Registration of Property Rights to Real estate and Encumbrances Thereof provides for the possibility of registration of property rights and other substantive rights other than property rights, except for mortgages, in the terms shorter than those stipulated by the Article 19 of the above Law in the case of paying an administrative fee in the amount established by law.

As to the state registration of rights, the Article 21 of the Law of Ukraine On State Registration of Property Rights to Real estate and Encumbrances Thereof prohibits issuing documents to the applicant on completion of consideration of his/her applications in the terms shorter than those which have been paid with an administrative fee for state registration of rights in accordance with the parts 1 and 2 of the Article 34 of the above Law. This prohibition does not comply to a certain extent with the principle of efficiency, which is basis of the state policy in the field of administrative services, acc. to the Article 4 of the Law of Ukraine On Administrative Services. Thus, in order to comply with the principles of promptness and timeliness while providing the administrative services and registering the property rights in the shortest possible time, it is expedient to reconsider the possibility of excluding the mentioned prohibition from the Law of Ukraine On State Registration of Property Rights to Real estate and Encumbrances Thereof to ensure prompt submission to applicants of the documents in case of their readiness.

Most employees have noted that the Agency has got clear written instructions regarding the timing limits to register the decision (83.3% - definitely yes). And all the employees without exception confirmed that they had been able to cope within the time limits prescribed by the law to make a decision as to granting registration services to citizens (33.3% - rather yes, 66.7% - definitely yes).

94.5% of surveyed registration service users have agreed that there are clearly defined deadlines for making decisions or providing a response to a client's application to the Agency. The users of registration services have highly appreciated as well the employees' compliance with the specified timing requirements for making a decision or responding to a client's request (11.5% - rather yes, 85.3% - definitely yes).

### **Service Completed Notification**

All interviewed employees have indicated that the CAS informs the customers of the decision, i.e. on the availability of the service, in a convenient way for the customers, and that's been also confirmed by 97.0% of the Agency customers (99.1% of the CAS customers and 94.5% of the clients of the registration departments. However, it became clear in the course of the interviews that the information about the readiness of the service was received only by those users who contacted the CAS. Instead, the users who applied for registration services directly to the registrars at the registration departments indicated that employees only informed by word about the timing terms of processing the application and of the service completion.

The employees explain the absence of a well-established routine of informing the customers about the readiness of the service via, let's say, sms-texting, first, by the lack of free time in the working schedule for sending personal information to customers, secondly, by the lack of appropriate facilities and inventories, thirdly, by the lack of an automated message dispatch soft available in the office of the administrators of the CAS.

***Usually, if a person [receives a service] via our department we say that he or she can come in 5 days and get, for example, an extract from the state register, or to receive the documents. The message is probably sent by the CAS.***

*Service official of the department of state registration of the CMC*



Although according to the survey results, the vast majority of the users of registration services are convinced that they will be informed about the completion of the service; in practice, only the CAS of the Chuhuiv Municipal Council has the technical possibility to make so that the users of the services are informed, while the employees of the departments of registration of the CMC have to contact each user individually to notify him/her of the readiness of the service either by calling or texting, and accordingly the latter have to allocate for that some time in the working schedule.

Thus, the general index of the Principle of the Right to be Heard is moderately high when self-assessed by the employees (2.88 out of 4) and very high when voted by the users of administrative services of registration departments (3.79 out of 4), which means spotting the average employees' response between "rather no" and "rather yes", and that of the users — between the indicators "rather yes" and "definitely yes".

### Problems in complying with the principle of the right to be heard and the recommendations as to the ways of solving them

Problems	Brief description of the essence of the problem	Solution Agent	Ways to Solve the Problems
The out-of-date norms of the Articles of the territorial community of Chuhuiv	<p>The Article 24 of the Articles of the territorial community of Chuhuiv defines the local elections as the election of deputies to the municipal council and of the Mayor of the town on the basis of the general, equal, free and direct right of election by secret ballot guaranteed by the Constitution of Ukraine and on the basis of the Law of Ukraine On Elections of Deputies of Verkhovna Rada of the Autonomous Republic of Crimea, of Local Councils, and of Village, Settlement, Town and City Mayors. However, that law has expired out of the adoption of the Law of Ukraine On Local Elections.</p> <p>In accordance with the Article 25 of the Municipal Council Articles, the procedure for conducting a local referendum, as well as a list of issues resolved exclusively by this referendum, are defined by the Law of Ukraine On All-Ukrainian and Local Referendums.</p> <p>However, there is virtually no legal regulation of the institute of local referendums in Ukraine today. The Law of Ukraine On All-Ukrainian and Local Referendums of 1991 has expired due to the adoption of the Law of Ukraine On All-Ukrainian Referendum of 06.11.2012.</p>	CMC	<p>1) To update the Articles of the territorial community of Chuhuiv to meet the requirements of the current legislation.</p> <p>2) To cease to fix in the Articles the full names of normative acts because of inconsistency/variability of Ukrainian legislation.</p>
No automated forwarding of phone calls in online mode	The Provisions on the Hot Line of the Executive Committee of the Chuhuiv Municipal Council does not provide for further automated forwarding of phone calls to profile institutions and enterprises in the online mode. Such an option would improve the exercise of the right to be heard.	Executive Committee of the CMC	To provide for the possibility of automated forwarding of telephone calls to profile institutions and enterprises in the online mode via the Hot Line of the Executive Committee of the Chuhuiv Municipal Council.
No Internet Hotline at the Agency	<p>The Mayor's Hotline (the hotline by districts) has been launched in Kharkiv for taking the claims and inquiries from the city residents since December 2015. The mentioned resource allows all Internet users to send the claims and inquiries to local self-government bodies personally through the official website of the Municipal council. The peculiarity of this particular Internet resource is in the fact that the addressee can attach the photos and graphic files to the inquiry.</p> <p>A similar resource is worth implementing in Chuhuiv.</p>	CMC	To introduce an Internet Hotline that would allow attachments of photos and graphic files.

No online base of registration of citizens' applications	The online database of registration of citizens' applications would further meet the needs of the city's residents, and promote openness of the actions of the executive bodies of the municipal council to ensure the rights of the territorial community to receive high-quality services.	CMC	To launch the online database of registration of citizens' applications.
Deficient legislation that defines the timing limits for making decisions and issuing documents to the applicant	The Article 21 of the Law of Ukraine On State Registration of Property Rights to Real Estate and Encumbrances Thereof prohibits issuing documents to the applicant on completion of consideration of his/her applications in the terms shorter than those which have been paid with an administrative fee for state registration of rights in accordance with the parts 1 and 2 of the Article 34 of the above Law. This prohibition does not comply to a certain extent with the principle of efficiency, which is basis of the state policy in the field of administrative services, acc. to the Article 4 of the Law of Ukraine On Administrative Services. Thus, in order to comply with the principles of promptness and timeliness while providing the administrative services and registering the property rights in the shortest possible time, it is expedient to reconsider the possibility of excluding the mentioned prohibition from the Law of Ukraine On State Registration of Property Rights to Real estate and Encumbrances Thereof to ensure prompt submission to applicants of the documents in case of their readiness.	Verkhovna Rada of Ukraine (Parliament of Ukraine)	To white out the prohibition to release the documents to the applicant on completion of consideration of his/her applications in the time shorter than that paid with an administrative fee for state registration of rights from the Law of Ukraine On State Registration of Property Rights to Real estate and Encumbrances Thereof, and to allow the immediate release to the applicants of the documents in case of their readiness.
The right to a local referendum is impossible to be exercised	<p>The territorial community of Chuhuiv is not able to exercise its constitutional right to participate in the implementation of local self-government through a local referendum, including on issues of registration of a place of residence, property rights and entrepreneurship.</p> <p>The legal consequences thereof are to determined, the gap caused by the absent legislative regulation of local referendums is to be eliminated.</p>	Verkhovna Rada of Ukraine	<p>1) To amend temporarily the clause 4 of Section XIII "Final Provisions" of the Law of Ukraine to read as follows: "To declare the Law of Ukraine On All-Ukrainian and Local Referendums as null and void, (Vedomosti of the Verkhovna Rada of Ukraine, 1991, No. 33, p.443; 1992, No. 35, p.515; 2001, No. 49, p. 259), in the part referring to the organization and order of conducting an all-Ukrainian referendum, namely ... " and to list the articles, clauses and paragraphs that have expired, or otherwise to define articles, clauses and paragraphs still valid;</p> <p>2) To adopt the Law of Ukraine On Local Referendum.</p>
No established procedure of informing the clients who submitted documents through the registration departments about the service completed	In the course of the survey, it has become evident that the information about the service completed was received only by the users who filed in the applications via the CAS. Instead, the users who apply for registration services to directly registrars at the registration departments indicate that employees inform them in word about the time and terms of processing the application and of completion of the service.	CMC	Should the employees of the registration departments maintain the powers to receive the documents from the applicants, to organize material and technical support for service of automated informing of customers about the service completed.
The employees of the registration departments of the CMC are overloaded with the non-core work and fail in meeting the time limit requirements at providing the registration services	According to the survey results, every second official noted that he experienced the situations where it was difficult to comply with the timeframe in rendering registration services, 50.0% of the registrars had rather experienced that. The reasons thereof are the overload of employees in connection with consulting the visitors, receiving the documents and providing the related services, e.g. scanning of documents, as well as the improper functioning of registries, besides the computers do not cope with scanning of the large volumes of documents.	CMC	<p>1) To differentiate the powers of the Agency in accordance with the current legislation, i.e. to make the CAS the front office rendering consulting and receipt of documents, and make the registration departments the back office dealing with processing the documents and making decisions in the registration case.</p> <p>2) To survey the demand for LSG administrative services and adjust the staff of the CAS.</p> <p>3) To optimize the location of the administrative service offices on the floor in order to shift the burden of receiving the customers off the registration departments.</p>

# Analysis of Compliance with the Principle of the Right to Appeal

*The Right to Appeal lies in the right of people to seek legal protection against administrative decisions either by the court trial or by internal procedures. This right also provides for the obligation of administrative authorities to notify interested parties of their decisions, indicating the causes, means of overcoming the consequences and the expiry dates for lodging appeals.*

*The legislation regulating the work of the registration departments constitutes the right of residents to demand protection against unlawful administrative decisions by pre-trial consideration of complaints, court hearings of complaints by courts of general jurisdiction and / or specialized administrative courts. According to the law, the individuals and legal entities whose rights have been or may be violated by such actions and decisions may appeal the actions and decisions of the departments.*

## Appeals by the customers against the decisions of the registration departments

The survey results are rather ambiguous as far as they refer to the availability at the Agency of the following instructions, precise and defined:

- the instructions on how to advise clients who want to appeal the decision of the Registration Department (30.0% - rather not, 30.0% - rather yes, 40.0% - definitely yes);
- the instructions on how to act in the event of complaints from the customers about the actions of the Registration Department and the Center of Administrative Services (50.0% - rather not, 25.0% - rather yes, 25.0% - definitely yes);
- the instructions on how to work with clients who want to appeal the decision (30.0% - rather not, 40.0% - rather yes, 30.0% - definitely yes).

The officials noted more unanimously, that the institution had clear regulating instructions on how to formulate a response to citizens' appeals (50.0% - rather yes, 50.0% - definitely yes). Besides, eight out of ten respondents indicated that they were provided with specific precise instructions on how to inform the customer about the decision. These norms are set out in the Instruction on Record-keeping of the Chuhuiv Municipal Council and its Executive Bodies.

The results of the study also disclosed that all the interviewed officials were aware how to act in the event of complaints from external authorities, i.e. the Ministry of Justice, the Prosecutor's office, etc. regarding the actions of the registration departments (33.3% - rather yes, 66.7.0% - definitely yes).

The Provisions on the Administrative Department of the Chuhuiv Municipal Council, the Provisions on the Center of Administrative Services in Chuhuiv, the Rules and Regulations of the Center of Administrative Services in Chuhuiv do not provide for the procedures of appealing to decisions, actions, and inactivity of the authorities related to the provision of registration services.

The informational and technological cards of administrative services for registering a place of residence, published on the official website of the Chuhuiv Municipal Council do not contain a provision about such a procedure either, but for the general phrase "in accordance with the procedure established / provided by the law".

Only the paragraph 2.15 of the Employee's Guide of the Head Administration Officer at the Chuhuiv Municipal Council prescribes that this officer considers complaints about the activity or inaction of administrators. However, ordinary citizens do not read and are not obliged to read all job instructions in order to understand whom to complain to.

The Procedure Provisions of considering the complaints in the field of state registration approved by the Decree of the Cabinet of Ministers of Ukraine No. 1128 dd December 25, 2015 determine the procedure for consideration of the claims and appeals against decisions, actions or inactivity of a state registrar, a state registration officers, the Local Branch of the Ministry of Justice, carried out by the Ministry of Justice and its local branches, in accordance with the Laws of Ukraine On State Registration of Property Rights to Real estate and Encumbrances Thereof and On State Registration of Legal Entities, Individuals Entrepreneurs and Citizens' Groups and Associations.

The citizens' right to appeal the decisions of the State Institution is regulated by the Constitution of Ukraine. The Article 55 of the Fundamental Law stipulates that the rights and freedoms of a person and a citizen are protected by the court.

Everyone, that is, a citizen of Ukraine, a foreigner, a stateless person, has the right guaranteed by the state to appeal against a decision, action or inaction of any body of state power, a body of local self-government, officials and state agents in the court, if a citizen of Ukraine, a foreigner, a stateless person finds that the decisions, actions or inactivity of the latter violate or infringe upon the rights and freedoms of a citizen of Ukraine, a foreigner, a stateless persons or impede their implementation, and therefore require legal protection in the court.

Such complaints are subject to the immediate trial by the courts, irrespective of the fact that the previous law could have established another procedure for their consideration, i.e. appeal to the authority or a superior official of a higher level above to the body and the official who have made the decision, acted or were inactive. Appealing against an authority or a superior official does not prevent bringing that appeal against above decisions, actions or inactivity into the court.

The Chuhuiv Municipal Council, its Executive Committee, other subdivisions are empowered to review their own decisions on their own initiative or on citizens' complaints, although the mechanism thereof has not been distilled in detail yet, according to the survey results 65.8% of the interviewed respondents believe that the Registration Department will review its decisions objectively and fairly, and one in three respondents (32.7%) cannot come to a decision. The Part 4 of the Article 7 of the Law of Ukraine On Citizens' Appeals prohibits resending the citizens' complaints for consideration to those authorities or officials whose actions or decisions are appealed. Regarding complaints about actions or inactivity of the bodies of registration of property rights to real estate and bodies of registration of legal entities and Individual entrepreneurs, the law has identified the same range of addressees for complaints. Thus, the Article 37 of the Law of Ukraine On State Registration of Property Rights to Real estate and Encumbrances Thereof and the Article 34 of the Law of Ukraine On State Registration of Legal Entities, Individuals Entrepreneurs and Citizens' Groups and Associations determine that the complaints about the decision of the registration authority shall be considered by the Ministry of Justice Ukraine, its local branches or by the court.

