**REPORT OF THE OMBUDSMAN IN THE REPUBLIC OF TATARSTAN**

“On observance of the rights and liberties of man and citizen in the Republic of Tatarstan in 2011”

Assessment of situation on observance of rights and liberties in the Republic of Tatarstan is based on the summary of results of considering applicant’s appeals, which came to the Ombudsman in the Republic of Tatarstan, results of inspections, data from state authorities and local government administration and information presented by Ombudsman’s volunteers, statements from nongovernmental human rights organization and mass media, reports of republican interdepartmental commissions.

Last year the situation with observance of human rights we estimated by means of case analysis in the most important spheres of human activities: rights to health protection, housing, work, social supportive measures. Importance of these inviolable human rights is established not only by national legal system, but international legal acts ratified by the Russian Federation: Convention for the Protection of Human Rights and Fundamental Freedoms, European social charter and others.

We also studied situation with human rights observance among representatives of different population groups and cases that demanded early solution.

**Analysis of citizen’s appeals**

Handling with citizen’s appeals is priority activity of the Ombudsman. It allows to help in restoration of violated right either in case of revelation of such facts, or in case of necessity of legal assistant rendering, but what is the essential, it helps to find out typical problems in the sphere of observance of the rights and liberties of man and citizens and take specific measures on their solution, including bringing to the attention of the competent authorities.

In 2011 2035 complaints and other citizens’ appeals came to the Ombudsman. It’s 48,1 per cent more than in the year of 2010 (schedule 1).

It was carried out personal receptions of citizens (94 citizens were received personally in the Office of the Ombudsman), including visits of the Ombudsman for receptions of citizens to the cities and districts of the republic (cities of Naberezhnye Chelny, Chistopol, Bugulma, Mendeleevsk, Zelenodolsk, Nizhnekamsk, Nurlat, Pestretcy-village, Verkhny Uslon-village), 110 people were received during these visits; on 26 appeals were made favorable decisions. Joint (issue-related) receptions of citizens were performed by the Ombudsman and Mr.A.Z.Farrakhov, Ministry of Health, (8 people were received, 4 appeals were resolved positively), the Ombudsman and Mr.Kh.G.Sharipov, the Head of Federal Court Bailiff Service in the Republic of Tatarstan, (8 people were received, 7 appeals were resolved positively), the Ombudsman and S.N.Pogodin, the Military Commissar of the Republic of Tatarstan (26 people were received, 4 appeals were resolved positively), the Ombudsman and D.Z.Khamadishin, the Head of the Federal Penitentiary Service, (4 people were received, 3 appeals were resolved positively Federal Penitentiary Service).

Following the results of appeals consideration citizens’ rights were restored in 202 cases or in 9,9 per cent, explanation were given on 1789 appeals, in 44 cases it was refused in investigation.

Now is putting into life, when the Ombudsman (or his representative) takes part in the civil investigation in the court as a third person (6 court sessions in all). We think this experience, approved in the republic, is positive and, in general, specific for activity of the Ombudsman in the federal subject of the Russian Federation.

Schedule 1

|  |  |  |
| --- | --- | --- |
| Criterions | Quantity | Per cent |
| Violated rights were restored | 202 | 9,9 |
| Explanations (consultations) were given | 1789 | 87,9 |
| Refused to be excepted for consideration | 44 | 2,2 |
| Number of appeals in total | 2035 | 100,0 |

**Structure of appeal theme in 2011**

Schedule 2

|  |  |  |  |
| --- | --- | --- | --- |
|  | Appeal theme | Quantity of appeals | Per cent |
| 1 | Housing questions, including matters of housing and public utilities service | 477 | 23,4 |
| 2 | Objection to judicial decision | 324 | 15,9 |
| 3 | Appeal against actions of law enforcement officers | 320 | 15,7 |
| 4 | Social security and social protection of population | 217 | 10,7 |
| 5 | Conditions of keeping people in places of detention | 155 | 7,6 |
| 6 | Labor legislation | 111 | 5,5 |
| 7 | Service in Armed Forces of the Russian Federation | 72 | 3,5 |
| 8 | Medical service | 68 | 3,3 |
| 9 | Education | 41 | 2,0 |
| 10 | Land matters | 36 | 1,8 |
| 11 | Matters of Russian naturalization and passportization | 30 | 1,5 |
| 12 | Execution proceeding | 16 | 0,8 |
| 13 | Other matters | 168 | 8,3 |
|  | In total | 2035 | 100,0 |

Activity of Ombudsman’s voluntary assistants in municipals units becomes more significant in the sphere of defense of human rights and liberties of citizens of the Republic of Tatarstan. All of them have great life experience and knowledge of people’s problems, they conduct advocacy and outreach activities, many problems are settled by them at the local level promptly, without unnecessary correspondence and waiting, requests and applications are sending to the corresponding authorities, applicants receive qualified recommendations and explanations.

