



REPORT ON THE RESULTS OF MONITORING VISIT of the Ukrainian Helsinki Human Rights Union/ UHHRU

to checkpoints and points for submission and processing documents for issuance permits to the ATO area (the city of Artyomovsk and Velyka Novosilka district of Donetsk region)

SCOPE OF WORK WITHIN THE MONITORING VISIT:

<u>Purpose of the visit:</u> To inspect the freedom of crossing the "line of contact" for getting the permits and improvement of this procedure at the checkpoints issuing such permits in Donetsk region after the updated by the State Security Service of Ukraine "Interim procedure of entry into the of uncontrolled territory and exit from it for citizens of Ukraine and foreigners (stateless persons) as of 05.12.2015".

<u>Membership of the group:</u> volunteers of the UHHRU Olha Shevchuk, Vyacheslav Kuchin, Serhiy Chystyakov.

<u>Location:</u> entry/exit checkpoints (EECP), points of submission documents and coordination centers of the city of Artyomovsk and Velykf Novosilka district of Donetsk region.

Dates of the visit: May 22-27, 2015

Aspects subject to evaluation/ objectives in the observance of right to free movement:

- 1. Investigate the possibility of obtaining information about the procedure for obtaining permits for persons who are in the uncontrolled territories of Ukraine:
 - 2. Investigate the causes of crossing the line of contact by civilians
- 3. Fix the absence/ presence of queues and time for permits preparation of the moment of documents submission.
 - 4. Inspect passing checkpoints by civilians.
- 5. Find out the number of applications for permits in the last month and capacity of checkpoints and points of issuance of permits.

VISIT DESCRIPTION

SECTOR C:

05/23/2015 Olha Shevchuk and Serhiy Chystyakov watched the procedure and questioned civilians at entry/exit checkpoints "Zaitseve" and in Artemivsk. According to the results of the

questioning of 19 people (8 – at the checkpoint, 7 – at the bus-station, 2 – at the railway station, 2 – at the hotel) it was found out the following:

- 1. In the territories outside the control of Ukraine the information on procedures for obtaining permits virtually is unavailable. Thus, none of the respondents use a "hot line" due to the absence of information about the existence of it. The same, there are no notices on the schedule of submission documents and issuing permits at EECP. In addition it was found out that none of the respondents could get by phone to the coordination group and the territorial center. Applications of citizens on obtaining permits via email were left unanswered. When the documents were submitted personally the questions about not responding to their letters of appeal the officers of the state authorities answered to the citizens that they did not receive them at all.
 - 2. Among the main reasons for the need of crossing the contact line respondents indicated:
 - the need to purchase food and essential goods;
 - registration of pension;
 - visits to relatives;
 - care for graves;
 - entering into universities and taking independent testing.
- 3. Quality of service for people who wish to obtain permits is extremely low. In particular, respondents indicated that to obtain permits the unreasonably large number of different documents is needed. In addition, due to the large workload of the territorial center, the issuance of permits is made not within 10 days, as provided for by the law, but delayed for several months. However it was not possible to analyze the workload on employees who accept and process applications for permits because the monitoring team was not provided with data on the total number of employees due to the secret nature of the information.
- 4. In the same way it is possible to consider unsatisfactory the conditions at the points of document processing and issuance of permits and during passing checkpoints by civilians. For example, despite the constant presence of large queues at EECP, there are no elementary conditions for people (bio-toilet is installed but not working, in permanent toilet there is no door, due to the absence of benches people, including the elderly, have to stand for hours waiting for their turn). The corrupt part of the process is not destroyed because there is the issuance of permits for the money (respondents mentioned amount from 1000 to 1500 UAH); the illegal transport of citizens without permits is carried out (according to respondents the price of one such trip varies from 200 to 400 UAH).
- 5. The question about the number of applications for permits during the last month and the capacity of the checkpoints and points of issuance of permits were clarified during the meeting with the Head of the Coordination Group of the "C" Sector.

Concerning the work of this unit on issuing permits to cross the contact line in the "C" Sector (hereinafter the "Permits") for individuals the Head of the Coordination Group of the "C" Sector the colonel Olexandr Malyuchenko gave the following oral comments to the UHHRU mission representative Vyacheslav Kuchin.