In order to bring the appeal against a decision into the court, an appealing person is required to pay court fees in accordance with the Law of Ukraine On court fees. In most cases, the size of the court fee is significant for the customers, and that is the reason of the customers' refusal to protect their rights in court. The Law of Ukraine On court fee does not provide for the release or at least a reduction of the court fee for trial of a claim demanding to invalidate the decisions, acts or inactivity of a public authority or local self-government, the officials or state agents in proving the administrative services.

The abovementioned situation does not contribute to the expansion of judicial protection of human rights and freedoms, in particular judicial control over the lawfulness and validity of decisions, actions or inaction of the subjects of power.

As to how the Agency has to formulate its decisions, e.g. precisely, adequately, clearly, there are no direct legislative instructions thereon. The general rules of legal technique are used at drawing up the legal acts of local self-government.

As to the data of the sociological research in the Right to Appeal block, the vast majority of respondents – users of registration services noted that the employees of the Agency explained rationally the reasons for the decisions on the applicants' requests (21.5% - rather yes, 72.3% - definitely yes), and that the registration departments would inform the customer while making a decision concerning him directly (20.0% - rather yes, 67.6% - definitely yes).

However, with regard to the direct possibility of challenging the decision of the registrar, taken in the customer's case, according to the results of the survey, only a little more than half of users of registration services (57.1%) are convinced that they can appeal the decision of the registration departments of the CMC, taken on their inquiry, while 5,0% of respondents believe that the decision is not subject to appeal and every third respondent was unable to answer the question (2.5% - definitely not, 2.5% - rather not, 20.0% - rather yes, 37.1% - definitely yes, 37,9% - it is difficult to answer).

A similar situation is observed in the question whether the Registration Department can advise the user on how to appeal a decision with which he/she does not agree: almost half of the respondents could not answer this question (0.5% - definitely not, 1.7% - rather not, 16.0% - rather yes, 40.7% - definitely yes, 41.1% - it is difficult to answer).

Summing up, it should be noted that the Principle of the Right to Appeal is quite precisely presented and prescribed in the current legislation, with the general index of this block being rather high and self-assessment by the employees of the registration departments and administrators of the CAS, 3.10 out of 4, and for the evaluation of users of registration services (3.36 out of 4). The main problems encountered within the study are caused by the low legal literacy of the Agency, i.e. they appeal the registration actions by sending complaints directly to the provider, that is, to the registrar, while the legislation indicates that local self-government authorities are not subjects to consider the claims and appeals against the registration actions.

## Problems in complying with the principle of the right to appeal and the recommendations as to the ways to solve them

Problems	Brief description of the essence of the problem	Solution Agent	Ways to Solve the Problems
The regulation of the right to appeal actions, decisions, inactivity of the registrar is not fixed in the local normative acts and instructions	<p>The Provisions on the Administrative Department of the Chuhuiv Municipal Council, the Provisions on the Center of Administrative Services in Chuhuiv, the Rules and Regulations of the Center of Administrative Services in Chuhuiv do not provide for the procedures of appealing to decisions, actions, and inactivity of the authorities related to the provision of registration services.</p> <p>At the same time, the itemization of the subject of the administrative appeal, of the order and a sample of filing a complaint in the above mentioned and other normative acts would facilitate the citizen's right to appeal.</p> <p>The Paragraph 2.15 of the Official Instruction of the Chief Administrator at the Department of Administrative Services at the Chuhuiv Municipal Council stipulates that the officer considers complaints about the activity or inaction of administrators. However, ordinary citizens do not read and are not supposed to read all job instructions to understand to whom and how to complain.</p>	CMC	To provide for the procedure for the consideration of the claims and appeals against the decisions, actions or inactivity of the administrators of registration services in the Provisions on the Administrative Department of the Chuhuiv Municipal Council, the Provisions on the Center of Administrative Services in Chuhuiv, the Rules and Regulations of the Center of Administrative Services in Chuhuiv. It can be drawn up on the basis of the Provisions on the procedure for considering the claims and appeals in the field of state registration approved by the Decree of the Cabinet of Ministers of Ukraine No. 1128 dd December 25, 2015.
The regulation of the right to appeal actions, decisions, inactivity of the registrar is not fixed in the information and technological cards	There are no instructions on how to appeal actions, decisions, inactivity of the registrar in his/her providing the registration services in the informational and technological cards for administrative residence registration services, and in some other information and technological cards.	Executive Committee of the CMC	To determine and detail the procedure for appealing decisions, actions, inactivity of the subjects of providing the registration services in the information and technological cards on administrative services of the place of residence registration, and in the other information and technological cards of administrative services.
The requirements to the formulation of the Agency's decisions are not regulated	As to the form and the way the Agency should formulate its decisions, i.e. precisely, adequately, transparently, there are no direct legislative instructions on that. When drawing up the legal acts of local self-government, the general rules of legal technique are used. The relevant provisions applicable to the normative acts of executive power may be applied here alike.	CMC	To determine and define the requirements to the legal acts of local self-government, alike the paragraph 2.1 of the Procedure for submitting normative legal acts for the state registration to the Ministry of Justice of Ukraine and conducting their state registration, approved by the order of the Ministry of Justice of Ukraine No. 34/5 dated April 12, 2005. Such requirements should be provided for at the municipal level, i.e. in the Rules and Regulations of the Chuhuiv Municipal Council, the Rules and Regulations of the Executive Committee of the Chuhuiv Municipal Council, etc.
No out-of-court procedure of appealing the decisions, actions, inactivity of the information manager	The Procedure for providing the access to public information in the Chuhuiv Municipal Council and its Executive Committee stipulates that "decisions, actions or inactivity of information administrators may be appealed to the head manager, a higher body or to a court". At the same time, the procedure of out-of-court settlement of claims and appeal is not specified.	CMC	To provide within the Procedure for providing access to public information in the Chuhuiv Municipal Council and its Executive Committee the terms and provisions for ensuring an out-of-court appeal procedure, and indicate the officials and / or authorities, e.g. the Head Manager, a Superior body, which the decisions, actions or inactivity of information managers may be claimed and appealed to.

Inconsistency of the paragraph 9 of the Procedure for considering claims and appeals with the principles of the rule of law	The Paragraph 9 of the Procedure for considering claims and appeals in the sphere of state registration provides that the failure of the applicant and / or his/her representative and other concerned parties to receive notices on the time and place of consideration of the complaint for reasons beyond the control of the subject of consideration of the complaint does not preclude its consideration. This wording is ambiguous in terms of the rule of law.	Cabinet of Ministers of Ukraine	To amend the Paragraph 9 of the Provisions on the procedure for considering the claims and appeals in the field of state registration approved by the Decree of the Cabinet of Ministers of Ukraine No. 1128 dd December 25, 2015
To amend the Paragraph 9 of the Provisions on the procedure for considering the claims and appeals in the field of state registration approved by the Decree of the Cabinet of Ministers of Ukraine No. 1128 dd December 25, 2015	<p>In accordance with Article 1 of the Law of Ukraine On Court Fee, a fee is levied for filing complaints to the court throughout the territory of Ukraine. With the adoption of the Law of Ukraine On Amending Certain Legislative Acts of Ukraine on the Payment of a Judicial Fee the rates of court fees have not only significantly increased, but it has also resulted in the removal of the norm according to which the customers were exempted from payment of court fees for filing claims against violation of their rights.</p> <p>In accordance with Article 13, Article 2 of the Law of Ukraine On court fees, the court fee is not charged for filing a claim for compensation for a damage caused to a person by illegal decisions, actions or inactivity of the state authority, the authority of the Autonomous Republic of Crimea or a local self-government body, an officer or an agent thereof, as well as by illegal decisions, actions or inactivity of the bodies conducting operational search activities, by the prejudicial inquiry offices, prosecutor's office or the court.</p> <p>Instead, any exemption from court fees, or at least a reduction in the amount thereof, paid for judging a claim to find illegal the decisions, acts or inactivity of a public authority or local self-government, their officers or agents while providing the administrative services are not provided for.</p> <p>This does not add to the extension of judicial protection of human rights and freedoms, in particular of judicial control over the lawfulness and validity of decisions, actions or inactivity of the subjects of power.</p>	Verkhovna Rada of Ukraine (Parliament of Ukraine)	To provide for an exemption from court fees, or at least a reduction in the amount thereof, paid for judging a claim to find illegal the decisions, acts or inactivity of a public authority or local self-government, their officers or agents while providing the administrative services in the Law of Ukraine On the Court Fees.
Low level of understanding by the users of registration services of their right to appeal the official decisions made on their case	As to the direct possibility of challenging the decision of the registrar, taken in the customer's case, according to the results of the survey, only a little more than half of users of registration services (57.1%) are convinced that they can appeal the decision of the registration departments of the CMC, taken on their inquiry, while 5.0% of respondents believe that the decision is not subject to appeal and every third respondent was unable to answer the question.	CMC	To start up a communication campaign in the field of registration and administrative services at the CMC.

# Analysis of Compliance with the Principle of Transparency

*Since the principle of transparency implies the activity of an administrative institution and state agents, as well as laws, acts, and regulatory documents, to be open for public, the Law of Ukraine does not only strictly regulate this inherent right, but the legal framework and cases that can restrict it as well, for example, when it refers to the confidential information about the applicants and the substance of their request; or that may endanger the national security and interests of the country, etc.*

The procedure for providing access to public information in the Chuhuiv Municipal Council and its Executive Committee was approved by the Decision of the Executive Committee No. 486 as of December 13, 2013. This decision is based on the Law of Ukraine On Access to Public Information, the Law of Ukraine On Information, and the Law of Ukraine On Protection of Personal Data.

The survey results are rather ambiguous as far as they refer to the availability at the Agency of the clear and precise instructions on how to respond to people who inquire for the information on the laws, standards and procedures of functioning of the registration departments and the CAS: one officer noted that such instructions were definitely not available at the Agency, one official noted that such instructions were rather not available at the Agency, and four employees replied that such instructions were on hand.

According to the employees who participated in the survey, each department related to providing registration or administrative services at the Chuhuiv Municipal Council, has got a corresponding folder with legislative acts regulating the state registration. The employees submit to the customer the relevant normative act for review if necessary or at his/her request, and explains on the basis of which legislative requirements a decision is being made. However, according to the employees themselves, such requests from users of registration services rarely come.

***We have a definite folder, let's say so, in which all the legislative acts, resolutions, that is, all-all-all law docs are there. If a person needs it, we provide an opportunity to get acquainted. The same thing occurs when a person has to register entrepreneurship, we provide a list of SCBA (Standard Classification of Business Activities), i.e. the types of activities and the person can familiarize with them, and if something is not clear - we explain, we help, but all that is available.***

*Service official of the department of state registration of the CMC*

The vast majority of interviewed users of registration services (94.5%) are convinced that the customers can get information about the laws, standards and procedures that regulate the work of the Agency. Only one in 20 interviewed customers of the Agency had no idea about such a right.

The data as to the availability in the office of clear instructions on how to respond to the customers' requests for the information on issues related to registration services are ambiguous, since the vast majority of employees tend to think of such instructions as available, but 2 out of 10 interviewed employees believe that there are no such instructions in the Agency.

94.8% of the polled visitors to the registration departments indicated that they could possibly get advice from the employee on the issues of their concern.

Most of the interviewed employees indicated that they had clear written instructions for the work with confidential data: 3 out of 10 said 'rather yes', 6 out of 10 - definitely yes. However, the majority of surveyed users of registration services (62.3%) think that the Agency can provide confidential and private information to a client.



At the same time according to the Mayor's Decree No. 238 dd July 30, 2014, On Approval of the List of Data that Contain Confidential Information Owned by the State and of Restricted Official Use Only Access, quite a considerable amount of information is labeled as confidential and not accessible for public, and marked "For Official Use Only" with references in the preamble to the Law of Ukraine On Access to Public Information. Consequently too many publicly useful informational documents (more than 80 items in 18 sections) can be concealed under the label of official use; thus the specified Mayor's Decree should be amended accordingly in order to reduce significantly the list of information marked as closed and official, and to bring it in line with the Article 9 of the Law of Ukraine On access to Public Information.

All interviewed officials have noted that there are established procedures for archiving data in the registration departments. At the time of the research, the premises in the Agency Office were arranged so that to room the archive of the department of the state registration.

***We need an archive repository; we have no space left here to store the folders. Well, as to the old cases delivered to us before we tried to distribute them, but there are lots of new ones, and when the folders with the new cases are handed over to us we simply have no place where to put them. They are just piled, piled, and piled, and the archive repository is very small. Therefore, the next door room is being prepared now to be allocated as an archive repository so that we could store the documents there.***

*Service official of the department of state registration of the CMC*

The requirements towards the Agency to fix and archive the correspondence and case materials are obligatory in accordance with the Instruction on Record-keeping at the Chuhuiv Municipal Council and its Executive Bodies. The documents are to be stored at the place of origination from the time of creation (receipt) thereof until the time of their transfer to the archival department in accordance with the paragraph 240 of the Instruction on Record-keeping at the Chuhuiv Municipal Council and its Executive Bodies. The Heads of the structural units and the employees responsible for record-keeping in these departments are required to provide for the storage of documents and cases.

In accordance with the paragraph 277 of the Instruction on Record-keeping, two years after completion the personnel cases of permanent and extended storage of above 10 years are transferred to the archival department of the Executive Committee in an orderly form and condition suitable for further storage and use.

Pursuant to the paragraph 281 of the Instruction on Record-keeping at the Chuhuiv Municipal Council and its Executive Bodies, the cases of permanent and extended storage of above 10 years are transferred to the archival department of the Executive Committee.

### **Publications on the CMC website**

Only the decisions of the current VIIth convocation of the Chuhuiv Municipal Council have been uploaded onto the official website thereof. Instead, a significant part of the current decisions of the Chuhuiv Municipal Council is not available on the website of the Municipality. The decisions of the Executive Committee of the Chuhuiv Municipal Council for the period from the beginning of 2015 till today are published as well.

There are no minutes of sessions and meetings of the committees of the Chuhuiv Municipal Council, nor minutes of the meetings of the Executive Committee of Chuhuiv Municipal Council on the official website of the CMC. Uploaded on the official website these documents would substantially contribute to the compliance with the Transparency Principle. The 'Register of Current Regulatory Acts' page of the "Regulatory Activity" subsection of the "Activity" section of the official website of the Chuhuiv Municipal Council can be also improved by publishing the full texts of the specified regulatory acts, and not just the list of them.