As a result of the work executed by the voluntary assistant (Gulfira Faizrievna Gabdrakhmanova) together with local authority in the Kukmorsky district, it was resolved the query of citizen K. concerning lack of the central street lighting in one of the locality. In the Kamsko-Ustjinsky district the voluntary assistant (Ivan Petrovich Makhovik) has rendered help in preparing of necessary documents in order to secure a flat to citizen I. Due to help of the voluntary assistant in the Arsky district (RinatAlifkhanovichKhidiyatov), the citizen M.’ complaint concerning red-tapery during getting him a degree of disability was fully satisfied, and in response to complaint of residents about absence of the access ramp at entrance to the central chemists shop the assistant has rendered help in installation of call-button for low-mobile groups of population. Under the auspices of the voluntary assistant in the Nizhnekamsky municipal district (Tamara Vladimirovna Troshina) supply of heat to the flat of citizen B. was restored, although repeated requests of the applicant to the house administration were ineffective.

In total voluntary assistants have considered over 1,5 thousand of applications.

Ombudsman’s voluntary assistants in Almetjevsky, Zelenodolsky, Mamadyshsky, Nizhnekamsky, Pestrechinsky municipal districts went into the composition of commissions of correctional centres for behavior rating of convicted and determination of serving punishment conditions.

Taking into consideration that Ombudsman’s voluntary assistants are people of different occupations, age and not of all of them have legal education, with the aim of raising their qualification we’d like to address to Mrs.R.R.Valiullova, the Head of the Department on affairs of civil servants at the President of the Republic of Tatarstan, with a petition to render assistance in organization of regular training courses for Ombudsman’s voluntary assistants in 2012 that will serve further perfecting their work.

Today we’d like to say thank, with all our hearts, all voluntary assistants in districts and cities of the republic for their tough and unselfish labour as human rights defenders and their contribution to the cause of human rights defense in the Republic of Tatarstan.

**Observance of housing law**

In Tatarstan the great work on realization of housing law for residents of the republic is performed. But problems in realization of housing law still exist. The significant part of citizens’ applications to the Ombudsman concerns observance of housing law among socially vulnerable categories of people.

I bring you notice to some of them.

This is construction of accommodationunder the Social real estate mortgage program, for veterans of the Great Patriotic War, capital repairs of buildings, rehousing of people because of dangerous to use accommodations.

Problems exist either with registration of somebody as a person who needs accommodation, or with providing of accommodation by local authorities.

Even in cases, when the judgment, establishing the right of the particular citizen to be registered as a person who needs housing improvement, has been made, sometimes local authorities aren’t keen to initiate its satisfaction. The Ombudsman considers necessary to get involved in such situations, specifying to executive committees the possibility of voluntary enforcement of court decision, without application of the applicants to the court Bailiffs Service.

For example, the Ombudsman has applied with such question to the Vakhitovsky and Privolzhsky districts after the complaint from citizen A. She has been waiting for execution of court decision for a few months before her application to the Ombudsman.

The situation with getting of accommodation is more complicate. Last year of 2011 the Ombudsman met cases, when court decisions in effect, according to which the executive committees (particularly, of Almetjevsky, Zelenodolsky, Chistopolsky municipal districts) were obliged to provide applicants with accommodation, are not executed even in case of application of citizens to the Court Bailiff Service. According to the information of the Federal Court Bailiff Service in the Republic of Tatarstan 80 court decisions on providing necessitous citizens with accommodation under agreements of social rent by local authorities were on compulsory execution in the organization subdivisions of the Department of the Court Bailiff Service in 2010 and 2011. As a result of measures taken by bailiffs and executors of justice, 43 enforcements of the category mentioned above were executed in fact (in 2010 – 20 enforcements, in 2011 – 23 enforcements).

Facts of violation of the right to housing improvement still take place in regard to participations and disabled veterans of the Great Patriotic War, members of families, where veterans of the Great Patriotic War died or were killed. In some cases we managed to restore violated rights of such category of people.

It should be noted that in some cases executive committees, having continuous litigation with aged people, prove their right not to improve living conditions of widows of Great Patriotic War veterans even after the courts of first instance satisfied applicant’s claims. Right of local authorities to judicial recourse is inviolable, but such fidelity to principle is not always understandable.

But, at the same time, in some constituent entities of the Russian Federation (Chelyabinsky, Sverdlovsky and other regions) redemption of lump-sum grant for home repair of lonely living veterans of the Great Patriotic War is provided by the regional budget.

It’s not the first time, when the Ombudsman pays attention to this question and expresses hope that corresponding normative acts oriented to ensuring rights of veterans of the Great Patriotic War and members of families, where veterans died or fell, to home repair.

