

**Commissioner for Human Rights in the Republic of Tatarstan**

**ON THE ACTIVITIES OF THE  
COMMISSIONER FOR HUMAN  
RIGHTS IN THE REPUBLIC OF  
TATARSTAN  
IN 2020**

**REPORT OF THE COMMISSIONER FOR HUMAN RIGHTS  
IN THE REPUBLIC OF TATARSTAN**

## Introduction

This annual report on the activities of the Commissioner for Human Rights in the Republic of Tatarstan (hereinafter referred to as the Commissioner) has been prepared in accordance with Article 26 of the Law of the Republic of Tatarstan dated March 3, 2000 No. 95 "On the Commissioner for Human Rights in the Republic of Tatarstan" and is sent to the President of the Republic of Tatarstan, in State Council of the Republic of Tatarstan, Cabinet of Ministers of the Republic of Tatarstan, Commissioner for Human Rights in the Russian Federation, Chairman of the Constitutional Court of the Republic of Tatarstan, Chairman of the Supreme Court of the Republic of Tatarstan, Chairman of the Arbitration Court of the Republic of Tatarstan, Prosecutor of the Republic of Tatarstan.

The report provides statistical data on the activities of the Commissioner for 2020, an overview of problematic situations and examples of the activities of the Commissioner for the protection of social and political rights of citizens, as well as the protection of the rights of citizens in places of detention. A separate section of the report is devoted to the work of the Commissioner for the promotion of education in the field of human and civil rights and freedoms, forms and methods of their protection.

When preparing the report, the goal was not to describe all the daily practices of the activities of the Commissioner and staff of the Office. First of all, a review of problematic situations and examples of the activities of the Commissioner is carried out in cases where the need to take systemic measures to eliminate violations of human and civil rights and freedoms in the territory of the Republic of Tatarstan, including those that arose during the spread of coronavirus infection, was identified. Therefore, in the conclusion of the report, state bodies and local self-government bodies are invited to consider the possibility of implementing a number of measures in order to ensure, respect and protect the rights and freedoms of man and citizen in the future.

In the current activities of the Commissioner and the staff of his Office, significant dates and social and political events that filled 2020 could not be ignored: the 75th anniversary of the Victory in the Great Patriotic War; 100th anniversary of the formation of the TASSR; All-Russian voting on the issue of approval of amendments to the Constitution of the Russian Federation; Single voting day on September 13, 2020 with the election of the President of the Republic of Tatarstan, by-elections of a deputy of the State Duma of the Federal Assembly of the Russian Federation and a deputy of the State Council of the Republic of Tatarstan, elections of deputies of representative bodies of municipalities of the Republic of Tatarstan; 20th anniversary of the Institute of Commissioner for Human Rights in the Republic of Tatarstan.

It should also be noted that last year Federal Law No. 48-FZ dated March 18, 2020 “On Commissioners for Human Rights in the Subjects of the Russian Federation” came into force, establishing uniform requirements for the activities of Commissioners for Human Rights in the subjects of the Russian Federation to ensure they state protection of the rights, freedoms and legitimate interests of man and citizen.

In preparing the report, an analysis was made of the consideration of complaints received by the Commissioner from applicants, information from the state information system of the Republic of Tatarstan "Public Control" (hereinafter referred to as the SIS of the Republic of Tatarstan "Public Control"), data from state bodies and local governments, as well as information provided by public assistants of the Commissioner, the results of checks of information on human rights violations received from human rights organizations or published in the media, materials of republican interdepartmental commissions and other sources.

### **Analysis of work with citizens' appeals**

Annually, the analysis of citizens' appeals received by the Commissioner, notifications of the State Information System of the Republic of Tajikistan (SIS RT) "Public Control", information published on social networks, the media or sent through the USIS GLONASS +112 system, allows us to identify a range of problematic issues that require strengthening guarantees for the protection of human and civil rights by public authorities, local governments and their officials.

In 2020, the world faced the coronavirus infection (COVID-19) pandemic, a public health emergency that in the shortest possible time led to profound changes in all areas of society and made adjustments to the work of all state, municipal bodies and private organizations, including the human rights community.

However, the need for human rights work was acute and obvious, and human rights ombudsmen in the Russian Federation did not stand aside in the process of countering the spread of COVID-19 and its consequences.