There are also some technical discrepancies in the work of the official website of the Chuhuiv Municipal Council. For example, the “Plans of the Chuhuiv Municipal Council” page in the “Municipal Council” section is empty, it does not contain any documents or publications, although there are subsections “Plans of Activity” and “Regulatory Plans” in the “Activities” and the “Regulatory Activity” sections accordingly.

The Principle of Transparency is provided for and presented quite precisely in the current legislation, but there are some difficulties in implementing this principle at the level of local legal acts. For example, a significant part of information of implicit public utility contained in some decisions of the Chuhuiv Municipal Council is labeled at drawing with an official-use-only status, and thus limited access to it is allowed. The norms of the current legislation concerning the access of citizens to the acts of local self-government bodies are violated, as customers have no free access to the electronic archive of local normative and legal acts. The results of the survey showed that the general index of this block is quite high, and makes 3.20 out of 4 according to the self-estimation of the employees of the registration departments of the CMC and the administrators of the CAS, and 3.16 out of 4 - according to the users of registration services. Average values of responses in this block are spotted on the scale between “rather yes” and “definitely yes”.

### Problems in complying with the Principle of Transparency and the recommendations as to the ways to solve them

Problems	Brief description of the essence of the problem	Solution Agent	Ways to Solve the Problems
Inconsistency of the title and the content of the Procedure for providing access to public information	Порядок забезпечення доступу до публічної інформації The Procedure for providing access to public information in the Chuhuiv Municipal Council and its Executive Committee (hereinafter referred to as Procedure for providing access) stipulates in the clause 1.4 that "the Executive Bodies of the Chuhuiv Municipal Council are members of the Executive Committee, Management, Departments, Services and other Chuhuiv Municipal Council executive bodies for the exercise of executive functions and powers of local self-government within the limits defined by the legislation of Ukraine". At the same time, the wording "the Chuhuiv Municipal Council and its executive bodies" in the title of the 'Procedure for providing access' is replaced with "the Chuhuiv Municipal Council and its Executive Committee", which artificially narrows the subject of regulation of this local normative act.	Executive Committee of the Chuhuiv Municipal Council	To make the title of the Procedure for providing access read as follows: "Procedure for providing access to public information in the Chuhuiv Municipal Council and its Executive Bodies".
Incorrect numeration of clauses and sub-clauses of the regulatory acts on the website	On the official site of the Chuhuiv Municipal Council, the Procedure for providing access (Annexes inclusive) has been made public in such a way that a significant number of its provisions are not marked with incorrect number of a clause or a sub-clause, which is why it is unavailable for the correct reference to specific norms.	Administrator of the CMC official website	To check the correct numbering of the clauses and sub-clauses on the official website of the Chuhuiv Municipal Council and amend it accordingly, as well as all the other relevant local normative acts.

<p>The access is denied to the review of the current version of the Procedure for providing access to public information for the residents and other people willing to access public information transparency, and the annexes and amendments to the documents are not available on the web-site</p>	<p>1) On the official site of the Chuhuiv Municipal Council, in the "Normative Base" sub-section of the "Public Information" section of the "Documents" page, there are some Resolutions and Decisions of the Chuhuiv Municipal Council Executive Committee No. 486 dated 13 December 2013 "On Approval of the Procedure for Providing Access to Public Information"; the decision of the Executive Committee of the Chuhuiv Municipal Council No. 265 dated October 13, 2016, "On Amendments to the Decision of the Executive Committee of the Chuhuiv Municipal Council No. 486 dd 13.12.2013 'On Approval of the Procedure for Providing Access to Public Information'"; the decision of the Executive Committee of Chuhuiv Municipal council № 372 dd November 19, 2014 "On amendments to the decision of the executive committee of Chuhuiv Municipal Council No. 486 dd 13.12.2013 'On Approval of the Procedure for Providing Access to Public Information'"; the decision of the Executive Committee of the Chuhuiv Municipal council № 247 dd September 11, 2015 "On amendments to the decision of the Executive Committee of the Chuhuiv Municipal Council No. 486 dd 13.12.2013 'On Approval of the Procedure for Providing Access to Public Information'". That reduces the availability of this normative act as a condition for the implementation of transparency.</p> <p>2) The Decision № 372 dd November 19, 2014 was published on the official website without specifying the List of types of documents containing public information, which is managed by the Chuhuiv Municipal Council and its Executive Committee (Annex 3), and the List of information with restricted access, - confidential, secret and official (Annex 4) redrafted. But that particular new version of the specified Annexes contains the provisions amending the Procedure for Providing Access to Public Information. This is not only important in the context of access to public information, but the non-disclosure of the Annexes to the Decisions of the Municipal council is not acceptable either.</p>	<p>Administrator of the CMC official website; Chuhuiv Municipal Council; the CMC Executive Bodies</p>	<p>1) To publish in full the normative and individual normative acts in the latest edition onto the website of the Municipal Council.</p> <p>2) To upload the annexes and amendments to the documents onto the website of the CMC.</p>
<p>Publicly useful information disguised as "For Official Use Only"</p>	<p>The Mayor's Decree No. 238 dd July 30, 2014 'On Approval of the List of Data that Contain Confidential Information Owned by the State and of Restricted Official Use Only Access' labels quite a considerable amount of information (more than 80 items out of 18 sections) as confidential and not accessible for public, and marked "For Official Use Only" with references in the preamble to the Law of Ukraine On Access to Public Information. At the same time, the Article 9 of this Law specifies that the following information may belong to the official:</p> <p>1) the information set forth in the documents of the authorities, which constitute internal correspondence, memorandums, recommendations, if they relate to the immediate development of the activity of the institution or the implementation of management /monitoring functions by the government agencies, or decision-making process; and precede the public discussion and / or decision making;</p> <p>2) the information collected in the process of operational search, counterintelligence activities, in the field of defense of the country, which is not classified as state secret.</p>	<p>Chuhuiv Municipal Council; the CMC Executive Bodies</p>	<p>To amend the Mayor's Decree No. 238 dd July 30, 2014 'On Approval of the List of Data that Contain Confidential Information Owned by the State and of Restricted Official Use Only Access' in order to significantly reduce the list of documents constituting official information, and bring it in line with the Article 9 of the Law of Ukraine On Access to Public Information.</p>

The access is denied to a great part of the current resolutions of the Chuhuiv Municipal Council, of its Executive Committee and the Town Mayor on the official website	Only the decisions of the current VIIth convocation of the Chuhuiv Municipal Council have been uploaded onto the official website thereof. The decisions of the Executive Committee of the Chuhuiv Municipal Council for the period from the beginning of 2015 till today are published as well.	Administrator of the CMC official website ; Chuhuiv Municipal Council; Executive Committee	To publish on the official website of the Chuhuiv Municipal Council the preliminary acts, annexes inclusive, of the Chuhuiv Municipal Council, not only of the VIIth convocation, but of the previous convocations as well, of the CMC Executive Committee and Chuhuiv Town Mayor; and to submit regularly in future the draft acts of the Chuhuiv Municipal Council, of the CMC Executive Committee and Chuhuiv Town Mayor, annexes inclusive, as well as approved acts with annexes.
The minutes of sessions and meetings of commissions are not published on the site	The minutes of the sessions and meetings of the committees of the Chuhuiv Municipal Council, of meetings of the Executive Committee of the Chuhuiv Municipal Council are not traceable on the official website of the Chuhuiv Municipal Council.	Administrator of the CMC official website ; Chuhuiv Municipal Council; Executive Committee	1) To publish the minutes of the sessions and meetings of the committees of the Chuhuiv Municipal Council, meetings of the Executive Committee of the Chuhuiv Municipal Council on the official website;  2) To provide for the above mentioned publication in part 4 of the Article 2 and the Article 35 of the Rules and Regulations of the Chuhuiv Municipal council of VIIth convocation, and in Section 4 of the Rules and Regulations of the Executive Committee of the Chuhuiv Municipal Council.  3) To check all published decisions of the Chuhuiv Municipal Council and of its executive bodies, whether completely disclosed.
There are no texts of regulatory acts on the official website of the CMC	The "Register of Current Regulatory Acts" page of the "Regulatory Activity" subsection of the "Activity" section of the official website of the Chuhuiv Municipal Council does not contain the full texts of the specified regulatory acts.	Administrator of the official website of the Chuhuiv Municipal Council	To publish the full texts of regulatory acts, not just a list thereof, on the website of the Chuhuiv Municipal Council.
Technical discrepancies of the official website	For example, the page "Plans of the Chuhuiv Municipal Council" in the "Municipal Council" section is empty, it does not contain any documents or publications, although there are subsections "Plans of Activity" and the "Regulatory Activity" in the "Activity" section, with the "Regulatory Plans" in the latter accordingly. Besides, the subsection "The Fraction Groups of the Chuhuiv Municipal Council" in the section "Municipal Council" contains two pages about one of the groups, and the page with the information about the group states, for example, that there are four deputies therein, the information is given only on three of them, with the full name of one person, and with initials only of the other two.	Administrator of the official website of the Chuhuiv Municipal Council	1) To remove the page "Plans of the Chuhuiv Municipal Council" from the section "Municipal Council";  2) To check and amend the information in the section "Fraction Groups of the Chuhuiv Municipal Council" in the section "Municipal Council".
The access to public information can't be requested through an online form on the website	It would be indispensable to foresee the possibility to send the inquiries for access to public information through the form on the official website of the Chuhuiv Municipal Council. This would facilitate satisfying the "information thirst" and increase the transparency of the Chuhuiv Municipality.	Administrator of the CMC official website; Chuhuiv Municipal Council	To provide for the possibility to send inquiries for access to public information through a special form on the official website of the Chuhuiv Municipal Council.

There is no request form sample nor a draft of an application for access to the information on the website	There seems to be a page with allegedly a form of request for access to public information on the official website of the Chuhuiv Municipal Council, but it is not user-friendly. It is necessary to copy the text, then it takes a long time to move it and arrange it so that it would look like an official document.	Administrator of the official website of the Chuhuiv Municipal Council	To upload a blank request for access to public information in the format *.doc, as well as a sample of a filled-in form in the same format or format *.pdf side by side.
The most users of registration services believe that the Agency can provide them with information of a confidential or private nature	According to the survey results, the majority of surveyed users of registration services (62.3%) believe that the Institution can provide confidential and private information to a customer.	CMC	To launch a communication campaign in the area of registration and administrative services of the Chuhuiv Municipal Council, the main purpose of which is to increase the understanding of legislation among the residents of Chuhuiv.
Unreasonably high costs of printing provided for in the Procedure for providing access to public information	The Annex 6 to the Procedure for providing access to public information stipulates that a copy or a printed copy of A4 and smaller documents, including double-side printing, costs 0.1 percent of the minimum wage per a page; copying or printing copies of documents of any format, if the documents contain along with the open information the restricted information that requires its separation, concealment, etc., including double-side printing, would cost 0.5 percent of the minimum wage per one page. Undeniably, 3.2 UAH for printing one page in the common case and 16 UAH for printing one page in the case of restricted information is disproportionately large, although it corresponds to the maximum size of the marginal cost of copying or printing documents submitted upon inquiry for information approved by the Cabinet of Ministers of Ukraine, No. 740 of July 13, 2011.	CMC	<p>1) To amend the Procedure for providing access to public information like that "the actual costs of copying and printing documents are reimbursed by the applicant for each page beginning from the eleventh."</p> <p>2) To amend the Annex 6 to the Procedure for providing access to public information in order to reduce the cost of printing and copying the page down to the market prices.</p>

# Analysis of Compliance with the Principle of Accountability

*The Principle of Accountability guarantees that public officials and administrative bodies are responsible for their actions and can be held accountable for acting wrongfully. Furthermore, the principle of accountability ensures that administrative agencies act transparently and predictably. In general, the principle of accountability means and involves the control of the activities of the administrative institutions due to the so-called "human factor", i.e. a subjective assessment by the officials of the factors and risks of a decision made or a situation created, since a particular administrative institution functions as a synergy of the relevant law provisions, officials and end-users.*

## Supervision and Control Bodies

The actions of the officials of a particular authority in Ukraine can be checked and kept under control through appropriate measures: commercial independent audit, public control, etc.

In the context of strengthening the guarantees of the protection of human rights and freedoms, the work of the Office of the Commissioner for Human Rights is very important. The mentioned Officer carries out the constitutional parliamentary control in the field of human rights, and fills in the gaps and compensates for the deficiencies of judicial remedies, institutional control over administrative bodies.

According to the law, the assessment and verification of the Agency's activities are carried out by the State Audit Office of Ukraine (hereinafter referred to as the SAO), the activities of which are to be performed in accordance with the Rules and Regulations on the State Audit Office in Ukraine, approved by the Resolution of the Cabinet of Ministers of Ukraine No. 43 dd February 3, 2016. The aims of the SAO are the implementation of state financial control targeted at evaluating the effective, lawful, purposeful, efficient use, and economy of public financial resources, irreversible and other assets, as well as saving the budget funds.

According to the results of the survey, 4 out of 10 interrogated employees consider that their work depends on decisions and instructions of the superior agencies, e.g. profile committees of the Verkhovna Rada, the Ombudsman, the Prosecutor's Office, the Court, the Ministry of Justice, etc. Assumably a small number of the employees who answered affirmatively to the question of the dependence of their work on the supervisory bodies can be explained by the fact that officers of the executive branch mostly report to their immediate superior in word, in writing, or at the meetings, and the latter in their turn are the first, and often the main ones, who get controlled by supervisory agencies and by the public. Above half of the users of registration services (65.2%) are convinced that the agencies are influenced by the supervisory and controlling authorities. And every fourth respondent could not give a definite answer to that question.

## Abuse of official positions

The main anti-corruption legislative act in Ukraine is the Law of Ukraine On Prevention of Corruption 25, and in accordance with the current legislation the National Agency on Corruption Prevention (hereinafter referred to as the NACP) is the central body that ensures the formation of the state anti-corruption policy and performs implementation thereof in accordance with the current legislation.

According to the results of the survey, every fifth interviewed official of the CMC has personally experienced himself/herself in a situation of being offered a bribe.

However, officials themselves have shown a low level of tolerance of corruption in the official activity. In particular, 9 out of 10 interviewed employees denied the chance of accepting a bribe and avoiding the punishment, as well as any prospects to abuse their official position / to commit corrupt acts, and be not penalized for that, and as many employees denied any chance of their colleagues or the management of the Agency to have abused the official position.

One out of ten responding employees agreed that an officers could be justified for making a decision in favor of his/her friend or relative, as the situation in the country is such that one cannot get along without friends or relatives. And only one employee believes that the employee can be justified for making a decision in favor of, which promotes decision-making in favor of some customer when being urged to do so by the superior officers.

Each third of the interviewed officials of the CMC has noted that there are no written instructions in the Agency on how to act in the event of a suspicion of violation of the law while the official duties are being performed.