And with it, the Ombudsman continues to receive claims from large families that they were excluded from the lists of housing certificate recipients and were waiting for their turn for a long time; that fact was confirmed at the meeting of the panel discussion on this topic, which was conducted by the Ombudsman together with the Committee of the State Council on social policy of the Republic of Tatarstan in July of 2011 in the city of Naberezhnye Chelny. Because of existing legal restrictions (large families should have five and more children registered and living with parents and not having their own families) and quantity of issued certificates, the right to provision of housing by virtue of subsidyhas, at the opinion of applicants, declarative character. It’s obviously that quantity of certificates issued in 2011 (43 certificates) has not solved the problem for a large quantity of families (834 family), who are in need of house improvement and have a right to get a certificate.

Last year amendments (the Ombudsman took part in developing of them) were entered into the Land Code with regard to providing (transferring) of landplots to the property of citizens with three and more children. In our opinion such amendments may help to alleviate housing problems of large families. Even today 2287 families among 21752 large families, having a right to free of charge land, said about their wish to receive land plots. In connection therewith attention should be paid to the importance of such normative act execution in full by the executive committees of local authorities. Notwithstanding that the Government of the Republic of Tatarstan works with problems in housing and public utilitiessphere very closely to the matter, this issue is rather sore for people of the republic. There are a lot of applications on this matter not only to the Ombudsman, but to all state and municipal authorities.

In 2011 the Ombudsman and his voluntary assistants carried out inspections of living conditions of citizens in hostels. In total 77 hostels were checked. The results show the following.

In the most of the hostels inspected the condition of amenities is unsatisfied, they are in need of capital or running repair.

Voluntary assistants (particularly, Nail Idrisovich Saidashev) point out that it’s necessary to keep sanitary-engineering passports, where general information (year of construction, net floor area and living space, quantity of rooms) and date of the last repair, ground test, date of testing and examination of elevators, lighting, inspection certificates on efficiency of ventilation systems should be put in.

It’s necessary to stress that housemates themselves are responsible for keeping publicaccommodations clean and tidy.

Following the results of inspection of some hostel, the information was sent to the Prime-minister of the Republic of Tatarstan, to corresponding ministers, heads of executive committees of local authorities, organizations – owners of hostels.

Probably, it’s necessary to appoint a commission of the republican level for studying of the real situation in the specialized housing fund (hostels: those that belong either to the municipal property, or enterprises, educational institutions), and include hostels repair in the Republican program for house restructuring.

Pursuing the subject of hostels and residential houses that released from the status of “hostels», we can say that a number of application from citizens, which disagree with the decision on non-privatization of the accommodation, increased in the current year. In their claims applicants note that decisions of authorized authorities have differential character with respect to the occupants of the same house.

Occupants of apartment No. 10, Kul Gali-str. turned out to be in the situation, when “one occupant has a right to privatize his accommodation, but the other has no such right”. Refusals of privatization resulted in legal cases, where the Ombudsman takes participation as a third person.

In whole, the existing problems show the possibility of their solution by virtue of observance of housing law that, particularly, admits to decrease the quantity of legal cases.

**Observance of the right to health protection and medical aid**

In the republic a great attention is paid to the development of public health system. For construction and capital repair of facilities as a part of modernization of health protection system 5,6 billions of roubles were allocated. New big facilities were put in operation: Vascular Centres in Elabuga and Bugulma. On the basis oncological dispensary it was opened the Nuclear medicine Centre, the second in the country that significantly extended possibilities of oncologists. Modernization of the largest clinics of the republic – Republican Clinical Hospital and Child Republican Clinical Hospital – is carried out. Much of increase of longevity of Tatarstan’ people from 67,6 to 71,3 years for 10-years period is owed to development of health protection system in the republic. Following the results of year of 2011 quantity of issued birth certificates exceeded quantity of death certificates by 4 253 (51391 against 47138).

At the same time it should be noted that in some instances citizens have reasonable claims to health care facilities.

In the current year, with a glance to coming applications, the Ombudsman has organized the working group with participation of specialists from interested organizations for inspection of health care facilities of municipal units of the republic on matters connected with observance of right and liberties of man and citizen to health protection and medical assistance.