In 2020, residents of the Republic of Tatarstan applied 5,859 times to the Commissioner for Human Rights in the Republic of Tatarstan on issues of interest to them (SAME PERIOD LAST YEAR - 4713 app.).

Table 1.

<b>Indicators</b>	<b>Amount</b>
Total	5859
Including in the form of an oral appeal	1508
Including in writing and in the form of an electronic document	2488
USIS GLONASS +112	1863
SIS RT "Public Control"	76 455

Information about the facts of violation of the rights, freedoms and legitimate interests of a person and a citizen in the past year was received in the form of oral and written appeals from citizens (3,996) and messages from USIS GLONASS +112 (1,863).

Of the total number of appeals from citizens, 2,488 appeals were received in writing, including 389 sent by e-mail and 1,027 received through the Internet reception of the official website of the Commissioner, 733 - through the postal service, among them - 92 collective appeals of citizens (SAME PERIOD LAST YEAR - 106 ).

In the SIS RT "Public Control" in 2020, taking into account the returned notifications from all statuses, 76,455 notifications were published, of which: 59,382 notifications were resolved - 78%, work was planned on 12,183 notifications, a reasoned refusal was given on 3,965 notifications, 925 notifications are in work.

Citizens most actively filed notifications in the categories “Improvement of the territory” - 43,933 notifications, “Maintenance and repair of municipal roads” - 15,006 notifications, “Organization of traffic” - 7,182 notifications, “Violation in outdoor advertising” - 5,068 notifications, “Housing and Communal Services” - 4,686 notifications, “Public Transport” - 3,066 notifications, “Polyclinics and Hospitals” - 2,921 notifications.

Since the beginning of 2020, 475 appeals received from social networks have been published in the SIS RT “Public Control”, which is 37% more than in 2019, of which: 330 were resolved, which is 21% more than in 2019, 112 - planned, 4 - are in progress, 29 notifications were assigned the status of “Motivated refusal” due to the objective impossibility of their execution.

For the purpose of high-quality and prompt execution of notifications in the SIS RT “Public Control” in 2020, one meeting of the Interdepartmental Commission and 36 working meetings were held in the Office of the Commissioner and municipal districts of the Republic of Tatarstan, including via videoconference, with the participation of representatives of the Office of the President of the Republic of Tatarstan, The prosecutor's offices of the Republic of Tatarstan, heads and executives of structural divisions of the executive committees of municipal districts and urban districts of the Republic of Tatarstan, took control of 3,674 notifications, which is 8% more than in 2019 (3,401).

In 2020, employees of the Office of the Commissioner conducted 450 on-site inspections of the facilities indicated in the notifications of citizens. 3,674 notifications were returned to work to responsible executors in municipal districts and urban districts of the Republic of Tatarstan in connection with the assignment of unreasonable execution statuses to them.

Thanks to sectoral investment programs implemented on the territory of the republic, it was possible to positively resolve 9,518 notifications of citizens on the maintenance and repair of roads and 25,851 notifications regarding the improvement of adjacent territories and the maintenance of public spaces, which is 8% more compared to 2019 (23 866 notices).

Within the framework of the National project “Safe and high-quality roads” this year, taking into account the notifications received by the SIS RT “Public Control”, 13 traffic lights were installed on road and street networks.

Particularly active work on the execution of notifications in the SIS RT “Public Control” was noted by the executive committees of Agryzsky (84%), Aktanyshsky (87%), Atninsky (81%), Bugulminsky (78%), Drozhzhanovsky (77%), Zainsky (79 %). (77%), Cheremshansky (79%), Yutazinsky (88%), Nizhnekamsky (80%) municipal districts and the urban district of Naberezhnye Chelny (84%).

The number of information messages received through the USIS GLONASS +112 system and accepted by the Commissioner for work increased from 541 messages in 2019 to 1,863 in 2020. the spread of coronavirus infection (COVID-19).

These messages were either promptly transferred by the Commissioner to ministries, departments and local governments for taking measures, or published in the SIS RT "Public Control" in the new category "COVID-2019: prevention of the spread of coronavirus infection", specially created on the initiative of the Commissioner in April 2020 as part of the implementation of the National Plan to Prevent the Importation and Spread of a New Coronavirus Infection in the Russian Federation.