The vast majority of employees agreed as to the availability of instructions on how to deal with complaints on the registration departments and their employees (77.8% - rather yes, 11.1% - definitely yes).

8 out of 10 questioned employees denied that the Agency officers were subject to disciplinary measures for an unjustified refusal to register a case.

The level of tolerance of corruption among the users is higher than that among employees, since every fifth surveyed user of registration services (21.6%) believes that the actions of employees helping customers can be justified, as the process of obtaining registration services is very complicated and confusing.

8.5% of surveyed users of registration services suppose that the bribes are being offered to the state registrars. And 5.5% of respondents are convinced that state registrars can be open to corruption and avoid disclosure and punishment.

One in ten respondents, (9.2%) of the users of registration services denied the possibility that the employees would initiate bringing their colleagues to justice should someone be suspected of violating the law while performing his/her official duties. And every fourth interviewed respondent (28.6%) could not find his/her position in the answer to the question about the availability of the employees' instructions on the actions should one of their colleagues be suspected of violating the law while performing his/her official duties

Within this block, high percentages of people who could not give a definite answer to the block question have been recorded; every third respondent was unable to answer the question of the Accountability block on average.

The Principle of Accountability is sufficiently regulated by the current legislation, but the problem is in the practical application of the law at the local level. In small communities due to subjective attitude towards colleagues and close social connections in the community, officials are not motivated to react to small corruption violations whether from the side of colleagues or customers. The survey results show that the general index of this block is 3.19 out of 4 when self-assessed by the employees of the departments of registration services and administrators of the CAS; and the index is 2.97 out of 4 by the assessment of the users of the registration services, which makes it the lowest when compared to other indexes.

## Problems in complying with the Principle of Accountability and the recommendations as to the ways to solve them

Problems	Brief description of the essence of the problem	Solution Agent	Ways to Solve the Problems
The Rules of Customers' Courtesy are not available	<p>The effect of the Rules of Customers' Courtesy, with the Ethics of Business Telephone Calls in the Chuhuiv Municipal Council and its Executive Committee, at enterprises and institutions of communal ownership of Chuhuiv, as an amendment thereto, is positive. These Rules are mentioned in a number of normative acts and job descriptions.</p> <p>At the same time, a negative sign is that it is impossible to get familiarized with these Rules of Customers' Courtesy, they were not found in the search on the site.</p>	Administrator of the official website of the Chuhuiv Municipal Council	To publish the Rules of Customers' Courtesy on the official site.
Outdated revisions of the Internal Labor Rules and Regulations and the Ethical Code of Employees of Chuhuiv Municipal Council	<p>The Internal Labor Rules and Regulations for the employees of the Chuhuiv Municipal Council and its Executive Committee do not cover the future changes, for example, the Section 13 refers to the Regulations on the Material Incentives of Employees of the Chuhuiv Municipal Council and its Executive Committee in 2009, notwithstanding the adoption of the Regulations on Bonuses and Material Assistance to Employees of the Chuhuiv Municipal Council and its Executive Bodies.</p> <p>Another local normative act, the Ethical Code of Employees of the Chuhuiv Municipal Council and its Executive Committee is also based on the outdated Law of Ukraine On Fight against corruption, the General Rules of Conduct of a Civil Servant, approved by the Order of the MDCSU No. 58 of October 23, 2000, the Order of Cabinet of Ministers of Ukraine No. 950 of June 13, 2000 On Approval of the Procedure for conducting an official investigation into civil servants, etc.</p>	CMC	To revise the listed acts in order to update them and bring in with current national and local regulations.
Some users of registration services believe that the Agency employees are inclined to corruption	<p>According to the results of the survey, 8.5% of the surveyed registration service users believe that the bribes are being offered to the state registrars, and 5.5% of respondents are convinced that state registrars can take bribes provided that neither disclosure nor punishment would follow.</p> <p>Every fifth surveyed user of registration services (21.6%) believes it is possible to justify the actions of employees who help their customers for money reward, because the process of obtaining registration services is very complicated and confusing.</p>	CMC	To launch a communication campaign covering the sphere of registration and administrative services at the CMC.



## Gender-Related Aspects of Research

*The study of gender equality is inextricably linked with the principles of the rule of law. Despite the fact that there are specialized laws in Ukraine for ensuring gender equality (Laws of Ukraine “On Ensuring Equal Rights and Opportunities for Women and Men”, “On the Principles of Prevention and Counteraction of Discrimination in Ukraine”, “On Prevention of Family Violence”, etc.), in everyday life, their norms can be observed and/or partially or completely ignored due to sociocultural standards that are common in society and sometimes create explicit or latent alternative gender norms. One of the objectives of the project “Observance of the Principles of the Rule of Law in the Provision of Registration Services” is to determine the peculiarities of ensuring equal rights among both officers and users of administrative services of Chuhuiv Municipal Council, opportunities and conditions created for women and men in the provision and reception of registration services.*

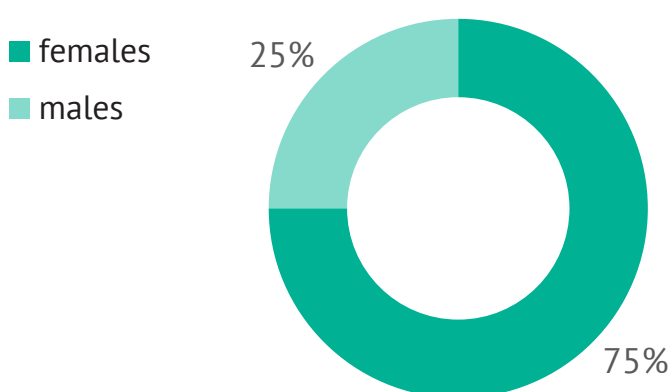
According to female officers who participated in the survey, women in Chuhuiv Municipal Council structure are considerably more dominant:

***90% of women and 10 men work [in the city council]. As for the heads, I guess around 70–80% are women and 20–30% are men. There are few [men in the City Council]. They have trouble, for instance, when pulling money for a holiday [laughing]... There are really few men.***

*A female officer of Administrative Service Center of CMC*

These claim confirm the state and regional statistics on the distribution of officers by sex. According to the National Agency of Ukraine on Civil Service, as of January 1, 2015, among the officers and officials of local self-government, 25% were men and 75% were women.

### Розподіл державних службовців за статтю



According to the State Committee of Statistics of Ukraine, the majority of those involved in the civil service of Ukraine are women. However, the analysis of gender distribution by categories of management positions shows that the higher the category, the more prestigious it is and the more it is paid, the less women there are at this level.

The fact of gender imbalance of male and female heads of legislative and executive power is confirmed by the data of the Main Department of Statistics in the Kharkiv region. The distribution of the number of officers by gender shows that there are 4.4 times less men among them than women, but it is the men who manage to maintain leading positions in comparison with the latter. The highest leadership positions (categories 1–3) are mostly occupied by men, whereas in positions of categories 4–6 women predominate.

In our opinion, the predominance of women in the structure of Chuhuiv Municipal Council (CMC), in addition to the confirmation of the above fact, can be explained by labor emigration of men in this region to the neighboring Russian Federation. Even though the flows have reduced after 2014, Russian Federation still remains a popular country among Ukrainian labor migrants.

According to data obtained through questionnaires and interviews with the female officers of CMC, they are convinced that the structures they represent guarantee the implementation of gender equality for both male and female employees of the agency as well as both male and female users of their services. To the question: “Does the department guarantee equal treatment for people of different sex?”, all the respondents answered “Definitely yes”.

***“Are you comfortable, did you feel any oppression, for example in relation to gender?”***

***“No. Never in my life. In no organization.”***

*A female officer of Place of Residence State Registration Department of CMC*

This belief in gender equality and the absence of discrimination on the grounds of sex or gender is due to the imperceptibility of these social phenomena that exist beyond the norms, traditions and rules of society, which are obvious and difficult to criticize.

Nevertheless, each second interviewed female officer agreed that it is easier for a man than a woman to combine service in local government and family (5 out of 10); 2 out of 10 agreed that it is easier for a man than a woman to move on a career ladder while in service in the municipality; 1 out of 10 agreed that when replacing vacancies in the city council is more likely to give preference to a man, not a woman; 1 out of 10 agreed that men earn more than women at the same level of service in the city council.

The residents highly appreciate the openness to cooperation, awareness and competence of female officers of CMC immediately during the provision of registration services. 98% of male and female users of registration services remained satisfied with the provided administrative services. 98.8% of residents consider the female employees as competent in the laws and procedures used in their work. 96.5% believe that the registrars of the department and the administrators of ASC are open to personal meetings and communication with clients.

Maintaining an appropriate professional and qualification level requires constant learning from female officers so they could maintain and update their knowledge. This knowledge, in addition to self-education, is obtained through trainings organized by management or other institutions.

***We had seminars on conflictology. We and our neighboring department attended it... We went there several times, it was quite interesting to have such a seminar for several days. Either in the game form or not, we learned how to communicate with different kinds of people and how to solve conflict situations, if they arise. The event was rather interesting and saturated.***

*A female officer of State Registration Department of CMC*

Nevertheless, the main sources of obtaining new knowledge in a professional way are self-study and the exchange of information about changes in legislation between male and female colleagues.

Due to high workload during working days, the respondents – female officers have to engage in professional self-study during non-working hours (at lunch break or at home):

***“Do you have enough time for self-study for work during working hours?”***

***“I guess only during the lunch [laughing]... For instance, if a person comes to us and we have to ask him or her to bring some additional documents, make a photocopy or pay a receipt. While our client does all these things (which can last 15–20 minutes), we can look something up or call and get to know something. Otherwise, this is possible only at home, for our working hours are quite busy.”***

*A female officer of State Registration Department of CMC*

That is, in addition to work at the main place of occupation and housework, female officers of the Department of State Registration of CMC sometimes use even their free time to solve work tasks, which creates “triple” load for women.

The analysis of the received data showed the existence of strong social professional networks and connections of the questioned female officers. Nine out of ten participants in expert interviews believe there is no communication difficulties between the structural units involved in the process of providing registration services. Also, female officers do not notice problems in communication between the employees of their department.

The exchange of necessary information for work or the receipt of answers to questions that arise during work is carried out through a horizontal professional network, which is mainly composed of women (both from their own department and other specialized units).

***Say, I am reading something useful, and then the other girls read the same thing. If they read or see something useful, they print it out and all of us read it. I may also print something out, write down the last names of all the employees and sign it as “For information.” We try to keep each other in the loop.***

*A female administrator of Administrative Service Center of CMC*

***That is, there are many such things here that are not clearly spelled out. For instance, we call our colleagues, including the ones from Kharkov NIS, to receive a consultation or a specific answer and to find out how more experienced employees solve similar problems.***

*A female officer of State Registration Department of CMC*

Based on the typical quotations from the interviews, one can notice that CMC female officers call their colleagues girls. Such a way of addressing can be treated in two ways: either as reduced and lower in terms of status designation of women or anything related to women, or as a sign of sisterhood, support and solidarity in a professional women’s circle. In this case, we assume that the second version of the interpretation is appropriate.

The phenomenon of creating a social professional networks among female officers in the City Council of Chuhuiv can serve as an example for other structural units of civil service at different levels. It will facilitate the social construction and representation of the image of a professional and qualified female officer, both among citizens and male and female colleagues.

The questionnaires of both female officers and users indicated to us that male and female respondents consider that in the field of registration services provision by CMC, equal attitude to all people (regardless of sex, gender, social origin, nationality and religion), proper informative provision and comfortable enough conditions of stay in the Agency are ensured.

On the one hand, it was confirmed by all the female officers participating in expert interviews. On the other hand, here is the distribution of answers among male and female users of registration services for the following statement: “Registrars and administrators treat all clients equally, regardless of their gender, age, social or material status.”

Scale value	Females	Males
Definitely no	0%	0,6%
Rather no	0%	1,2%
Rather yes	9,9%	5,4%
Definitely yes	87,5%	91,1%
Hard to answer	2,6%	1,7%

As we can see, there are no significant differences between the answers of females and males.

Distribution of male and female users’ answers to the question “Client service is provided taking into account gender equality (equally for both males and females).”

Scale value	Females	Males
Rather yes	6,0%	0,6%
Definitely yes	91,4%	97,6%
Hard to answer	2,6%	1,8%

As we can see, there are no significant differences between the answers of females and males, just like in the previous case.

However, the result analysis of focus group discussions with male and female users of registration services led to the points that can be categorized as objectively limiting factors of registration services provision. These limiting factors, which may discriminate against certain categories of people, include working hours of the relevant departments and ASC, as well as the use and arrangement of physical space in these structures.

The users of registration services consider that it would be much more convenient if the structures providing registration services worked without a lunch break (if employees took turns to have a lunch break) and if a working day was replaced by a working Saturday.

***It would be more convenient for us if a usual working day, for instance Tuesday, was a day off, but Saturday was a working day.***

*A female user of place of residence registration services at CMC*

This would allow the residents to settle the matters of registration during off-hours, eliminating the problem of unpaid leaves etc.

In addition, according to the results of the survey, 6.7% of the respondents feel psychological discomfort while in an administrative agency. Two thirds among them are women. The haste and fear of being punished because of coming late for work can be one of important reasons for the discomfort of users who seek admin services in the Agency.

Physical space, where registration services are provided in Chuhuiv, despite the list of advantages (location in the city center, proximity to public transport stops, availability of parking spaces near the building, location of the registration departments and the ASC on the ground floor), yet discriminates against certain categories of people. First of all, these are parents with children and disabled people.

***I, too, was primarily sent from one office to another. After I was given a list of documents necessary to register a child, I ran into such a problem as their work schedule. That is another problem for a mother with a month old baby.***

*A female user of place of residence registration services at CMC*

Among the objectively restrictive factors of the physical space, where registration services are provided, the following can be distinguished:

- a lack of places for parking baby carriages;
- unlevelled thresholds that are becoming barriers for baby carriages and wheelchairs;
- a narrow corridor to wait for your turn, where it is difficult to place a child carriage or a wheelchair;
- the absence of a bank cashier's desk and photocopier in the building;
- the location and design of the information board, which will be difficult to see for short people, people in a wheelchair or those with poor eyesight;
- the absence of a mother-and-child room or corner, where one could calm down and feed a child or change its clothes.

These objectively limiting factors, which primarily create barriers for the disabled and people with children, are inconspicuous for male and female users and even are not considered discriminatory. This is partly explained by the prevalence of gender stereotypes in the society. For example, the prevalence of patriarchal consciousness and the way of life in which a woman, in this case with a child, is tied to her home, and the public space is "unfriendly" and "closed" for her.