It was checked 11 facilities of health protection: municipal budget-funded health care facility “Sarmanovsky Central Republican Hospital”, municipal budget-funded health care facility “Kaibitcky Central Republican Hospital”, municipal budget-funded health care facility “Bazarno-Mataksky central hospital of Alkeevsky municipal district”, municipal budget-funded health care facility “Apastovsky Central Republican Hospital”, municipal budget-funded health care facility “Urussinsky Central Republican Hospital”, municipal health care facility of the city of Kazan “City polyclinic No.9”, municipal health care facility of the city of Kazan “City Emergency Hospital No. 1”, municipal health care facility of the city of Kazan “City hospital No.7”, municipal budget-funded health care facility “Bugulminsky Central Republican Hospital”, municipal budget-funded health care facility “Muslyumovsky Central Republican Hospital”, municipal budget-funded health care facility “Chistopolsky Central Republican Hospital”. Results showed:

cases of inappropriate keeping documents on medical treatment (lack of description of objective patient examination, lack of appraisal of treatment dynamics and so on) that, without doubt, influence on the quality of medical treatment;

facts of inappropriate keeping of drugs in medical treatment rooms and consulting rooms: usage of drugs with expired period of storage, nonobservance of temperature condition on drugs keeping;

violationsin the course of rendering of medical services to people. Among them: incomplete information on stands in facilities, non-availability of the schedule of acceptance and records of patients, non-availability of full service name in the agreement on provision of medical service, duration of a contract. There were facts of discrepancy a price and a name of service stated in the agreement on provision of medical service, a price and a name of the service stated in the medical services price list;

lack of equipment in some facilities. Thus, lack of space in the municipal health care facility of the city of Kazan “City emergency hospital No.1” doesn’t allow to accommodate patients in wards in accordance with the sanitary code requirements (herewith, some inpatients are accommodated in halls);

short-staffed practically in each inspected facility. Thus, for the period of inspection in the Bugulminsky Central Republican Hospital it should be 330,75 doctors in accordance with the staff schedule, but in fact there were only 221 people. Staffing level of doctors is 65 per cent. In Muslyumovsky Central Republican hospital there was demand for medical specialists (an obstetrician-gynecologist, a therapeutic, a pediatrician, an epidemiologist, a surgeon, a cardiologist). 38 per cent of working doctors are people of retirement age.

lack of space in municipal health care facility of the city of Kazan “City polyclinic No.9” doesn’t allow to organize work of specialists of urologic and endoscopic services. As a result, agreements with other health care facilities were concluded (patients are forced to receive some services not domiciliary).

demand for material and technical equipment exists in all facilities at varying degree;

inappropriate condition of feldsher-midwife stations for the period of inspection; lack of water pipe and canalization, lack of space and so on, for example, in Kaibitcky municipal district.

Because of the current situation inspection results were presented to heads of municipal units, where health care facilities are located, for appropriate measures taking, the Minister of health of the Republic of Tatarstan was informed and the public prosecutor of the Republic of Tatarstan received the information in regard to existing violations in the course rendering of paid medical services.

Despite the existing problems, as it was pointed above, health protection system has positive trend of development. The Ombudsman is sure that realization of the Program “Modernization of health protection system in the Republic of Tatarstan in 2011-2012” will have positive influence on improvement of quality and availability of medical service for population in the republic.

**Observance of rights of conscripts**

In 2011 about 10 thousand of young people were called-out to the Armed Forces from the Republic of Tatarstan. In 2011 in execution of Federal law dd July 25, 2002 No. 113-FZ “On alternative service” citizens subject to call made34 applications on changing of conscription to alternative service. Two conscripts were refused in changing of conscription to alternative service..

For prevention and prompt reaction to facts of violation of conscripts’ rights the Ombudsman and his representatives continued to accompanyconscripts to the places of performance of their duty and visit military installations with the aim of inspection of living conditions of draftees of the year of 2011.

In total 19 directions were selected, 1100 draftees were accompanied and 26 military installations were visited.

*For information: representatives of the Ombudsman organized accompaniment for conscripts to the military installations located in the cities of Ivanovo, Nizhny Novgorod, Golitcyno, Kaliningrad, Vladivostok, Tambov, Chita, Astrakhan, Sevastopol, Murmansk, Saint-Petersburg, Makhachkala, Buddenovsk, Khabarovsk, Novorossiysk, Nevinnomysk, urban-type community Elansky of Sverdlovsky region. It' necessary to note that conscripts were sent to Vladivostok, Khabarovsk and Chita in echelons. In total about 1100 conscripts from the Republic of Tatarstan or 11 per cent of all called-out people in 2011 were accompanied.*

All visited military installations made a good impression about Armed service and can be appraised as good and excellent. In the most of military installations conscripts live in squad rooms, where all necessary conditions for living are organized.

But some specific problems still take place. Thus, in autumn-winter period of 2011, when 220 conscripts from the Republic of Tatarstan came to the receiving point (urban-type community Elansky of Sverdlovsky region), 79 of them were ill with diagnosis of acute respiratory disease. One of the reasons of such high level of morbidity can be explained, as we can understand from statements made by foremen accompanied conscripts, by low temperature in carriages because of non heat-insulating windows. Command of military installation No. 31612, medical personnel point out that quantity of conscripts coming with diagnosis of acute respiratory disease increased yearly. In this respect we see it’s necessary to consider the possibility of preliminary vaccination against flue and catarrhal for conscripts, when they stand medical inspection in their departments of military establishment offices.