In total, 630 notifications were published for this category in the SIS RT "Public Control", of which: 568 notifications were resolved - 90%, work was planned on 16 notifications, a reasoned refusal was given on 43 notifications, 3 notifications are in progress.

In their appeals to the USIS GLONASS +112 system and notifications of the SIS RT "Public Control", residents of the republic raised issues of volunteer assistance (159 points), disinfection of common areas in apartment buildings (70 points), non-compliance with restrictive measures (observance of social distance between people in social, cultural and entertainment institutions, shops, pharmacies, medical organizations and other institutions) (233 points), lack of protective equipment (masks, gloves, antiseptics) in pharmacies (18 points), receiving SMS passes and others. Notifications in this category remained under the special control of the Commissioner as the main moderator of the SIS RT "Public Control" until they are resolved in the interests of the inhabitants of the republic.

Based on the results of consideration of notifications received under this category about the provision of volunteer assistance to elderly and low-income citizens from Kazan, Naberezhnye Chelny, Aznakaevsky, Alkeevsky, Almetevsky, Apastovsky, Arsky, Atninsky, Bugulminsky, Buinsky, Vysokogorsky, Drozhzhanovsky, Yelabuga, Zainsky, Zelenodolsky, Laishevsky, Leninogorsky, Mendeleevsky, Menzelinsky, Muslyumovsky, Nizhnekamsky, Nurlatsky, Tetyushsky, Tukaevsky, Tyulyachinsky, Cheremshansky, Chistopolsky, Yutazinsky municipal districts of the Republic of Tatarstan, local governments promptly carried out work to provide those in need with food and medicines.

Notifications of the SIS RT "Public Control" on the issues of disinfection of common areas in apartment buildings were sent by the Commissioner to housing management companies of municipal districts and urban districts of the republic. Management organizations that received requests from residents of apartment buildings urgently carried out sanitization of common areas.

The structure of appeals from citizens received by the Office of the Commissioner in the manner established by Federal Law No. 59-FL of May 2, 2006 “On the Procedure for Considering Appeals from Citizens of the Russian Federation”, by categories of applicants and by groups of constitutional rights, is presented in tables 2 and 3, respectively.

Table 2.

(% of applications in which the category of the applicant can be clearly identified)

<b>Applicant category</b>	<b>2020</b>
Pensioner	29,9 %
Disabled person	12,2 %
Convict (including in the interests of the convict)	22,9 %
Able-bodied person	14,01 %
Veteran of labour	2,3 %
Suspect / Accused	4,4 %
Team	14,12 %

Table 3.

<b>Constitutional Rights Group</b>	<b>Total in 2020</b>
Social rights	47,78 %
Civil (personal) rights	34,05 %
Political rights	17,23 %
Economic rights	7,28 %

In the structure of the group of social rights, the largest part is made up of appeals on social security issues - 42.4% and on the implementation of housing rights, the provision of housing and communal services - 28.07%.

Compared to 2019, the number of complaints related to violations of labor rights (326 arr., SAME PERIOD LAST YEAR - 227) and the right to health protection and medical care (639 arr., SAME PERIOD LAST YEAR - 378) has increased. More problematic issues within these areas of legal relations will be discussed in a specialized section.

In the structure of civil rights, the largest number - 58.1% - are appeals within the framework of civil, administrative and criminal proceedings, 9.58% - appeals within family relations (disputes between parents, improper performance of their duties, etc.) and 16.4% - appeals for the protection of the right to freedom and personal integrity.

In general, the topics of appeals received by the Commissioner through various communication channels have remained unchanged in recent years (Table 4).

Table 4.