***"Did any of you come with the child to the agency itself?"***

***"I came to the agency with a baby carriage."***

***"With a carriage? Is it possible to come in with a carriage?"***

***"It is possible, but I did not enter."***

***"But why?"***

***"I felt shy... Well, for instance, in the Department of Social Protection of Population, there is an entrance even for wheelchairs. And one can get there with a baby carriage, they often reminded me about this. Here, I could go in with a carriage, but was afraid of the reaction. Many people react like this: "Where are you going? I've just washed here!" This happens to me all the time in the pharmacy [laughing]. She's here with a mop, I'm with a baby carriage, and she yells at me! So I kind of hesitate whether to enter or not."***

*A female user of place of residence registration services at CMC*

This quotation indicates an important social phenomenon of marginalization of people with children in everyday interactions (most women spend more time with their child both in private and public space). This marginalization occurs at several levels:

- Personal. The women themselves are in a state of value and normative contradictions regarding the peculiarities of staying with the child in the public space;
- Social. Other individuals represent patriarchal views on the rules of conduct of people with children in the public space;
- Urban. Physical barriers that segment the territory into a part adapted for children with their accompanying adults and for a part for other individuals.

In addition, gender stereotypes about the division of occupations between female and male are represented in the narratives of female officers and users of registration services. This includes beliefs about the need for high salaries to be paid to males as family breadwinners and about the classification of work with people as suitable for females because they have good communication skills, are uncontentious and tend to care about others.

***First of all, this is probably due to female and male psychology. That's what I think. Paper work is scrupulous and very precise, which is not always suitable for a man. They are often annoyed even with the appearance of some documents and so on. Another important thing is salary. I guess salary and working with people is something that really matters. Not every man can listen to people calmly. Probably, they need to do something a little bit different just by their nature. Well, this is my view.***

*A female officer of Place of Residence State Registration Department of CMC*

***"In your opinion, is work in the city council, in ASC, more suitable for men or women?"***

***"I guess for women."***

***"Why?"***

***"Because women are more likely to be calm, they can listen more. And the salary is probably more suitable for women than for men. And, well, it's easier for women to work with papers, because men are better at manual labor than in working with documents."***

*A female user of place of residence registration services*

The respondents used the word "gender" only once, with stereotypical connotations based on the belief in the biological and psychological differences between males and females.

***Of course, as a psychologist, I would say that it is more suitable for women. Because women's hemispheres work both at the same time, while men's hemispheres work in turn. And a woman is adapted by nature to performing several operations at once. She works and thinks at the same time. This is the way nature created it because she is with children all the time. But a man is focusing on an action he is doing. Of course, he does it more attentively than a woman. But it's more suitable for a woman to work on the positions involving work with people. A woman is multi-faceted, more able to multitask. I mean... a man works in a more precise and focused way. Wherever this is more necessary, a man should work. But here a woman should work [laughing].***

*A female user of place of residence registration services*

After analyzing the gender aspect in adhering to the principles of the rule of law when providing registration services by Chuhuiv Municipal Council, it can be argued that despite the existence of specialized laws regulating the observance of equality between females and males, as well as the confidence of male and female respondents in their own equality with representatives of the opposite sex or gender, there is still some gender inequality in this process.

Among the female officers who provide registration services and belong to the lower categories of officers, gender inequality is manifested through the phenomenon of vertical segregation – a mechanism in which males and females are unevenly distributed according to positions and statuses within a particular industry, which results in economic inequality. Moreover, lower and lower number of females among the highest category officers confirms the presence of a "glass ceiling" for them.

Moreover, the most vulnerable groups suffering from the creation of unequal opportunities and conditions are disabled people and parents (mostly women) with children. For these groups, public space (state agencies, public and entertainment institutions) is mostly "unfriendly" and "closed".

Generally, these elements of gender inequality are “invisible” in society and are backed up by existing social norms, values and rules. Some steps to overcome certain gender inequality aspects may include taking into account the following recommendations:

1. Supporting and promoting the development of an existing social professional network among female officers through thematic training and education where their male and female colleagues would be invited.
2. Equipping the room, where registration services are provided, taking into account the needs of disabled people and parents with children by arranging baby carriage parking spaces and waiting places, leveling thresholds, creating mother-and-child corners or rooms with changing tables.

# *Methodological features of the study*

## **Sampling**

For the survey of officers of Chuhuiv Municipal Council and users of services provided by the departments of registration of CMC, the target method of constructing a sampled population was used.

Due to the small number of officers involved in the field of registration services in Chuhuiv Municipal Council (which is typical for municipalities in small population centers), for the formation of a quality data set, all the officials were interviewed: 3 employees of Place of Residence Registration Department, 3 employees of State Registration Department, 4 employees of Administrative Service Center.

Among the users of the registration services, the general population of the survey is made up of all those inhabitants of Chuhuiv or neighboring population centers who applied for services to the registration departments during 2016–2017, from the moment of transfer of the respective authority of the municipality. The sampled population of users is 400 people. Selection of research units was done using a screening question (the so-called filtering question). Those Kharkiv inhabitants who applied to the registration departments or Administrative Service Centers were asked the clarifying question: “What kind of service did you apply for?”. If the visitors mentioned a registration service, the interviewers invited the respondents to take part in the survey and respond to the questionnaire. Additionally, in order to avoid any samples of invalid cases, the registrars and administrators of the ASPCs directed users to participate in the survey having provided consultation or having completed the processing of their request. If interviewers found out that a potential respondent applied to the departments or ASC for a different service than registration, they did not participate in the survey.

18 users of registration services participated in focus group discussions (hereinafter referred to as FGD):

- FGD with users of services of place of residence registration or removal of such registration (7 people);
- FGD with users of registration services of property rights to real estate (5 people);
- FGD with users of registration services of legal entities and individual entrepreneurs (6 people).

All FGD participants applied for services to the Agency no later than October 2016 and were invited to participate in the discussion, taking into account the equal gender/age ratio.

Focus group discussions, as well as interviews with employees, were transcribed (converted into a text format) and included in the report in the form of direct quotation.



## Work with interviewers

Field work involved professional interviewers with significant experience in conducting sociological surveys. The total number of participants in the field stage of the project was 4 people. Before the interview, the interviewers were given detailed instructions on the purpose of the project, how to select respondents, work with the questionnaire and how to monitor the quality of the survey. The respondents were guaranteed anonymity in the survey. Interviewers were not allowed to take the completed questionnaires outside the administrative Agency where they conducted the interviews. After completing the survey, the questionnaires were sealed and remained within the administrative agency, from where they were taken away by the project managers.

The officers of registration departments and the administrators of ASC were interviewed at their workplaces. The questionnaire did not specify any personal data of respondents to ensure maximum openness of employees when filling out a questionnaire.

A part of the interview with the officers was carried out at their workplace, another part took place in a specially assigned office, where the employees of the Agency were invited in turn. As convenient as possible interviewing time was chosen for each officer. Before the start of each interview, informed consent was signed in duplicate as a guarantee of the anonymity of participation and the confidentiality of the data obtained during the interview. In this way, all conditions were ensured so that the officers and users of the registration services objectively assessed the statements contained in the questionnaire and frankly responded to questions during interviews and focus group discussions.

# *Annex A.*

## **Corpus of laws regulating the provision of registration services at Chuhuiv City Council**

The activities of Chuhuiv Municipal Council aimed at provision of administrative services to the population, namely place of residence registration as well as business and property registration, are regulated by a large volume of legislative and subordinate acts. In addition, a certain regulatory influence on the regulation of these relations is established by the jurisprudence and local regulatory acts.

### **Acts of Legislation:**

- Constitution of Ukraine of 28.06.1996, revised by Law of Ukraine of 21.02.2014 “On Renewal of Some Regulations of the Constitution of Ukraine” – Articles 13, 14, 19, 41, 142, and 144
- Housing Code of Ukrainian SSR of 30.06.1983
- Land Code of Ukraine of 25.10.2001
- Family Code of Ukraine of 10.01.2002 No. 2947-III
- Code of Administrative Justice of Ukraine of 06.07.2005
- Civil Code of Ukraine of 16.01.2013
- Administrative Services Law of 06.09.2012 No. 5203-VI
- Law of Ukraine Amending Some Legislative Acts of Ukraine to Empower Local Governments and Optimize Administrative Services 10.12.2015 No. 888-VII
- Law of Ukraine on Civil Service of 10.12.2015 No. 889-VIII
- Law of Ukraine on Licensing System in the Field of Economic Activity of 06.09.2005 No. 2806-VI
- Law of Ukraine on Public Information Access of 13.01.2011 No. 2939-VI
- Law of Ukraine on the Unified State Demographic Registry and Documents Confirming the Citizenship of Ukraine, Certifying People or their Special Status of 20.11.2012 No. 5492-VI
- Anti-Corruption Law of Ukraine of 14.10.2014 No. 1700-VII
- Law of Ukraine on State Language Policy of 03.07.2012 No. 5029-VI
- Law of Ukraine on Personal Data Protection of 01.06.2010 No. 2297-VI
- Law of Ukraine on Citizens’ Application of 02.10.1996 No. 393/96-VR
- Law of Ukraine on Information of 02.10.1992 No. 2657-XII
- Law of Ukraine on Local Self-Government of 21.05.1997 No. 280/97-VR
- Law of Ukraine on Freedom of Movement and Free Choice of Place of Residence in Ukraine of 11.12.2003 No. 1382-IV
- Law of Ukraine on Service in Local Self-Government of 07.06.2001 No. 2493-III
- Law of Ukraine on State Registration of Property Rights and Encumbrances of 01.07.2004 No. 1952-IV
- Law of Ukraine on State Registration of Legal Entities, Individual Entrepreneurs and Citizens’ Groups and Associations of 15.05.2003 No. 755-IV

### **Акти Президента:**

- Presidential Decree on Priority Actions to Ensure Implementation and Safeguarding of the Constitutional Right to Appeal to State Authorities and Local Self-Governments of 07.02.2008 No. 109/2008

### **Акти уряду:**

- Cabinet of Ministers of Ukraine Resolution on Approval of Rules for Place of Residence Registration and Procedure for Transfer of Information by Registration Authorities to the Unified State Demographic Registry of 02.03.2016 No. 207
- Cabinet of Ministers of Ukraine Resolution on Approval of Upper Limits of Costs for Copying and Printing of Documents Provided in Response to Public Records Requests of 13.07.2011 No. 740
- Cabinet of Ministers of Ukraine Resolution on Approval of Standard Instruction on Document Management in Central Executive Agencies, Council of Ministers of Crimea, Local Executive Agencies of 30.11.2011 No. 1242
- Cabinet of Ministers of Ukraine Resolution: Instruction on Document Management regarding Citizens' Applications in Government Agencies, Local Self-Governments, Citizens' Associations, Enterprises, Institutions and Organizations Regardless of their Ownership, and in Mass Media 14.04.1997 No. 348
- Cabinet of Ministers of Ukraine Resolution on Some Questions on the Provision of Administrative Services and Issuance of Permits of 01.07.2009 No. 724
- Cabinet of Ministers of Ukraine Resolution on Approval of the Methodology for Determining the Cost of Paid Administrative Services of 27.01.2010 No. 66
- Cabinet of Ministers of Ukraine Resolution on Approval of the Procedure for the Administration of the Unified State Administration Services Portal of 03.01.2013 No. 13
- Cabinet of Ministers of Ukraine Resolution on Approval of Requirements for the Preparation of a Technological Card for Administrative Services of 30.01.2013 No. 44
- Cabinet of Ministers of Ukraine Resolution on Approval of the Model Regulation on Administrative Service Center of 20.02.2013 No. 118
- Cabinet of Ministers of Ukraine Resolution on Approval of Model Rules of Procedure of Administrative Service Center of 01.08.2013 No. 588
- Cabinet of Ministers of Ukraine Resolution on Approval of the Procedure for Maintenance of the Register of Administrative Services of 30.01.2013 No. 57
- Cabinet of Ministers of Ukraine Resolution on State Registration of Property Rights and Encumbrances of 25.12.2015 No. 1127
- Cabinet of Ministers of Ukraine Resolution on Approval of Procedure for Review of Complaints in the Area of State Registration of 25.12.2015 No. 1128

### **Acts of Central Government Agencies:**

- Order of the National Agency on Civil Service on Approval of General Rules of Ethics for Officers and Local Self-Government Officials of 05.08.2016 No. 158
- Order of the Ministry of Justice on Approval of Guidelines for Composition of Documents on Administrative Offence in the Area of State Registration of 12.08.2016 No. 2473/5

### **Local Acts:**

- QG 01.16 Quality guidance. Chuhuiv Municipal Council and its executive bodies (date of validity 01.04.2016)
- Decision of the Executive Committee of Chuhuiv Municipal Council of Kharkiv Region on Approval of the Instruction on Records Management in Chuhuiv Municipal Council and its Executive Bodies of 10.02.2017 No. 27
- Order of Chuhuiv City Mayor on Establishment of a Public Reception for Providing Gratuitous Primary Legal Aid to the Executive Committee of Chuhuiv Municipal Council of February 15, 2013 No. 70
- Decision of Chuhuiv Municipal Council of Kharkiv Region on Approval of Work Plan of Chuhuiv Municipal Council of the 7th convocation for 2017 of 23.12.2015 No. 466-VII
- Decision of Chuhuiv Municipal Council of Kharkiv Region on Approval of the Regulation on Administrative Service Provision of Chuhuiv Municipal Council of 25.03.2016 No. 150-VII
- Decision of Chuhuiv Municipal Council of Kharkiv Region on Approval of Rules of Procedure of Chuhuiv Municipal Council of the 7th convocation of 25.12.2015 No. 12-VII