With the aim of successful cooperation in the sphere of protection of rights of conscripts and soldiers the Agreement of cooperation was concluded on September of 20 between the Ombudsman in the Republic of Tatarstan and Military Commissar of the Republic of Tatarstan, also the Agreement on cooperation was concluded with the Executive committee of the World Congress of Tatars. Now we have positive examples of such cooperation.

Thus, citizen S. addressed her complain to the Ombudsman, where she told that health deteriation of her son, serving his duty in the military installation in the city of Chita in Zabaikalsky region. Her son was in the hospital in very bad condition with the diagnosis of pneumonia. The Ombudsman has sent a letter to the World Congress of Tatars with a request to visit and support a son of citizen S. The National and cultural autonomy of Tatars of the Zabaikalsky region.

Taking into consideration that the Call-up Commission has appointed the Ombudsman to coordinate matters connected with defense of conscripts’ rights, the corresponding activity will be continued.

In their turn, the Ombudsman and Military Commissariat of the Republic of Tatartsan mark that conscripts have insufficient physic-moral background. As a result they have problems at the time of their military service, as far as weak background influence on optimal adaption of conscriptsto new conditions.

Other matters, connected with conscription, also cause concern. In December of 2011 the Ombudsman in the Russian Federation and ombudsmen in the constituent entities of the Russian Federation, including the Ombudsman in the Republic of Tatarstan, have agreed and sent their address to V.V.Putin, Chairman of the Government of the Russian Federation, saying that it should be stopped, when conscripts are involved in works associated with utilization of ammunition supplies and explosive components.

It is known that disposal of ammunition supplies with expired period of storage or with old-fashioned technical characteristics is carried out on firing ranges of the Ministry of Defense of the Russian Federation by way of open destruct. Unfortunately, death and injuries, permanent safety hazard to people’ lives and health, their property and irreparable harm to environment are the results of such actions.

In 2010 over 10 conscripts died on the firing range Ashuluk (Astrakhanskaya region). Among them were conscripts called up from the Republic of Tatarstan, Republic of Bashkortostan, Republic of Kalmykia, Republic of Mordovia, Krasnodarsky and Krasnoyarsky regions, Astrakanskaya, Volgogradskaya, Moscoovskaya, Rostovskaya and Samarskaya regions.

Disposal of ammunition cause serious consequences for citizens who live near firing ranges and arsenals. Residential houses, production infrastructure and environment are at risk.

On the night from 2 to 3 of June of the year of 2011 there was an explosion on the arsenal of the Main Missile and Artillery Directorate of the Russian Federation Ministry of Defensein the Pugachevo-village (Republic of Udmurtia) near the city of Agryz. All social facilities, multifamily houses, the railway station, Central City hospital and bakery in Agryz were destroyed as a result of blasting wave.

In our opinion, one of the reasons of tragic events mentioned above was participation of conscripts in works on utilization of ammunition. Conscripts, who have been serving in the army less than six months, without corresponding experience and skills, are engaged in lifting works, moreover, it takes place with serious violations of operating procedure and safety standards. As we can see from the real practice, lifting works performed by conscripts are the same dangerous for life and health as works of professional deminers.

In connection with said above, our appeal to the Chairman of the Government of the Russian Federationcontained the request to adopt a principal decision on the governmental level to prohibit participation of conscripts in any works associated with destroy of ammunition and explosive agents.

The Ombudsman thinks that such measures, without doubt, will be accepted very positively by wide public and conscripts themselves and their parents.

**Observance of human rights in the sphere of migration policy**

Analysis of situation with observance of rights of foreign citizens and stateless persons allows making the conclusion that some problems with observance of human rights in the sphere of migration policy still exist.

Last year a number of applications from foreign citizens and stateless persons addressed to the Ombudsmanare increased. Herewith, difficulties with Russian citizenship, residence permit or temporary residence permit, passport replacement are still specific matters for such category of people.

But not all people that come to the Republic of Tatarstan from othercountries want to find legal employment and observe law abiding style of life. It is not infrequent that such people beg alms on the streets, involving children in such antisocial business and violating their rights by that. For 12 months of 2011, according to data received from the Federal Migration Service Directorate of the Russian Federation in the Republic of Tatarstan,563 court decisions were made on deportation from the Russian Federation for gross violations of regime of staying (subject to article 18.8 of the Administrative Code of the Russian federation) and conditions of participation in employment relations on the territory of the Russian Federation (subject to article 18.10 of the Administrative Code of the Russian Federation).