At the moment, employees of the group carry out the acceptation of the documents from citizens in two points. At the place of location of the group (city of Artemovsk, 60) and in the territory of the highway checkpoint between the cities of Artemivsk and Gorlivka (for the citizens who live in the temporarily occupied territory). Working hours of these points are from 9.00 to 17.00 Monday to Friday.

The Issuance of documents is carried out at the place of location of the group (city of Artemivsk, 60) and at the checkpoint during working hours, including Saturday.

According to the terms stated at the clause 7.3. of the Temporary Order on control of the movement of people, transport vehicles and cargo along the contact line in Donetsk and Lugansk regions, permits must be issued within 10 days.

In practice, on the day of conversation (May 23, 2015) permits were issued to persons who have submitted their applications in person in mid-April 2015; furthermore applications submitted electronically by March 23, 2015 have been processed.

Regarding the reasons that prevent to adhere to the terms of issuance, he pointed out:

- large scope of applications for permits in the previous period;
- lack of sufficient office equipment used for logging in, processing and validation of the applications;
- insufficient number of access points to the information base of the Ministry of Internal Affairs;
- insufficient number of staff.

According to the staff capabilities of the group, the regular telephone requests by all four telephone numbers are answered by two officers, and processing of the applications sent by email is carried out by only one employee.

All full-time employees of the Coordination Group hold there duties for more than the normal working hours and on weekends.

Thanks to the permission of the Coordination Centre management the Coordination Group of Artemivsk City Department of the Ministry of Internal Affairs introduced as an experiment the informing of applicants about the readiness of permits on its website http://artemivsksectjrc.jimdo.com/ by the number of the application that the applicant receives after submission of the documents.

If at the personal submission it is found out that the documents submitted by the applicant have shortcomings or the package of documents is not full, such application is not accepted. After eliminating shortcomings (which can be done on the spot) application is accepted. The Coordination Group does not have an opportunity to keep correspondence with applicants, therefore the applications sent by e-mail and through the postal agencies are ineffective. In addition to email address often come documents that employees of the group can not process due to lack of the format or threat of infection of operation program by computer virus. Currently the technical equipment of the group does not allow to process the application of the citizens received by emails in time.

As the Head of the Coordination Group of "C" Sector noted for the period from May 1 to May 22 there were submitted 16,697 applications (which considering weekends and holidays averaged over 1,113 applications per day). Approximate capacity of acceptation applications in the points of personal submission is 300 in each, and at the time of the conversation (May 23, 2015) is higher than the existing applications. However, according to Malyuchenko O., all persons who applied to the Coordination Group are served during a day. At that the average daily number of applications received is:

- at each individual point of accepting applications about 150;
- to the e-mail of the group about 200-300;
- through postal agencies about 100.

Estimated daily capacity of issuance of permits in the Coordination Group is about 300; the average number of permits issued daily is about 250.

Refusal to issue permits after submitting documents for consideration personally is a rare case. The vast majority of refusals are concerning applications submitted by postal agencies and sent by email. In April 2015, 157 persons got the refusal for issuance a permit, in May (as of May 23) – 140 persons.

Change in the Temporary Order of 12 May 2015 did not influence the work of the Coordination Group.

At present the management of the Coordination Centre is in the process of solving the issue of enhance of logistics and considers the possibility of increasing the number of full-time employees.

After the said interview, as it was orally informed by the management of the Group, at the end of May the Coordination Centre decided to carry out e-mail correspondence on the issuance of permits centralized in one place for all sectors.

SECTOR B:

The monitoring was carried out by Oleksiy Bida, Vyacheslav Kuchin and Andriy Storozh.

05/25/2015 the representatives of the UHHRU mission Vyacheslav Kuchin and Andriy Storozh examined the entry-exit control point at the road "Heorhiyivka" next to Heorhiyivka village of Velyka Novosilka district, Donetsk region on the procedure of crossing the contact line at "B" Sector. 05.26.2015 there was conducted a questioning among the residents of the occupied territories in number of 7 persons who went by bus on the route Kurakhovo – Velyka Novosslka to the point of the Coordination Group to obtain permits to cross the contact line in the sector B (hereinafter "permits") for individuals. All are females, six of them of retirement age agreed to speak anonymously.