- Decision of the Executive Committee of Chuhuiv Municipal Council of Kharkiv Region on Approval of Rules of Procedure of the Executive Committee of Chuhuiv Municipal Council of 15.01.2016 No. 2
- Decision of Chuhuiv Municipal Council of Kharkiv Region on Making Changes to the Structure of Chuhuiv Municipal Council and its Executive Bodies and the Total Number of the Apparatus of the Executive Committee, Executive Bodies, Approved by the Decision of the 4th Session of Chuhuiv Municipal Council of the 7th Convocation of 25.03.2016 No. 146-VII
- Decision of Chuhuiv Municipal Council of Kharkiv Region on Approval of the Structure of Chuhuiv Municipal Council and its Executive Bodies and the Total Number of the Apparatus of the City Council, the Apparatus of the Executive Committee and the Executive Bodies of 29.01.2016 No. 97-VII
- Schedule of Off-Site Receptions of Citizens by the Leaders of the Executive Committee of Chuhuiv Municipal Council
- Ordinance of Chuhuiv City Mayor on Approval of Citizens' Reception Schedules in Chuhuiv Municipal Council and its Executive Committee of 02.02.2017 No. 37
- Appendix to the Client Interaction Rules: The Ethics of Business Telephone Conversations in Chuhuiv City Council and its Executive Committee, in Enterprises and Institutions of Communal Ownership of the City of Chuhuiv: of 28.12.2015
- Decision of the Executive Committee of Chuhuiv Municipal Council of Kharkiv Region on Approval of the Action Plan for Exercise by the Executive Bodies of Chuhuiv Municipal Council of Delegated Powers of the Executive Authorities for 2017 of 12.12.2016 No. 319
- Decision of the Executive Committee of Chuhuiv Municipal Council of Kharkiv Region on Approval of the Plan of Sessions of the Executive Committee of Chuhuiv Municipal Council in 2017 of 12.12.2016 No. 317
- Decision of the Executive Committee of Chuhuiv Municipal Council of Kharkiv Region on Approval of the Procedure for Providing Access to Public Information of 13.12.2013 No. 486
- Ordinance of Chuhuiv City Mayor on Approval of Schedules of Citizens' Personal Reception by the Officials of Chuhuiv Municipal Council and its Executive Committee of 17.02.2017 No. 53
- Rules of Client Interaction
- Plan for Conducting Direct Telephone Connections in the Executive Committee of Chuhuiv Municipal Council in 2017
- Decision of Chuhuiv Municipal Council of the 7th Convocation on Approval of the New Revision of the Statute of the Territorial Community of Chuhuiv of 29.07.2011 No. 483-VI
- Decision of Chuhuiv Municipal Council on Amendments to the Decision of the 12th Session of Chuhuiv Municipal Council of the 6th convocation dated 29.07.2011 No. 483-VI "On Approval of the New Revision of the Statute of Chuhuiv City Community" of 25.11.2011 No. 741-VI
- Decision of the Executive Committee of Chuhuiv Municipal Council of Kharkiv Region on the Organization of Work of the Telephone of Trust at the Executive Committee of Chuhuiv Municipal Council of 18.07.2012 No. 328
- Official Instruction of the Chief Specialist of the Residence Registration Department of Chuhuiv Municipal Council
- Official Instruction of the Administrator of the Administrative Service Department of Chuhuiv Municipal Council
- Official Instruction of the State Registrar of the State Registration Department of Chuhuiv Municipal Council
- Official Instruction of the Head Administrator of the Administrative Service Department of Chuhuiv Municipal Council
- Official Instruction of the State Registration Department of Chuhuiv Municipal Council
- Decision of Chuhuiv Municipal Council: The Order of Prevention and Settlement of Conflict of Interests in Chuhuiv Municipal Council and its Executive Bodies of 31.10.2016 No 387-VII
- Decision of Chuhuiv Municipal Council: Regulations on Permanent Deputy Committees of the City Council of 05.12.2015 No. 13-VII
- Decision of the Executive Committee: Procedure for Processing and Protection of Personal Data in Databases of Personal Data Created in Chuhuiv Municipal Council and its Executive Committee of 19.11.2014 No. 371
- Quality Procedure 22.09: Procedure for Reviewing Citizens' Appeals

- Quality Procedure 31.09: Code of Main Rules of Conduct of a Local Government Official of Chuhuiv Municipal Council and its Executive Bodies
- Quality Procedure 32.09: Rules of Internal Labor Order for Employees of Chuhuiv Municipal Council and its Executive Committee
- Quality Procedure 34.16: Regulation on the Distinction of the Mayor – a Pennant “For the Quality of Administrative Service Provision”

**Court Practice:**

- Ruling of the Supreme Court: Recognizing Abusive Practice in Cancellation of Place of Residence Registration of 1.03.2016
- Ruling of the Supreme Court of 14 December 2016 and Legal Conclusion in Case 6-2445ус16 (concerning place of residence of a child).

# Annex B.

## Summary tables of assessment results

### Legality. Officers of Chuhuiv Municipal Council

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
1.1	I find that the rules defining the powers and mandate of the agency where I work are understandable	0,0%	0,0%	10,0%	90,0%	0,0%
1.2	I have encountered situations (some cases) where the law provides insufficient guidance on how to decide in a case	0,0%	10,0%	50,0%	40,0%	0,0%
1.3	I have access to the latest laws, regulations and instructions in the area of administrative/ registration services	0,0%	0,0%	10,0%	90,0%	0,0%
1.4	I have clear written instructions on how to deal with situations where there is a conflict of interest	0,0%	0,0%	30,0%	70,0%	0,0%
1.5	The Department provides regular training for the staff on application of new legislative instruments	0,0%	0,0%	10,0%	90,0%	0,0%
1.6	The Department guarantees that people of different sex are treated equally	0,0%	0,0%	0,0%	100,0%	0,0%
1.7	The Department guarantees that people of different social status are treated equally	0,0%	0,0%	0,0%	100,0%	0,0%
1.8	The Department guarantees that people of different nationality are treated equally	0,0%	0,0%	0,0%	100,0%	0,0%
1.9	The Department guarantees that people of different religions are treated equally	0,0%	0,0%	0,0%	100,0%	0,0%
1.10	I am aware of the existence of laws and regulatory acts regulating gender equality	0,0%	0,0%	20,0%	80,0%	0,0%
1.11	I have clear written instructions on how to deal with situations where the principles of gender equality and non-discrimination are not respected	0,0%	40,0%	30,0%	30,0%	0,0%
1.12	I know what to do in a situation when I may receive instructions from the management that contradict effective legislation	0,0%	16,7%	16,7%	66,7%	0,0%
1.13	I know what to do in situations where there is a conflict of interest in the work of my colleagues	0,0%	0,0%	50,0%	50,0%	0,0%
1.14	There are certain difficulties in communication between structural units involved in registration services (for example, between ASC and registration departments)	30,0%	60,0%	0,0%	10,0%	0,0%
1.15	There are certain difficulties in communication between divisions within the registration departments	50,0%	50,0%	0,0%	0,0%	0,0%
1.16	I receive subordinate acts regulating my area of work with significant delays (for example, when the law changes application forms, these updates reach registrars with delays)	30,0%	50,0%	20,0%	0,0%	0,0%
1.17	I find the system of internal search for legal acts regulating my area of work convenient	0,0%	10,0%	50,0%	40,0%	0,0%
1.18	I know about the instructions according to which technical errors in documents should not serve as a reason to deny registration (for example, a typo in a street name indicated in real estate ownership certificate)	0,0%	0,0%	20,0%	80,0%	0,0%
1.19	I know about the instructions on how to deal with situations where there is suspicion that the client provided invalid (forged) documents (for example, a family composition certificate with a seal made by using colored copier, or documents containing not original signature but facsimile)	10,0%	40,0%	0,0%	50,0%	0,0%

## Legality. Users of Registration Services of CMC

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
1.1	I find the process of registration service understandable	0,3%	2,0%	7,2%	90,5%	0,0%
1.2	I understand the rights and obligations of the agency staff	0,3%	1,7%	14,2%	81,6%	2,2%
1.3	The staff of the agency are competent about the laws, norms and procedures regulating their provision of services to population	0,0%	1,0%	11,5%	85,8%	1,7%
1.4	The staff of the agency are competent about the laws and procedures they use in their work	0,0%	0,0%	9,0%	89,8%	1,2%
1.5	Personal interest of employee of the agency may influence the decision he/she takes (for example, in a case where their close friends or family members are involved)	55,0%	13,9%	7,2%	9,5%	14,4%
1.6	Registrars and administrators treat all clients equally, regardless of their gender, age, social or material status	0,3%	0,5%	8,0%	89,0%	2,2%
1.7	Client service is provided taking into account gender equality (equally for both males and females)	0,0%	0,0%	3,7%	94,0%	2,3%
1.8	The staff of the agency follow the laws on gender equality and non-discrimination	0,0%	0,0%	4,5%	93,5%	2,0%

## Accessibility. Officers of Chuhuiv Municipal Council

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
2.1	It is possible to respond to public queries and applications from people within the legally established time	0,0%	0,0%	50,0%	50,0%	0,0%
2.2	It is possible to respond to public queries and applications from people in national minority languages, not only in the Ukrainian or Russian languages	10,0%	60,0%	20,0%	0,0%	10,0%
2.3	The Department has clear written instructions with clear definition of the term "insignificant/technical error", a list of such errors, the way of correcting them or actions in the event of such errors	50,0%	30,0%	20,0%	0,0%	0,0%
2.4	I have clear written instructions on how to assist citizens in cases of obvious mistakes	20,0%	40,0%	20,0%	20,0%	0,0%
2.5	The cost of administrative services is clearly defined	0,0%	0,0%	10,0%	90,0%	0,0%
2.6	The Department has clear written instructions on how to respond to oral and written applications from citizens	33,3%	0,0%	33,3%	33,3%	0,0%
2.7	Working hours of the Registration Department / Administrative Service Center are convenient for clients	0,0%	0,0%	50,0%	50,0%	0,0%
2.8	The Department has clear written instructions on how to provide public information that contains personal data	16,7%	16,7%	16,7%	50,0%	0,0%
2.9	If a client submits an invalid/outdated document that would lead to denial of registration, there is a possibility to replace such document before negative decision is taken	16,7%	16,7%	33,3%	33,3%	0,0%
2.10	ASC will inform the client about the decision (about the readiness of the service) in a way convenient for clients	0,0%	0,0%	0,0%	100,0%	0,0%

## Accessibility. Users of Registration Services of CMC

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
2.1	I understand the scope of remit and competency of agency staff	0,3%	0,7%	12,4%	83,6%	3,0%
2.2	Registrars of the department and ASC administrators are open to face-to-face meetings and communication with clients	0,3%	1,0%	9,2%	87,5%	2,0%
2.3	The agency where I receive registration services is accessible for visiting	0,8%	0,8%	5,2%	93,0%	0,2%
2.4	I found it hard to understand exactly the set of documents and how to fill them out in order to receive registration services	84,6%	7,7%	2,5%	4,5%	0,7%
2.5	I found it hard to collect the necessary set of documents for submission in order to receive registration service due to incomprehensibility of necessary documents list	83,6%	10,0%	1,7%	3,2%	1,5%
2.6	I found it hard to collect the necessary set of documents for submission in order to receive registration service because I did not have all the necessary documents from the list	82,8%	9,2%	3,0%	3,7%	1,3%
2.7	I was served in the language I used to communicate in order to apply for registration service	1,2%	0,5%	3,0%	94,8%	0,5%
2.8	Different categories of population have equal access to CMC registration services	0,0%	0,5%	6,7%	91,3%	1,5%
2.9	Working hours of the agency that provides registration services are convenient for me	1,0%	2,5%	8,5%	87,8%	0,2%
2.10	Information boards in the agency that provides registration services are accessible and understandable in terms of information about registration service procedures	0,0%	0,0%	8,0%	70,6%	21,4%
2.11	The information about registration services provided on Chuhuiv Municipal Council website is accessible and understandable	0,0%	0,5%	4,0%	46,3%	49,2%
2.12	I find the costs of state registration service affordable	0,7%	2,0%	10,0%	76,9%	10,4%
2.13	Being in the agency where I receive registration services, I feel psychological discomfort	91,3%	2,0%	1,7%	5,0%	0,0%
2.14	Means of communication with the agency where I receive registration services in order to receive necessary information are convenient for me	0,5%	1,2%	15,7%	81,1%	1,5%

## Right to be heard. Officers of Chuhuiv Municipal Council

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
3.1	The Registration Department has established procedures for contacting clients before taking a decision that would affect the applicant in case of collision	16,7%	16,7%	16,7%	16,7%	33,3%
3.2	I have clear written instructions on time limits for when decisions about registration must be taken	16,7%	0,0%	0,0%	83,3%	0,0%
3.3	I know about situations where it is difficult to follow time limits on when delivering registration services	16,7%	33,3%	50,0%	0,0%	0,0%
3.4	I have clear written instructions on hearing a person before taking a decision in his/her registration case	16,7%	16,7%	33,3%	33,3%	0,0%



3.5	I can hear a person before taking a decision in his/her registration case	33,3%	66,7%	0,0%	0,0%	0,0%
3.6	I find that the time limit established by the law for taking decisions about delivery of registration services to citizens is sufficient	0,0%	0,0%	33,3%	66,7%	0,0%

### Right to be heard. Users of Registration Services of CCC

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
3.1	State registrars take into consideration clients' wishes and arguments before they take a decision that affects clients	0,0%	2,2%	19,4%	76,1%	2,3%
3.2	Clients of the Registration Department may orally express their views and arguments before or after the time when decision is taken regarding their query	0,0%	1,2%	20,2%	74,9%	3,7%
3.3	Staff of the agency would assist service users in cases of obvious mistakes	0,0%	0,2%	13,2%	85,1%	1,5%
3.4	There are clearly established time limits for when the Registration Department of CMC have to take decisions or respond to clients' queries	0,3%	0,5%	14,5%	80,0%	4,7%
3.5	The Registration Department follows established time limits when taking decisions or responding to clients' queries	0,0%	0,0%	11,5%	85,3%	3,2%
3.6	The agency will inform me about the decision taken (readiness of service I applied for) in a way convenient to me	0,0%	0,5%	7,7%	89,3%	2,5%

### Right to appeal. Officers of Chuhuiv Municipal Council

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
4.1	I have clear written instructions on how to prepare responses to citizens' queries and applications	0,0%	0,0%	50,0%	50,0%	0,0%
4.2	I have clear written instructions on how to inform people about the decision taken	10,0%	0,0%	10,0%	80,0%	0,0%
4.3	I have clear written instructions on how to advise clients who want to appeal against a decision by the Registration Department	0,0%	30,0%	30,0%	40,0%	0,0%
4.4	I have clear written instructions on how to work with clients who want to appeal against taken decisions	0,0%	30,0%	40,0%	30,0%	0,0%
4.5	I know how to act in situations of external complaints (for example, from Ministry of Justice, prosecutor's office, etc.) against actions of the Registration Department	0,0%	0,0%	33,3%	66,7%	0,0%
4.6	I know how to act in situations when clients file complaints against actions of the Registration Department and Administrative Service Center	0,0%	50,0%	25,0%	25,0%	0,0%

## Right to appeal. Users of Registration Services of CCC

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
4.1	Staff of the agency present arguments to explain reasons behind decisions on clients' requests	0,0%	0,5%	21,5%	72,3%	5,7%
4.2	The Registration Department will inform the client when they have taken a decision that directly concerns him/her	0,5%	0,5%	20,0%	67,6%	11,4%
4.3	Do you think you can appeal a decision by the Registration Department taken on your request?	2,5%	2,5%	20,0%	37,1%	37,9%
4.4	The Registration Department can advise the client on how to appeal a decision the client does not agree with	0,5%	1,7%	16,0%	40,7%	41,1%
4.5	The Registration Department review their own decisions in a fair and objective way	0,0%	1,5%	22,2%	43,6%	32,7%