For clarification of the existing situation in the republic, the Ombudsman in the Republic of Tatarstan has established the interdepartmental working group on problem of beggary that include representatives of Internal Affairs authorities, education authorities, health protection authorities, social security authorities, youth organization MOSPO, migration service, the House of People Friendship.

For the period from July, 14 to August, 15 of 2011 theinterdepartmental working group has performed five raids, following the result of which 50 people (26 adults and 24 infant children), cadging in streets, were found out. Administrative protocols for violation of migration law (as a rule, such people either illegally stay on the territory of the Russian Federation, or live at the address other than the address of their registration), failure to perform parental duties, involvement children in beggary were drawn upin relation to such adults. But at the same time medical, social and legal assistance was rendered to everybody who was in need of it.

Following the results of work made by the Ombudsman it was initiated the development of provision on cooperation of internal affairs authorities, health protection authorities, social security service, migration authorities, court bailiffs service in order to interdict illegal stay of foreign people, who cadge and stroll on the territory of the Russian Federation, with infant children; and provision on support of activity of special facilities for temporary keeping of foreign people and stateless persons subject to deportation outside of the Russian Federation. At the present time the draft regulation is considering at the Cabinet of Ministers of the Republic of Tatarstan, and the Ombudsman hopes it will be adopted soon.

At the same time the Ombudsman notes that in circumstances, when the economy of the Republic of Tatarstan and the Russian Federation as a whole develops dynamically, demand for working migrants invited in necessary quantity and optimized in qualitative composition will be increased in the midterm. For the period of 2011 quantity of foreign people registered in the migration service in the Republic of Tatarstan is 142209 people.

For the period from July, 1 to august, 19, 2011 Autonomy charity non-commercial organization “Novy vek” together with the Ombudsman in the Republic of Tatarstan conducted the social research of conditions of ethnic relations and position of working migrant in the Republic of Tatarstan.

In the context of research 100 migrants were examined by virtue of questionnaire. Results of research show the following problems.

In the present time it’s necessary to take measures on decrease of “legal nihilism” among migrants, organization of legal enlightenment and creation of motives to adhere law-abiding style of life. Ignorance of law by migrants is the main reason of their wrong-doing, it makes for them difficult to become integrated into Russian society, and work towards abusive acts on the part of employers.

There is demand for development and realization of training programs for migrants’ children in the Republic of Tatarstan. Officially the Russian legislation give the opportunity to go to school for all migrant’s children. But sometimes low level of knowledge of Russian and Tatar languages doesn’t allow them to integrate into social relations to the maximum. One of the most important goals of training programs should be organization of structural subdivisions in educational institutions, conducting complex work on education and adaption of migrants’ children.

Ethnic Diasporas play a key role in the process of migrants’ socialization. Herewith, it should be noted a great significance and participation of the Assembly of people of Tatarstan in the decision of migration problems, development of interregional and international cooperation, preservation and development of material culture, languages, traditions and customs of people of Tatarstan. Under the patronage of Assembly of people of Tatarstan the multinational Sunday school and its branches work, the Republican agency on employment and legal assistance to migrants has been established, the purpose of which is social and legal support to migrants, their employment, provision with temporary accommodation, creation of conditions for cultural and language adaptation.

The Ombudsman supports the opinion that for sustentation of safety and stability of current situation in the country the considered, steady, meaningful, complex (in particularly, language, ethnocultural) policy in ethnonational matters, aimed to national integration and consolidation, is essential. Especially, the Republic of Tatarstan has a great experience in establishment of interethnic dialog and consent. Such policy should be oriented to the migrants’ rights in future.

**Human rights observance in places of detention**

The Ombudsman many times pointed that living conditions of people in places in detention are improving. Last year progressive changes with regard to observance of human rights in such specialized institutions were concerned with matters of “transparence” of activity of the criminal-executive system by virtue of implementation of the system “social elevators”, representing the mechanism of changing of service of sentence conditions, type of place of detention, substitution of unserved term to lighter type of punishment, release on parole after the commission of the correctional institution appraise the behavior of convicted with a help of special criterions. Representatives of the Ombudsman are included in compositions of commissions on the permanent basis. It should be noted that in 2011, 67 convicted among 105 convicted persons, coming through the commission of “social elevators”, afterwards were transferred to the penal settlementon the ground of corresponding petitions to judicial authorities.

The work conducted allows saying that attitude of governmental authorities in regard to convicted become more human and give to a convicted one more reason to be a law-abiding person.

But at the same time it seems that for more efficient use of the mechanism “social elevators” it’s necessary to activate work on engaging not only representatives of civic institutions but mass media into the Commission of correctional centres. Such measure allows to carry out the main task of “social elevators” system – providing “transparence” of the process of correctional centre retyping, living conditions changing and so on. For the purpose of uniformity of “social elevators” commissions’activity the Department of Russian Federal Penitentiary Service in the Republic of Tatarstan should develop unitary regulations of their work.