During examining and interviews there was found the following:

- 1. Information on the procedures for obtaining permits is virtually unavailable as well. For example, the information about the Temporary Order of control the movement of persons, vehicles and goods along the contact line within Donetsk and Lugansk regions, including on the issuance of permits for residents of the occupied territories, all respondents received "from friends".
- 2. The questions of the *reasons of crossing the conflict line* by interviewed civilians were not considered.
- 3. All respondents evaluate the system of permits extremely negatively. According to all respondents, obtaining permits for residents of occupied territories requires a lot of time. In particular, you first need to get to EECP for road traffic "Heorhiyivka" in order to submit the application and documents. Documents are collected by the State Border Guard Service employees, who don't check the accuracy of the application and the completeness of documents package.

Issuance of the permit requires at least two months and the biggest complication is the information about its readiness. The phones of Coordination Group are always busy. One woman reported that during a day she managed to get through to the Coordination Group by phone with the help of the computer program with an automatic dialing up, all others to obtain information about the readiness of the permit had to come to the same EECP several times.

To get a hard copy of the permit, according to respondents, you should come to Velyka Novosilka and spend the night there. On the first day the person checks whether the permit is ready and then is registered in a queue to receive it the next day. The next day a person gets a permit.

4. At the point there is a queue of a few dozen autos in both directions. Persons who have permits to cross the contact line in the B sector (hereinafter the "permit") are allowed to cross. There are separate queues for the regular and private vehicles. In the regular transport permits are checked by the Border Guard Service employees mostly visually, without checking the e-base. According to oral explanation of the commandant of the checkpoint the permits electronic database that is at their disposal, for some strange reason is incomplete. The presence of permits is checked on the electronic database primarily for residents of the occupied territories, traveling to the Coordination Group at Nova Novosilka for hard copies of the permits. The check of one car demands not less than 5 minutes.

The cross of the checkpoint without permits is allowed for residents of the settlements Avdiivka, Mariinka, Krasnogorivka, Maksymilyanivka, Heorhiyivka who are in the territory controlled by Ukraine between the checkpoint and contact line. According to the explanation of the commandant in an emergency one time persons from the occupied territory are permitted to the territory controlled by Ukraine, under the presence of supporting documents and after telephone consultation with the management of the Coordination Group.

Persons registered in the occupied territory from the territory controlled by Ukraine, are allowed without permits.

At the checkpoint the open printed information on the issuance of permits and the procedure of crossing the contact line is not available. There is also no information on the list of goods which are

not covered with the Order of entry to and exit from uncontrolled territory of the citizens of Ukraine and foreigners (stateless persons).

At the checkpoint there are no conditions for disposal of goods that the State Fiscal Service employees do not allow for crossing under the Order.

5. The question about the number of applications for permits during the last month and the capacity of the checkpoints and points of the issuance of permits were clarified during the meeting with the Head of the Coordination Group of the "B" Sector.

The Head of the Coordination Group of the "B" Sector (refused to tell position, rank and the name) 05/26/2015 in the police department building of the village Velyka Novosilka provided the following oral comments for the representatives of the UHHRU mission Vyacheslav Kuchin and Andriy Storozh in respect to this unit for issuing permits to crossing the contact line in Sector B (hereinafter the "Permits") for individuals.

At the moment, employees of the group accept documents (applications for permits) from the citizens in the following locations:

- 1. Village Velyka Novosilka, Gagarina Str. 1
- 2. City of Vugledar, 30-richcha Peremogy Str., 16a for the inhabitants of Vugledar city;
- 3. City of Volnovakha, Lenin Str., for the inhabitants of Volnovakha city;
- 4. Village Mariinka for the inhabitants of that village. At the time of the interview there was considered the possibility of issuing permits in this location for the inhabitants of the village Krasnogorovka.
- 5. At the checkpoint of the transport corridor "Donetsk Kurakhovo" next to the village Heorhiyivka (for the citizens that live in the temporarily occupied territory, mainly Donetsk and Makeyevka). At this checkpoint application together with the documents are collected by the Border Guard Service employees, from whom documents are taken every day by the Coordination Group employees who process these documents at city of Kurakhovo, Plekhanov St. At this address there is no public acceptation of the citizens.

The issuance of the ready permits is done in Volnovakha and Vugledar for the inhabitants of these cities. All others receive permits in the village Velyka Novosilka, Gagarina str., 1.

During the period January-March 2015 the group received about 70,000 applications. At the time of the interview the group had about 30,000 applications for consideration. Every day about 1,100 applications are submitted, of which 600-800 are from the occupied territory. Nearly 300 applications are submitted by mail weekly. The group doesn't accept applications by email.