## Transparency. Officers of Chuhuiv Municipal Council

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
5.1	I have clear written instructions on how to respond to persons seeking information about laws, standards and procedures guiding the work of the Registration Department and ASC	10,0%	10,0%	40,0%	40,0%	0,0%
5.2	I have clear written instructions on how to respond to persons seeking information to resolve issues related to registration services	10,0%	10,0%	30,0%	50,0%	0,0%
5.3	I have clear written instructions on how to handle privacy data	10,0%	0,0%	30,0%	60,0%	0,0%
5.4	Registration departments have established procedures for data archiving	0,0%	0,0%	50,0%	50,0%	0,0%

## Transparency. Users of Registration Services of CCC

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
5.1	At the Registration Department, the client is able to receive information on laws, standards and procedures guiding the work of the agency	0,0%	0,7%	17,2%	77,3%	4,7%
5.2	The agency can give out sensitive or private information to clients	16,2%	6,5%	15,7%	46,6%	15,0%
5.3	Clients can get consultation on issues they are concerned about from staff of the agency	0,0%	1,5%	16,8%	78,0%	3,8%

## Accountability. Officers of Chuhuiv Municipal Council

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
6.1	My work depends on decisions and instructions of higher-level authorities (for example, VRU dedicated commissions, ombudsman, prosecutor's office, courts, Ministry of Justice, etc.)	20,0%	30,0%	10,0%	30,0%	10,0%
6.2	I have clear written instructions on what to do when there is suspicion that someone at the Department has violated the law when performing his/her official functions	0,0%	30,0%	30,0%	30,0%	10,0%
6.3	I personally experienced a situation when I was offered a bribe	60,0%	20,0%	20,0%	0,0%	0,0%
6.4	Staff of the Department could accept a bribe without being punished	60,0%	30,0%	0,0%	0,0%	10,0%
6.5	Staff of the Department could abuse their official position (commit corruption) without being punished	70,0%	20,0%	0,0%	0,0%	10,0%
6.6	I think it is possible to justify an official who facilitates a decision to benefit his/her friend or relative because the country's situation is such that one cannot do without personal contacts	50,0%	30,0%	0,0%	10,0%	10,0%
6.7	I think it is possible to justify an official who facilitates a decision to benefit an individual client when this is being pushed by the management	30,0%	50,0%	10,0%	0,0%	10,0%
6.8	I think it is possible to justify gratuity from a client in some cases, because officers' salaries are too low	60,0%	20,0%	10,0%	10,0%	0,0%
6.9	I think it is possible to justify gratuity from a client when it is initiated by the client	50,0%	30,0%	20,0%	0,0%	0,0%
6.10	There have been cases at the Department when my colleagues or managers abused their official position	60,0%	30,0%	0,0%	0,0%	10,0%
6.11	I have instructions on how to handle complaints against the Department and its staff	0,0%	11,1%	77,8%	11,1%	0,0%
6.12	I support the idea of responding to residents' queries electronically, using electronic signature	0,0%	0,0%	90,0%	10,0%	0,0%
6.13	The Department applies disciplinary actions for ungrounded denial of registration	20,0%	40,0%	10,0%	0,0%	30,0%
6.14	I personally encountered cases of discrimination against some of my colleagues	50,0%	40,0%	0,0%	0,0%	10,0%
6.15	I personally encountered cases of discrimination against some of the clients applying for registration	70,0%	30,0%	0,0%	0,0%	0,0%

## Accountability. Users of Registration Services of CCC

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
6.1	In my opinion, the work of the agency is influenced by supervisory and control bodies	2,7%	3,5%	18,4%	46,8%	28,6%
6.2	State registrars have instructions for actions in the case when one of their colleagues is suspected of violating the law in line of duty	0,5%	1,0%	22,6%	47,5%	28,4%
6.3	State registrars are offered bribes	57,1%	6,2%	6,0%	2,5%	28,2%
6.4	State registrars may take bribes while avoiding disclosure and punishment	58,2%	8,7%	3,7%	1,8%	27,6%

6.5	Client complaints to the Registration Department are considered objectively and impartially	0,0%	1,0%	25,1%	45,5%	28,4%
6.6	Employees will take the initiative to bring their colleagues to justice in the event that someone is suspected of violating the law in line of duty	4,2%	5,0%	22,2%	26,7%	41,9%
6.7	In my opinion, it is possible to justify officers being rewarded by the clients, since receiving registration services is very complicated and confusing	36,6%	26,4%	13,2%	8,4%	15,4%

### Legality. Distribution of responses among male users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
1.1	I find the process of registration service understandable	0,0%	1,2%	7,7%	91,1%	0,0%
1.2	I understand the rights and obligations of the agency staff	0,6%	1,8%	12,4%	82,8%	2,4%
1.3	The staff of the agency are competent about the laws, norms and procedures regulating their provision of services to population	0,0%	1,8%	13,0%	84,6%	0,6%
1.4	The staff of the agency are competent about the laws and procedures they use in their work	0,0%	0,0%	11,2%	88,2%	0,6%
1.5	Personal interest of employee of the agency may influence the decision he/she takes (for example, in a case where their close friends or family members are involved)	55,6%	13,0%	8,3%	11,8%	11,3%
1.6	Registrars and administrators treat all clients equally, regardless of their gender, age, social or material status	0,6%	1,2%	5,3%	91,1%	1,8%
1.7	Client service is provided taking into account gender equality (equally for both males and females)	0,0%	0,0%	0,6%	97,6%	1,8%
1.8	The staff of the agency follow the laws on gender equality and non-discrimination	0,0%	0,0%	2,4%	95,8%	1,8%

### Legality. Distribution of responses among female users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
1.1	I find the process of registration service understandable	0,4%	2,6%	6,9%	90,1%	0,0%
1.2	I understand the rights and obligations of the agency staff	0,0%	1,7%	15,5%	80,7%	2,1%
1.3	The staff of the agency are competent about the laws, norms and procedures regulating their provision of services to population	0,0%	0,4%	10,3%	86,7%	2,6%
1.4	The staff of the agency are competent about the laws and procedures they use in their work	0,0%	0,0%	7,3%	91,0%	1,7%
1.5	Personal interest of employee of the agency may influence the decision he/she takes (for example, in a case where their close friends or family members are involved)	54,5%	14,6%	6,4%	7,7%	16,8%

1.6	Registrars and administrators treat all clients equally, regardless of their gender, age, social or material status	0,0%	0,0%	9,9%	87,5%	2,6%
1.7	Client service is provided taking into account gender equality (equally for both males and females)	0,0%	0,0%	6,0%	91,4%	2,6%
1.8	The staff of the agency follow the laws on gender equality and non-discrimination	0,0%	0,0%	6,0%	91,8%	2,2%

### Accessibility. Distribution of responses among male users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
2.1	I understand the scope of remit and competency of agency staff	0,0%	1,2%	8,3%	87,5%	3,0%
2.2	Registrars of the department and ASC administrators are open to face-to-face meetings and communication with clients	0,6%	0,6%	6,5%	88,2%	4,1%
2.3	The agency where I receive registration services is accessible for visiting	0,6%	0,6%	5,3%	92,9%	0,6%
2.4	I found it hard to understand exactly the set of documents and how to fill them out in order to receive registration services	85,8%	7,1%	3,0%	4,1%	0,0%
2.5	I found it hard to collect the necessary set of documents for submission in order to receive registration service due to incomprehensibility of the documents list	86,4%	7,1%	1,8%	3,0%	1,7%
2.6	I found it hard to collect the necessary set of documents for submission in order to receive registration service due their absence	84,6%	8,9%	2,9%	2,4%	1,2%
2.7	I was served in the language I used to communicate in order to apply for registration services	1,8%	0,6%	1,8%	95,8%	0,0%
2.8	Different categories of population have equal access to CMC registration services	0,0%	0,6%	5,3%	92,9%	1,2%
2.9	Working hours of the agency that provides registration services are convenient for me	1,2%	2,4%	6,5%	89,9%	0,0%
2.10	Information boards in the agency that provides registration services are accessible and understandable in terms of information about registration service procedures	0,0%	0,0%	10,0%	72,2%	17,8%
2.11	The information about registration services provided on Chuhuiv Municipal Council website is accessible and understandable	0,0%	0,6%	4,2%	47,3%	47,9%
2.12	I find the costs of state registration service affordable	0,6%	0,6%	11,8%	83,4%	3,6%
2.13	Being in the agency where I receive registration services, I feel psychological discomfort	93,5%	0,6%	1,8%	4,1%	0,0%
2.14	Means of communication with the agency where I receive registration services in order to receive necessary information are convenient for me	0,6%	0,6%	13,0%	84,0%	1,8%

## Accessibility. Distribution of responses among female users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
2.1	I understand the scope of remit and competency of agency staff	0,4%	0,4%	15,5%	80,7%	3,0%
2.2	Registrars of the department and ASC administrators are open to face-to-face meetings and communication with clients	0,0%	1,3%	11,2%	87,1%	0,4%
2.3	The agency where I receive registration services is accessible for visiting	0,9%	0,9%	5,1%	93,1%	0,0%
2.4	I found it hard to understand exactly the set of documents and how to fill them out in order to receive registration services	83,7%	8,2%	2,1%	4,7%	1,3%
2.5	I found it hard to collect the necessary set of documents for submission in order to receive registration service due to incomprehensibility of the documents list	81,6%	12,0%	1,7%	3,4%	1,3%
2.6	I found it hard to collect the necessary set of documents for submission in order to receive registration service due their absence	81,5%	9,5%	3,0%	4,7%	1,3%
2.7	I was served in the language I used to communicate in order to apply for registration services	0,8%	0,4%	3,9%	94,0%	0,9%
2.8	Different categories of population have equal access to CMC registration services	0,0%	0,4%	7,7%	90,1%	1,8%
2.9	Working hours of the agency that provides registration services are convenient for me	0,9%	2,6%	9,9%	86,2%	0,4%
2.10	Information boards in the agency that provides registration services are accessible and understandable in terms of information about registration service procedures	0,0%	0,0%	6,4%	69,5%	24,1%
2.11	The information about registration services provided on Chuhuiv Municipal Council website is accessible and understandable	0,0%	0,4%	3,9%	45,5%	50,2%
2.12	I find the costs of state registration service affordable	0,9%	3,0%	8,6%	72,1%	15,4%
2.13	Being in the agency where I receive registration services, I feel psychological discomfort	89,7%	3,0%	1,7%	5,6%	0,0%
2.14	Means of communication with the agency where I receive registration services in order to receive necessary information are convenient for me	0,4%	1,7%	17,6%	79,0%	1,3%

## Right to be heard. Distribution of responses among male users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
3.1	State registrars take into consideration clients' wishes and arguments before they take a decision that affects clients	0,0%	1,8%	17,7%	78,7%	1,8%
3.2	Clients of the Registration Department may orally express their views and arguments before or after the time when decision is taken regarding their query	0,0%	1,2%	18,3%	78,1%	2,4%
3.3	Staff of the agency would assist service users in cases of obvious mistakes	0,0%	0,6%	11,8%	86,4%	1,2%

3.4	There are clearly established time limits for when the Registration Department of CMC have to take decisions or respond to clients' queries	0,0%	0,6%	13,6%	79,9%	5,9%
3.5	The Registration Department follows established time limits when taking decisions or responding to clients' queries	0,0%	0,0%	10,1%	85,8%	4,1%
3.6	The agency will inform me about the decision taken (readiness of service I applied for) in a way convenient to me	0,0%	0,6%	8,9%	88,7%	1,8%

### Right to be heard. Distribution of responses among female users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
3.1	State registrars take into consideration clients' wishes and arguments before they take a decision that affects clients	0,0%	2,6%	20,6%	74,2%	2,6%
3.2	Clients of the Registration Department may orally express their views and arguments before or after the time when decision is taken regarding their query	0,0%	1,3%	21,5%	72,5%	4,7%
3.3	Staff of the agency would assist service users in cases of obvious mistakes	0,0%	0,0%	14,2%	84,1%	1,7%
3.4	There are clearly established time limits for when the Registration Department of CMC have to take decisions or respond to clients' queries	0,4%	0,4%	15,1%	80,2%	3,9%
3.5	The Registration Department follows established time limits when taking decisions or responding to clients' queries	0,0%	0,0%	12,4%	85,0%	2,6%
3.6	The agency will inform me about the decision taken (readiness of service I applied for) in a way convenient to me	0,0%	0,4%	6,9%	89,7%	3,0%

### Right to appeal. Distribution of responses among male users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
4.1	Staff of the agency present arguments to explain reasons behind decisions on clients' requests	0,0%	1,2%	18,9%	75,2%	4,7%
4.2	The Registration Department will inform the client when they have taken a decision that directly concerns him/her	0,0%	0,6%	18,9%	69,2%	11,3%
4.3	Do you think you can appeal a decision by the Registration Department taken on your request?	2,4%	0,6%	20,1%	40,2%	36,7%
4.4	The Registration Department can advise the client on how to appeal a decision the client does not agree with	0,0%	2,4%	12,4%	45,0%	40,2%
4.5	The Registration Department review their own decisions in a fair and objective way	0,0%	1,2%	17,7%	45,0%	36,1%

### Right to appeal. Distribution of responses among female users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
4.1	Staff of the agency present arguments to explain reasons behind decisions on clients' requests	0,0%	0,0%	23,3%	70,3%	6,4%
4.2	The Registration Department will inform the client when they have taken a decision that directly concerns him/her	0,9%	0,4%	20,7%	66,4%	11,6%
4.3	Do you think you can appeal a decision by the Registration Department taken on your request?	2,6%	3,9%	19,8%	34,9%	38,8%
4.4	The Registration Department can advise the client on how to appeal a decision the client does not agree with	0,9%	1,3%	18,5%	37,5%	41,8%
4.5	The Registration Department review their own decisions in a fair and objective way	0,0%	1,7%	25,4%	42,7%	30,2%

### Transparency. Distribution of responses among male users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
5.1	At the Registration Department, the client is able to receive information on laws, standards and procedures guiding the work of the agency	0,0%	0,0%	13,6%	82,8%	3,6%
5.2	The agency can give out sensitive or private information to clients	13,6%	5,9%	16,6%	50,9%	13,0%
5.3	Clients can get consultation on issues they are concerned about from staff of the agency	0,0%	1,8%	14,8%	79,9%	3,5%

### Transparency. Distribution of responses among female users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
5.1	At the Registration Department, the client is able to receive information on laws, standards and procedures guiding the work of the agency	0,0%	1,3%	19,8%	73,3%	5,6%
5.2	The agency can give out sensitive or private information to clients	18,1%	6,9%	15,1%	43,5%	16,4%
5.3	Clients can get consultation on issues they are concerned about from staff of the agency	0,0%	1,3%	18,2%	76,6%	3,9%