At the end of November, 2011, problems of resocialization and medical service of people staying in places of forced imprisonment were considered at the meeting with participation of Ravil.F.Muratov, the First Prime-minister of the Republic of Tatarstan, and concerned ministries and departments. Following the results of the meeting the decision on organization of Commission for defense and observance of human rights in places of forced imprisonment has been adopted, and also periods for solution of problems mentioned at the meeting were specified. The Ombudsman has prepared draft regulation of the Cabinet of Ministers of the Republic of Tatarstan “On Republican interdepartmental commission on defense and observance of human rights in places of forced imprisonment”, Regulations on Republican interdepartmental commission on defense and observance of human rights in places of forced imprisonment and composition of this commission.

It seems that in the current year this commission will influenced positively on observance of human rights in places of forced imprisonment of people in the Republic of Tatarstan.

The practice of joint inspection concerning observance of human rights in places of forced imprisonment (temporary holding facilities and detention rooms) together with the Internal Affairs Ministry of the republic of Tatarstan is now continuing. Experience of joint inspection of the Ombudsman together with the Ministry mentioned above has received was appreciated in many constituent units of the Russian Federation, where ombudsmen work. Following results of inspection it was stated that , as a whole, the Internal Affairs Ministry of the Republic of Tatarstan works purposefully in order to bring conditions of confinement for arrested and apprehended into compliance with requirements in international legal acts and national legislation, it is carried out repair and construction of new temporary holding facilities and special detention rooms. Particularly, in 2011, capital repair was carried out in temporary holding facilities of the Internal Affairs Ministry departments in Leninogorsky, Verkhneuslonsky, Drozzanovsky, Kaibitcky, Tetyushsky regions of the republic, of the Internal Affairs Office in the Nizhnekamsky region, also a temporary detention facility of the Department of the Internal Affairs Ministry in the Buinsky region has been constructed. In its turn, in the course of inspection it was found out material violations and disadvantages of confinement conditions of arrested and apprehended in Almetjevsky, Apastovsky, Verkhneuslonsky regions of the republic and cities of Zainsk and Naberezhnye Chelny. Accordingly, it was prepared a letter on removal of disadvantages found out to the Internal Affairs Ministry. Following the results most of disadvantages found out in the course of the inspection was removed before the first of September, 2011.

A joint inspection schedule of places of forced imprisonment in regional offices and Internal affairs department of the Republic of Tatarstan has been developed and approved by representatives of the Ombudsman together with officers of the Internal Affairs Ministry with the purpose to detect and prevent violations of confinement conditions among apprehended and misdemeanant prisoners.

**Legal enlightenment of people**

In recent years the conception on meaning and importance of legal enlightenment changes, but many people still have insufficient knowledge of their right and liberties and, as a result, they can’t execute them in full.

On 15th of January, 2012 the law “On gratuitous legal assistant in the Russian Federation” has entered into force specifying the main guarantees of execution of the right to gratuitous qualified legal assistant and setting legal organizational foundations for formation of governmental and non-governmental systems of gratuitous legal assistant, legal informing and legal enlightenment of people.

In the Republic of Tatarstan a draft law “On provision of gratuitous legal assistant to citizens in the Republic of Tatarstan” has been developed and entered into the State Council of the Republic of Tatarstan.

It seems that adoption of such law will help to activate the legal community with regard to legal enlightenment of people.

In 2011 the main efforts of the Ombudsman in the context of legal enlightenment were concentrated on organization and support of arrangements that help to spread knowledge of human rights among pupils, cooperation with mass media, carrying out measures on actual matters of legal character. Consulting activity has importance significance in legal cultural improvement of population.

Taking into consideration that such activity should begin from the childhood, the Ombudsman made a proposal to hold a parliamentary lesson on the subject of defense of children’s rights, human rights; this proposal was entered into the State Council and supported by it. In autumn of 2011 the parliamentary lesson “I am a child! I am a citizen!” took place.

At the lesson it was declared about coмр of children’s drawings “My rights and obligations”, agitation posters “My rights and obligations”, school wall newspaper “Child’s rights and obligations. I know how defense myself” and school essay comp. Following the result of comps authors of the 21 best works were awarded diplomas and valuable prizes during the grand meeting that took place in the State Council of the republic in December of last year, where F.Kh.Mukhametshin, the Chairman of the State Council of the republic, participate.

For the first time the Ombudsman together with representatives of the office of the Commissioner for children’ rights and Association of young lawyers has organized telephone “hot line” on provision of legal assistant to people. As a result, for one day of work 67 calls came that allow to consider such kind of legal assistant provision to people as deserving special attention and offer to the Association of young lawyers to conduct joint “call line” monthly.