Informing on the readiness of the permits is given by phone and additionally for the inhabitants of the occupied territories on the checkpoint in the village Heorhiyivka via an electronic database.

According to the terms stated at the clause 7.3. of the Temporary Order for control the movement of persons, vehicles and goods along the contact line within the Donetsk and Lugansk regions (10 days) permits are issued in cities of Volnovakha and Vugledar because compared to the village Velyka Novosilka the load is not sagnificant. At the points in the village Velyka Novosilka the delay in issuing permits is approximately 2 months.

At the time of the interview the group issued approximately 100,000 permits.

Estimated daily capacity of issuance permits in the group is 1,500-2,000 daily, including all points of issue.

An urgent issuance of permits is done in two places – in the village Velyka Novosilka in the premises of the local self-defense (apart from the main point) and directly at the checkpoint in the village Heorhiyivka. At the last checkpoint the permission is given by border guards after the phone consultation with the Coordination Group. The reason is an emergency – burial, study in Ukraine, General Independent testing, entering the university, treatment, medical operations etc.

The reasons that prevent the compliance with the terms of issuance permits:

- large scope of the applications; use of the sector for crossing the contact line by urban residents from the occupied territories;
- lack of sufficient office equipment used for logging in, processing and validation of the applications;

- insufficient number of MIA Database information access points (this verification in the form of assistance to the group is done by the employees of the Ministry of Internal Afairs, who are not a part of the group and have other duties). At the time of the conversation 1,000-1,500 people are subjected to the police check every day;
- insufficient number of staff.

Change in the Temporary Order of 12 May 2015 didn't influence the work of the Coordination Group.

The management of the Group believes that the system of permits is justified because between January and May there were detained six people who were wanted internationally, 30 active members of terrorist groups DPR.

The permit for crossing the contact line is simple in printing, the stamp is also made by means of printing. At the control checkpoints permits are mainly checked visually. In case of detecting false permits, they are excluded, but people who use them are not brought to responsibility as they explain that received such documents through intermediaries.

After the conversation the UHHRU mission representatives examined the point of issuing permits. A lot of people were waiting for reception. The information at the door of the point stated that in the village Kurakhovo there is a working point of submission documents. The point for submission in Volnovakha village was not mentioned in the informational materials.

05/26/2015 Deputy Mayor of the executive bodies of Vugledar city Denis A. Snidevich in the premises of the Vugledar City Executive Committee provided the following oral comments to the representative of the UHHRU mission Olexiy Bida regarding administrative services centre for issuing permits for crossing the contact line in the B Sector (hereinafter "permits") for individuals.

In general in the city reside 17,000 people and registered 6,000 internally displaced persons. At their request, the administrative services center from March 2, 2015 there was opened the point of submission documents for obtaining permits. Currently about a thousand people filed documents. About 100 people a day obtain services. 2 days per week the center accepts documents, as this is not the main work of the centre.

According to visitors of the Center, on 05/26/2015 permits were received by persons who submitted documents on 04/15/2015.

There are no hotels in Vugledar and Velyka Novosilka.

CONCLUSIONS AND RECOMMENDATIONS

The main conclusions that can be formulated on the results of monitoring research of freedom of crossing the "line of contact" to obtain permits, are as follows:

- 1. In the territories outside the control of Ukraine the information on the procedures for obtaining permits virtually is unavailable. There is no information on the "hotline", schedule of accepting documents and issuing permits at exit/entry checkpoints, it is almost impossible to get through by phone to the Coordination Group and the territorial center.
- 2. Need for crossing the contact line is primarily due to domestic reasons (the need to purchase food and essential goods, preparing papers for and getting pensions, visits to relatives, care for the graves of relatives, entering universities and passing independent testing).
- 3. There are large queues of willing to receive a permit persons detected at all EECP. The indicated deadlines for issuing are observed only in the cities of Volnovakha and Vugledar through a very small workload. In all other points due to overload of EECP the delay with issuing permits is 1.5-2 months.

- 4. It is possible to consider unsatisfactory the conditions at the points of document processing and issuance of permits and during passing checkpoints by civilians.
 - 5. Lack of personnel and weak technical support at EECP and points of document processing.