### Accountability. Distribution of responses among male users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
6.1	In my opinion, the work of the agency is influenced by supervisory and control bodies	3,0%	1,8%	19,5%	54,4%	21,3%
6.2	State registrars have instructions for actions in the case when one of their colleagues is suspected of violating the law in line of duty	0,6%	0,6%	20,1%	50,9%	27,8%
6.3	State registrars are offered bribes	63,9%	6,5%	6,5%	2,4%	20,7%
6.4	State registrars may take bribes while avoiding disclosure and punishment	64,5%	8,3%	2,4%	2,3%	22,5%



6.5	Client complaints to the Registration Department are considered objectively and impartially	0,0%	1,2%	21,3%	50,3%	27,2%
6.6	Employees will take the initiative to bring their colleagues to justice in the event that someone is suspected of violating the law in line of duty	4,1%	4,8%	23,8%	29,8%	37,5%
6.7	In my opinion, it is possible to justify officers being rewarded by the clients, since receiving registration services is very complicated and confusing	38,5%	29,6%	7,1%	8,3%	16,5%

### Accountability. Distribution of responses among female users of CMC registration services

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
6.1	In my opinion, the work of the agency is influenced by supervisory and control bodies	2,6%	4,7%	17,6%	41,2%	33,9%
6.2	State registrars have instructions for actions in the case when one of their colleagues is suspected of violating the law in line of duty	0,4%	1,3%	24,5%	45,1%	28,7%
6.3	State registrars are offered bribes	52,2%	6,0%	5,6%	2,6%	33,6%
6.4	State registrars may take bribes while avoiding disclosure and punishment	53,7%	9,0%	4,7%	1,3%	31,3%
6.5	Client complaints to the Registration Department are considered objectively and impartially	0,0%	0,9%	27,9%	42,1%	29,1%
6.6	Employees will take the initiative to bring their colleagues to justice in the event that someone is suspected of violating the law in line of duty	4,3%	5,2%	21,0%	24,5%	45,0%
6.7	In my opinion, it is possible to justify officers being rewarded by the clients, since receiving registration services is very complicated and confusing	35,2%	24,0%	17,6%	8,6%	14,6%

### Legality. Distribution of responses among registration services users who applied to CMC registration departments

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
7.1	I find the process of registration service understandable	0,6%	3,3%	10,4%	85,7%	0,0%
7.2	I understand the rights and obligations of the agency staff	0,5%	3,3%	15,9%	76,4%	3,9%
7.3	The staff of the agency are competent about the laws, norms and procedures regulating their provision of services to population	0,0%	1,6%	16,5%	80,8%	1,1%
7.4	The staff of the agency are competent about the laws and procedures they use in their work	0,0%	0,0%	13,7%	85,7%	0,6%
7.5	Personal interest of employee of the agency may influence the decision he/she takes (for example, in a case where their close friends or family members are involved)	49,5%	16,5%	7,7%	5,5%	20,8%
7.6	Registrars and administrators treat all clients equally, regardless of their gender, age, social or material status	0,0%	1,1%	10,4%	85,7%	2,8%
7.7	Client service is provided taking into account gender equality (equally for both males and females)	0,0%	0,0%	6,6%	91,8%	1,6%
7.8	The staff of the agency follow the laws on gender equality and non-discrimination	0,0%	0,0%	6,0%	91,8%	2,2%

## Legality. Distribution of responses among registration service users who applied to CMC ASC

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
7.1	I find the process of registration service understandable	0,0%	0,9%	4,6%	94,5%	0,0%
7.2	I understand the rights and obligations of the agency staff	0,0%	0,5%	12,7%	85,9%	0,9%
7.3	The staff of the agency are competent about the laws, norms and procedures regulating their provision of services to population	0,0%	0,5%	7,3%	90,0%	2,2%
7.4	The staff of the agency are competent about the laws and procedures they use in their work	0,0%	0,0%	5,0%	93,2%	1,8%
7.5	Personal interest of employee of the agency may influence the decision he/she takes (for example, in a case where their close friends or family members are involved)	59,6%	11,8%	6,8%	12,7%	9,1%
7.6	Registrars and administrators treat all clients equally, regardless of their gender, age, social or material status	0,5%	0,0%	5,9%	91,8%	1,8%
7.7	Client service is provided taking into account gender equality (equally for both males and females)	0,0%	0,0%	1,4%	95,9%	2,7%
7.8	The staff of the agency follow the laws on gender equality and non-discrimination	0,0%	0,0%	3,2%	95,0%	1,8%

## Accessibility. Distribution of responses among registration services users who applied to CMC registration departments

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
8.1	I understand the scope of remit and competency of agency staff	0,5%	1,1%	14,3%	80,8%	3,3%
8.2	Registrars of the department and ASC administrators are open to face-to-face meetings and communication with clients	0,0%	0,6%	11,5%	85,7%	2,2%
8.3	The agency where I receive registration services is accessible for visiting	0,5%	1,1%	5,0%	93,4%	0,0%
8.4	I found it hard to understand exactly the set of documents and how to fill them out in order to receive registration services	79,7%	9,9%	2,7%	6,0%	1,7%
8.5	I found it hard to collect the necessary set of documents for submission in order to receive registration service due to incomprehensibility of the documents list	81,3%	10,4%	1,1%	5,0%	2,2%
8.6	I found it hard to collect the necessary set of documents for submission in order to receive registration service due their absence	80,2%	8,8%	3,8%	5,0%	2,2%
8.7	I was served in the language I used to communicate in order to apply for registration services	1,1%	0,5%	5,0%	93,4%	0,0%
8.8	Different categories of population have equal access to CMC registration services	0,0%	0,5%	9,9%	87,4%	2,2%
8.9	Working hours of the agency that provides registration services are convenient for me	2,2%	4,9%	12,1%	80,2%	0,6%
8.10	Information boards in the agency that provides registration services are accessible and understandable in terms of information about registration service procedures	0,0%	0,0%	10,4%	58,8%	30,8%

8.11	The information about registration services provided on Chuhuiv Municipal Council website is accessible and understandable	0,0%	0,5%	4,4%	20,9%	74,2%
8.12	I find the costs of state registration service affordable	1,1%	2,2%	13,2%	63,7%	19,8%
8.13	Being in the agency where I receive registration services, I feel psychological discomfort	91,8%	2,7%	1,6%	3,9%	0,0%
8.14	Means of communication with the agency where I receive registration services in order to receive necessary information are convenient for me	1,1%	2,2%	22,5%	72,0%	2,2%

### Accessibility. Distribution of responses among registration service users who applied to CMC ASC

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
8.1	I understand the scope of remit and competency of agency staff	0,0%	0,5%	10,9%	85,9%	2,7%
8.2	Registrars of the department and ASC administrators are open to face-to-face meetings and communication with clients	0,5%	1,4%	7,3%	89,0%	1,8%
8.3	The agency where I receive registration services is accessible for visiting	0,9%	0,5%	5,5%	92,7%	0,4%
8.4	I found it hard to understand exactly the set of documents and how to fill them out in order to receive registration services	88,6%	5,9%	2,3%	3,2%	0,0%
8.5	I found it hard to understand exactly the set of documents and how to fill them out in order to receive registration services	85,5%	9,5%	2,3%	1,8%	0,9%
8.6	I found it hard to collect the necessary set of documents for submission in order to receive registration service due their absence	84,9%	9,6%	2,3%	2,7%	0,5%
8.7	I was served in the language I used to communicate in order to apply for registration services	1,4%	0,4%	1,4%	95,9%	0,9%
8.8	Different categories of population have equal access to CMC registration services	0,0%	0,5%	4,1%	94,5%	0,9%
8.9	Working hours of the agency that provides registration services are convenient for me	0,0%	0,5%	5,5%	94,0%	0,0%
8.10	Information boards in the agency that provides registration services are accessible and understandable in terms of information about registration service procedures	0,0%	0,0%	5,9%	80,5%	13,6%
8.11	The information about registration services provided on Chuhuiv Municipal Council website is accessible and understandable	0,0%	0,5%	3,6%	67,3%	28,6%
8.12	I find the costs of state registration service affordable	0,5%	1,8%	7,3%	87,7%	2,7%
8.13	Being in the agency where I receive registration services, I feel psychological discomfort	90,9%	1,4%	1,8%	5,9%	0,0%
8.14	Means of communication with the agency where I receive registration services in order to receive necessary information are convenient for me	0,0%	0,5%	10,0%	88,6%	0,9%

**Right to be heard. Distribution of responses among registration services users who applied to CMC registration departments**

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
9.1	State registrars take into consideration clients' wishes and arguments before they take a decision that affects clients	0,0%	3,9%	32,4%	60,4%	3,3%
9.2	Clients of the Registration Department may orally express their views and arguments before or after the time when decision is taken regarding their query	0,0%	2,2%	30,8%	63,7%	3,3%
9.3	Staff of the agency would assist service users in cases of obvious mistakes	0,0%	0,0%	16,5%	81,9%	1,6%
9.4	There are clearly established time limits for when the Registration Department of CMC have to take decisions or respond to clients' queries	0,0%	0,6%	17,0%	75,8%	6,6%
9.5	The Registration Department follows established time limits when taking decisions or responding to clients' queries	0,0%	0,0%	14,8%	80,2%	5,0%
9.6	The agency will inform me about the decision taken (readiness of service I applied for) in a way convenient to me	0,0%	1,1%	7,7%	86,8%	4,4%

**Right to be heard. Distribution of responses among registration service users who applied to CMC ASC**

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
9.1	State registrars take into consideration clients' wishes and arguments before they take a decision that affects clients	0,0%	0,9%	8,6%	89,1%	1,4%
9.2	Clients of the Registration Department may orally express their views and arguments before or after the time when decision is taken regarding their query	0,0%	0,4%	11,4%	84,1%	4,1%
9.3	Staff of the agency would assist service users in cases of obvious mistakes	0,0%	0,5%	10,4%	87,7%	1,4%
9.4	There are clearly established time limits for when the Registration Department of CMC have to take decisions or respond to clients' queries	0,5%	0,5%	12,3%	83,6%	3,1%
9.5	The Registration Department follows established time limits when taking decisions or responding to clients' queries	0,0%	0,0%	8,6%	89,6%	1,8%
9.6	The agency will inform me about the decision taken (readiness of service I applied for) in a way convenient to me	0,0%	0,0%	7,7%	91,4%	0,9%

**Right to appeal. Distribution of responses among registration services users who applied to CMC registration departments**

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
10.1	Staff of the agency present arguments to explain reasons behind decisions on clients' requests	0,0%	0,5%	35,2%	58,8%	5,5%
10.2	The Registration Department will inform the client when they have taken a decision that directly concerns him/her	1,1%	0,6%	28,0%	59,3%	11,0%

10.3	Do you think you can appeal a decision by the Registration Department taken on your request?	3,8%	2,2%	31,9%	37,9%	24,2%
10.4	The Registration Department can advise the client on how to appeal a decision the client does not agree with	0,5%	1,7%	21,4%	41,2%	35,2%
10.5	The Registration Department review their own decisions in a fair and objective way	0,0%	1,6%	29,7%	41,8%	26,9%

### **Right to appeal. Distribution of responses among registration service users who applied to CMC ASC**

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
10.1	Staff of the agency present arguments to explain reasons behind decisions on clients' requests	0,0%	0,5%	10,0%	83,6%	5,9%
10.2	The Registration Department will inform the client when they have taken a decision that directly concerns him/her	0,0%	0,5%	13,2%	74,4%	11,9%
10.3	Do you think you can appeal a decision by the Registration Department taken on your request?	1,4%	2,7%	10,1%	36,5%	49,3%
10.4	The Registration Department can advise the client on how to appeal a decision the client does not agree with	0,5%	1,8%	11,4%	40,2%	46,1%
10.5	The Registration Department review their own decisions in a fair and objective way	0,0%	1,4%	16,0%	45,2%	37,4%

### **Transparency. Distribution of responses among registration services users who applied to CMC registration departments**

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
11.1	At the Registration Department, the client is able to receive information on laws, standards and procedures guiding the work of the agency	0,0%	0,6%	22,5%	69,2%	7,7%
11.2	The agency can give out sensitive or private information to clients	12,1%	8,8%	17,0%	42,3%	19,8%
11.3	Clients can get consultation on issues they are concerned about from staff of the agency	0,0%	1,6%	18,7%	75,3%	4,4%

### **Transparency. Distribution of responses among registration service users who applied to CMC ASC**

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
11.1	At the Registration Department, the client is able to receive information on laws, standards and procedures guiding the work of the agency	0,0%	0,9%	12,8%	84,0%	2,3%
11.2	The agency can give out sensitive or private information to clients	19,6%	4,6%	14,6%	50,2%	11,0%
11.3	Clients can get consultation on issues they are concerned about from staff of the agency	0,0%	1,4%	15,1%	80,3%	3,2%

**Accountability. Distribution of responses among registration services users who applied to CMC registration departments**

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
12.1	In my opinion, the work of the agency is influenced by supervisory and control bodies	2,7%	3,9%	29,1%	40,7%	23,6%
12.2	State registrars have instructions for actions in the case when one of their colleagues is suspected of violating the law in line of duty	0,0%	0,0%	34,1%	37,9%	28,0%
12.3	State registrars are offered bribes	37,9%	8,8%	10,4%	3,3%	39,6%
12.4	State registrars may take bribes while avoiding disclosure and punishment	43,4%	11,5%	5,0%	2,2%	37,9%
12.5	Client complaints to the Registration Department are considered objectively and impartially	0,0%	1,7%	39,0%	28,0%	31,3%
12.6	Employees will take the initiative to bring their colleagues to justice in the event that someone is suspected of violating the law in line of duty	7,2%	8,8%	20,3%	12,6%	51,1%
12.7	In my opinion, it is possible to justify officers being rewarded by the clients, since receiving registration services is very complicated and confusing	35,2%	22,5%	19,8%	6,6%	15,9%

**Accountability. Distribution of responses among registration service users who applied to CMC ASC**

Nº	Please indicate to what extent:	Definitely no	Rather no	Rather yes	Definitely yes	Hard to answer
12.1	In my opinion, the work of the agency is influenced by supervisory and control bodies	2,7%	3,2%	9,6%	51,8%	32,7%
12.2	State registrars have instructions for actions in the case when one of their colleagues is suspected of violating the law in line of duty	0,9%	1,8%	13,2%	55,5%	28,6%
12.3	State registrars are offered bribes	73,1%	4,1%	2,3%	1,8%	18,7%
12.4	State registrars may take bribes while avoiding disclosure and punishment	70,4%	6,4%	2,7%	1,4%	19,1%
12.5	Client complaints to the Registration Department are considered objectively and impartially	0,0%	0,5%	13,6%	60,0%	25,9%
12.6	Employees will take the initiative to bring their colleagues to justice in the event that someone is suspected of violating the law in line of duty	1,8%	1,8%	23,8%	38,4%	34,2%
12.7	In my opinion, it is possible to justify officers being rewarded by the clients, since receiving registration services is very complicated and confusing	37,7%	29,6%	7,7%	10,0%	15,0%