Тематика обращений	2019		2020	
	Amount	%	Amount	%
Housing issues, including issues of housing and communal services	1081	22,94	678	11,58
Disagreement with court decisions	300	6,37	141	2,40
Complaint against law enforcement officers	295	6,26	571	9,75
Social security and social protection of the population	547	11,61	1024	17,48
Conditions of detention in places of detention	155	3,29	171	2,92
Labor law	227	4,81	326	5,57
Service in the Armed Forces of the Russian Federation	33	0,70	34	0,58
Medical service	378	8,01	639	10,91
Education	79	1,68	74	1,26
Land issues	95	2,01	42	0,72
Issues of admission to the citizenship of the Russian Federation and passportization	164	3,48	108	1,84
Enforcement proceedings	199	4,22	196	3,34
Legal Information Issues	210	4,46	500	8,53
Issues of functioning of the SIS RT "Public control"	449	9,53	550	9,38
Other questions	501	10,63	805	13,74
Total:	4713	100	5859	100

During the period of restrictive measures related to the prevention of the spread of coronavirus infection, face-to-face personal reception of citizens by the Commissioner, as well as employees of the Office of the Commissioner, was suspended from March 30 to May 12, 2020. At the same time, the Ombudsman and the staff of the Administration daily received citizens via video link via Skype, Zoom, WhatsApp or by telephone.

For the Ombudsman, the practice of holding receptions of citizens via video link is not a novelty. Video receptions of citizens living in remote municipal districts



of the Republic of Tatarstan or outside it, as an alternative to visiting receptions of citizens, was introduced by the Commissioner in 2011.

After the easing of restrictive measures, the Office of the Commissioner for the most part continued to receive citizens via video link.

In general, in 2020, the Commissioner held 70 receptions of citizens, during which 639 residents of the republic addressed their concerns with questions. Of these, 49 appointments were made using video communication systems.

In addition to the personal reception of citizens, despite the complexity of the situation, the Commissioner continued the practice of holding joint receptions of citizens. During the specified period, joint thematic receptions were held with the leadership of the Office of the Federal Service for Supervision of Consumer Rights Protection and Human Welfare in the Republic of Tatarstan (05/19/2020), the Ministry of Health of the Republic of Tatarstan (06/16/2020, 07/08/2020), the Office of the Federal Bailiff Service in the Republic of Tatarstan (03/03/2020, 06/23/2020, 12/16/2020), the Prosecutor's Office of the Republic of Tatarstan (02/25/2020, 07/14/2020, 11/27/2020, 12/30/2020), the Federation of Trade Unions of the Republic of Tatarstan (06/30/2020), the State Inspectorate of Labor in the Republic of Tatarstan (02/11/2020, 06/30/2020, 08/18/2020), the Investigation Department of the Investigative Committee of the Russian Federation for the Republic of Tatarstan (03/11/2020, 10/27/2020), the Ministry of Internal Affairs for the Republic of Tatarstan (03/17/2020), the Ministry of labor, employment and social protection of the Republic of Tatarstan (10/20/2020), Ministry of Justice of the Republic of Tatarstan (12/09/2020), FKU "Main Bureau of Medical and Social Expert visas in the Republic of Tatarstan (Tatarstan)" of the Ministry of Labor and Social Protection of the Russian Federation (07/08/2020), State Institution - Regional Branch of the Social Insurance Fund of the Russian Federation in the Republic of Tatarstan (07/08/2020), Public Chamber of the Republic of Tatarstan (02/04/2020), Ministry of Education and Science of the Republic of Tatarstan (03.12.2020), Commissioner for Human Rights in the Chuvash Republic (Chuvashia) (04.02.2020), President of the Association of Medical Workers of the Republic of Tatarstan (04.02.2020), Deputy of the State Duma of the Russian Federation O.I. Pavlova (30.06.2020, 03.12.2020), Deputy of the State Council of the Republic of Tatarstan of the sixth convocation M.F. Syrovatsky (14.02.2020).

A total of 27 joint receptions took place in 2020.

Together with the head of the Department of the Federal Penitentiary Service of Russia in the Republic of Tatarstan, representatives of the Prosecutor's Office of the Republic of Tatarstan, the head of the Medical and Sanitary Unit No. 16 of the Federal Penitentiary Service of Russia, as well as the Assistant to the Prime Minister of the Republic of Tatarstan for law enforcement and administrative activities, the

Commissioner held 6 receptions of convicts, including 5 remote ones using the video conferencing system (telemedicine) of the Federal Penitentiary Service of Russia in the Republic of Tatarstan with a connection directly to the medical units of the FKU IK-3, IK-4, IK-5, IK-10, IK-18, IK-19 of the Federal Penitentiary Service of Russia for Republic of Tatarstan, in which 56 convicts were able to consult on personal issues.