In order to improve the entry to and exit from the uncontrolled territory for citizens of Ukraine and foreigners (stateless persons) at points of issuance permits in Donetsk region it is offered:

- 1. To equip with the information boards EECP "Zaitseve" and points of submission documents in Velyka Novosilka, Uglegirsk and Kurakhovo.
- 2. To prepare leaflets on procedures for obtaining permits and give them to visitors for further distribution among friends in uncontrolled territory.
 - 3. To improve the work of "hotlines" and feedback by email.
- 4. According to the existing needs increase the number of EECP (in the "C" sector two, and in "B" sector three times).
 - 5. In the "B" sector to create another point of accepting and processing documents.
 - 6. To improve logistics of the points for submission and processing documents.
- 7. According to available needs to increase the number of personnel staff of the Coordination groups engaged in accepting and processing documents.
 - 8. Equip EECP with the places for waiting.
- 9. In settlements where the points of submission and processing documents locate to equip lounge and catering points.

According to the results of monitoring and generalization of all collected during the monitoring visit information the relevant recommendations and proposals will be sent to the Security Service of Ukraine, Ministry of Internal Affairs of Ukraine, the State Border Guard Service of Ukraine.

ANNEXES

Annexes 1-4. Pictures from entry-exit checkpoints



Picture 1. The point of processing documents and issuing permits in the village Velyka Novosilka



Picture 2. Information board on EECP "Heorhiyivka"



Picture 3. Point of Kurakhovo city does not accept documents



Picture 4. Queue at the EECP "Zaitsevo" go away over the horizon



Picture 4. Registering for the reception in city of Vugledar carried out the day before

Legal analysis of the Temporary Order on control of the movement of people, transport vehicles and cargo along the contact line in Donetsk and Lugansk regions

Executed by Vyacheslav Kuchin

The Temporary Order (hereinafter Order) of control the movement of persons, vehicles and goods along the contact line within Donetsk and Lugansk regions (approved by the first deputy head of anti-terrorist center of the Security Service of Ukraine (the head of the antiterrorist operation in Donetsk and Lugansk regions) by order of January 22, 2015 N 27or S.M. Popko as amended as of May 12, 2015) at present is the only document that regulates the entry to and exit from the uncontrolled territory of citizens of Ukraine, foreigners and stateless persons. The only source of information on the contents of this Procedure is published in the official website of the Security Service of Ukraine http://www.sbu.gov.ua/sbu/control/uk/publish/article?art id=135955.

The exact comparison of the content of the current revision with the content of previous revisions is not possible, because at the moment such publications on the website of the Security Service of Ukraine, including cache pages, are absent.

Monitoring the practice of using the Order proves that from May 12, 2015 compared to March 27, 2015 – the date of the previous one the Order of moving people along the contact line within Donetsk and Lugansk regions remained unchanged.

The Order significantly restricts the right to freedom of movement, free choice of residence, guaranteed by the first paragraph of Article 33 of the Constitution of Ukraine, which can only be limited by law.

The legal justification for the use by the State of Ukraine of the Order is stated in the decision of the District Administrative Court of Kyiv city (Judge Krotyuk O.V.) of April 6, 2015 № 826/1858/15 concerning the claim of displaced Oleksandr Kulikov and Olga Demidova against the Anti-Terrorist Centre of the Security Service of Ukraine on recognition illegal and cancelation of the said Order. Currently, a court decision is not entered into force because it was challenged on appeal and in accordance with the decision of Kyiv Court of Appeal of 08.05.2015 (Judge Hrom L.M.) for the appeals of the claimants appeal proceeding is opened.

The court in the above decision kept the legal position according to which the right to freedom of movement in this case is limited by the Security Service of Ukraine in the person of the Anti-Terrorist Center at the Security Service of Ukraine according to the Law of Ukraine "On Combating Terrorism" № 638-IV of 20.03.2003, in particular its Article 12, which provides mandatory of legal requirements of participants in the antiterrorist operation for citizens and officials, and Articles 4 and 7 which establish authorities of the Security Service of Ukraine and the Antiterrorist Centre at the Security Service of Ukraine. The Court decided that the said Order, although has some signs of a legal act, but is not such, as Anti-terrorist Centre of the Security Service of Ukraine is not entitled to them. However, the Order is actually a writing requirement to citizens, which is framed in such a way with the aim and to perform the functions and objectives of the authorized entity provided by law, and by provisions of Article 12 of the Law is mandatory to fulfill.