People receive accessible and gratuitous legal assistant, but with the participation of wider group of specialists during Days of legal assistant, conducting by the Ombudsman together with regional department of Russian national Public organization “Union of Pensioners of Russia” in the Republic of Tatarstan each third Wednesday of the month. All personnel of the Ombudsman, social partners: representatives of the republican prosecution, noncommercial organizations “Advocates’ Chamber of the Republic of Tatarstan”, “Notarial Chamber of the Republic of Tatarstan”, Ministry of labor and social defense of the republic of Tatarstan, Ministry of Justice of the Republic of Tatarstan, State Housing Inspection of the Republic of Tatarstan, Department of the Federal Supervision Agency for Customer Protection and Human Welfare in Republic of Tatarstan, Department of the Pension Fund of the Russia in the Republic of Tatarstan participate in organization of such Days of legal assistant. For the period from January to December of 2011, 657 people were consulted.

Using the possibility, would like to thank heads of ministers and departments for their active participation in this work.

Citizens, who received an assistant, said about it in their questionnaire with approval and gratitude.

The Ombudsman continues to organize lessons in School of legal knowledge on the most actual topics. In a new training year target audience of School’s trainees was determined with a purpose of more specific training process:

* for conscripts and their parents: lessons with participation of Sergey Nikolaevich Pogodin, the Military Commissar of the Republic of Tatarstan were hold in the cities of Kazan, Zelenodolsk, Naberezhnye Chelny, Nizhnekamsk, Almetjevsk, Leninogorsk; Total quantity of trainees is 1383 people.
* for pensioners: four lessons with participation of the “Union of Pensioners of Russia” in the Republic of Tatarstan were hold on such matters, as “Right of citizens to apply to governmental authorities and local government”, “Conditions and the procedure of provision of housing to somebody who needs in its improvement”, “Conditions and the procedure of determination of physical disability”, “Pension law”). Representatives of profile government departments were invited as lecturers and reporters; Total quantities of trainees are 251 people.
* for people staying in correctional places: together with the Departments of Federal Penitentiary Service in the Republic of Tatarstan we has developed and took video clips on defense of rights of people, staying in correctional centres, for demonstration in all correctional facilities.

Legal enlightenment of people is very important, and we see, that republican executive officers understand actuality and necessity of such kind of work. In this context I would like to thank heads and personnel of governmental authorities and departments, taking an active part in the Ombudsman’s arrangements, for their cooperation.

I’m sure that the result of our joint work will influence on formation of civic society with high level of legal sense, where respect of human dignity, rights and law is the principle of relations among members of society.

**Conclusion**

In the sphere of restoration of human rights we cooperate closely with federal and republican structures, governmental authorities and departments (the prosecution, the Supreme Court, investigating authorities, the military commissariat, the Internal affairs Ministry, Department of the Federal Supervision Agency for health protection and social development, the Main Bureau of medical and social expertise and so on), the Department of Civil Registry Office, lawyers, journalists and others.

Today there are many heads and representatives of such services at the meeting. I would like to thank you for our joint work. Such great number of business partners allowssolving difficult situations, where a lot depends on participation of leaders of some department. It should be pointed that most of senior officials defer to recommendations and requests of the Ombudsman. They help to solve problems within the limit of legislation.

Last year shows, that in the republic there is a tendency to improvement of the most important spheres of human life. Measures of republican level in the sphere of education, housing, health protection and sports were realized successfully. At the Ombudsman’s opinion the work conducted goes hand in hand with admission of human rights as the supreme value.

Despite of favorable appraisal of our work, problems, specified in this report, should be further solved. Let express myconfidence that conclusions, proposals and recommendations, contained in it, will be subject to careful attention on the part of those competent authorities, which are competent to decide questions considered in the report. As it was before the Ombudsman is ready to cooperate with governmental authorities, local authorities and civic institutions on the questions of observance and defense of rights and liberties of man and citizen. The Ombudsman offers the following directions of joint work in regard to questions of observance and defense of rights of man and citizen:

* performing measures on restoration of violated human rights by virtue of joint reception citizens with participation of governmental authorities, by way of conducting of joint inspection at applicant’s claim;
* analysis of causes of cases, when human right were violated roughly and/or everywhere, with following offers and recommendations on their removal; participation in interdepartmental commissions and working groups on matters of observance and defense of rights and liberties of man and citizen;
* development of proposals on improvement of legislation of the Republic of Tatarstan in the sphere of observance and defense of rights and liberties of man and citizen;
* development activity of civic institutions on questions of observance of rights and liberties of man and citizen;
* legal enlightenment of people, organization of provision of gratuitous legal assistance to people.