Meanwhile, even if to judge out of said position, monitoring of the Order and practice of its use shows that it is imperfect, does not take into account and does not solve many problematic issues and disputes, thus limits the right to freedom of movement unreasonably and excessively from level sufficient for management of counterterrorist operation, in other words achieving objectives stated by the Law namely prevention, protection and suppression of terrorist activities, the release of the hostages, provision of public safety, neutralization of terrorists, minimizing the effects of terrorist activities.

In addition, the presence in the Order provisions which on the one hand provide officials of the Coordinating groups and checkpoints unjustifiably wide terms for consideration, the opportunity to decide unreasonably on exceptions from the general rules, and on the other hand set vague, cumbersome, too complicated and difficult to meet requirements for citizens is a factor which creates conditions for corruption.

Monitoring revealed the following shortcomings of the Order and practice of its usage:

- 1. The lack of information on the rules of movement of persons, vehicles and goods along the contact line within Donetsk and Lugansk regions, procedure and practice of obtaining relevant permits.
 - The Order is placed on the website of the Security Service of Ukraine without section IV, contains misinformation (e.g., absence of information about the point of submission documents in Volnovakha city, on the contrary presence of information on the point of submission documents in Kurakhove village which it is not there), contains the phone numbers which can not be get through, no information about the time of reception of citizens, points and procedure of reception of citizens living in the temporarily occupied territory, operating border crossing points.
 - Security Service of Ukraine website does not have a practice of informing about the changes in the content of the Order and other information on the procedures that would allow citizens and officials not to thoroughly study the whole Order again after the next change.
 - Next to the points of submission documents there are no information boards where people can
 get reliable and relevant information about the appropriate procedure. Placement of such
 boards inside of the points is inefficient since during reception it is difficult to get to them due to
 the long queues.
 - There is no information about crossing procedures, powers and procedures of officials' actions, the range and number of goods allowed for taking at the control points.
- 2. Absence of emergency evacuation procedures for citizens, who want to leave temporarily occupied territory in the escalating of the conflict.
- 3. Absence of a special procedure for exit out of temporarily occupied territory for children, people with disabilities, elderly persons.
- 4. The absence of effective and determined procedure for issuing permits for people with urgent needs.
- 5. The absence of effective procedure of submission applications and possibility of urgent organizational, material and financial response to any sudden significant change in the number of applications, the absence of documentary evidence for the applicant of the fact and date of application.
- 6. The absence of informing procedure about readiness of the permit or refusal to issue it, absence of the documentary evidence for the applicant of the fact and the reasons for refusal to issue a permit. Currently, people from temporarily occupied territories have to come several times personally to the checkpoints of the first line to get this information, and the applicants from the territory controlled by Ukraine also have personally and repeatedly to come to the points of submission documents. The practice of the Coordination Group C on informing applicants on issuance of the permits on the website by number, which is given at the submission of the documents is positive, however imperfect, since not all can use it and depends whether a person kept a number or not.
- 7. The absence of effective and regulated procedure of submission applications by using the Internet and using mail services.
- 8. The absence of an effective mechanism to appeal the refusal to accept documents for getting the permit or its issuance, especially for residents of temporarily occupied territories. The opportunity of appeal against such decision to the courts is provided in the clause 10.11 of the Order cannot be used by residents of temporarily occupied territories due to the absence of postal communication and the absence of the procedure of documentary proof for the applicant of the fact and the reasons for refusal to issue a permit
- 9. The absence of the contact line crossing procedures for residents of temporarily occupied territories who have lost passport and other documents, identifying the person or passport is not valid (not suitable for use, the photo at achieving the age of 25 or 45 years was not affixed).
- 10. The lack of effective procedures for using the electronic registry (currently at checkpoints the method of visual inspection of paper permits is mainly used, and the use of electronic registry slows movement and significantly contributes to the formation of huge queues at checkpoints).

- 11. The absence of multi-channel state "hotline" for issues concerning crossing the boundary line, and also absence of "helpline" by which a person crossing the boundary line can report violations and abuses during the passage through checkpoints.
- 12. The absence of procedures for dealing with the goods of hand baggage and/ or accompanied baggage that is forbidden to move through control checkpoints, but that the person who crosses the checkpoint, considers necessary to leave to continue the movement.

This report is made possible by the generous support of the American people through the United States Agency for International Development (USAID) in the framework of the Human Rights in Action Program implemented by the Ukrainian Helsinki Human Rights Union (UHHRU). The contents are the responsibility of the UHHRU and do not necessarily reflect the views of USAID or the United States Government.

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