In the format of video communication, the Commissioner and his public assistant conducted receptions held in the Center for temporary detention of foreign citizens and stateless persons of the Department of the Ministry of Internal Affairs of the Russian Federation in Naberezhnye Chelny, within the framework of which 460 times legal consultations were provided to foreign citizens and stateless persons, in February 2020, one face-to-face appointment was held (24 people).

The coronavirus epidemic brought unprecedented quarantine measures to the world: the closure of borders, the cessation of air traffic. Many countries have completely closed entry and exit for foreigners.

An acute question arose about the fate of the Russians, who were forced to stay abroad during this period. The Commissioner received 14 such appeals from Tatarstan residents temporarily staying in other states: the United States of America, China, Thailand, Tanzania, Azerbaijan, and Cyprus. All appeals were resolved positively, restoring the rights of citizens to return to their homeland thanks to the assistance of the Commissioner for Human Rights in the Russian Federation T.N. Moskalkova, who sent petitions to the Operational Headquarters of the Government of the Russian Federation to prevent the importation and spread of a new coronavirus infection on the territory of the Russian Federation.

More than 100 verification activities were carried out in 2020 by the Commissioner and his representatives in order to consider citizens' applications on site, including on the following issues:

- violations of the rights to education in general education and preschool educational institutions (MBEI Lyceum No. 78 "Farvater", Kazan, organization of the educational process; MBPEI "Kindergarten No. 208 of a combined type with the Tatar language of education and training" in Kazan, illegal actions of an employee; MAEI "Lyceum No. 121 named after Hero of the Soviet Union S.A. Akhtyamov" in Kazan, violation of the right to education; MBEI "Rechenskaya basic comprehensive school" of the Alekseevsky district; MBEI "Kindergarten No. 132 of a combined type" in Kazan, refusal to provide places; MBEI "Permyakovsky Kindergarten "Cheburashka", Vysokogorsky District, disagreement with the size of the parental fee; MBEI "Lyceum No. 35 - Educational Center" Galaxy ", Privolzhsky District, Kazan, violation of the right to education; MBEI "Lyceum No. 116 named after Hero

of the Soviet Union A.S. Umerkina "violation of the right to education; MBEI "Verkhneuslonskaya secondary school");

- unsatisfactory living conditions related, among other things, to the organization of industrial furniture production (high noise level, LLC Management Company "Housing and Communal Services of the Aviastroitelny District"); extraneous odors in the apartment (Kazan, LLC Management Company " ADS Privolzhsky"); unsatisfactory condition of the dwelling (Laishevsky district);

- work in the sphere of housing and communal services: unauthorized connection to the engineering networks of an apartment building (LLC Management company "Housing and communal services of the Moscow region "); poor-quality repair of the roof (LLC Management company "HCS Laishevsky district"); interruptions in gas supply (Kazan, ART CITY LLC) and water supply (Kazan, Housing and Communal Services Management Company Derbyshki LLC); arrears in payment for housing and communal services (LLC Management company "Housing and communal services of the Moscow region");

- improvement of living conditions (Vysokogorsky district), including a family raising a disabled child (Kazan);

- violations of human rights in rehabilitation centers for children (charitable foundation for helping children with disabilities "Strength in Children", Kazan) and adults (Laishevsky district);

- violations of labor laws (cleaning company);

- lack of "accessible environment" at the ground pedestrian crossing over the railway tracks (railway station "Ometyevo");

- enforcement proceedings (Kazan);

- unsatisfactory organization of collection and removal of municipal solid waste (Konstantinovka village, Kazan, LLC "MC "EHCS");

- unreasonable imposition of a disciplinary sanction on the convict and obstruction by the administration of the correctional institution in sending complaints (FSI Penal colony-2 Office of the Federal Penitentiary Service of Russia in the Republic of Tatarstan), etc.

During the year, more than 20 proposals and comments of the Commissioner were sent, containing recommendations on possible and necessary measures to restore rights and freedoms. In the reporting year, proposals were sent to state bodies, local governments, their officials and organizations to restore violated rights in the field of enforcement proceedings in terms of the actions of bailiffs (Interdistrict bailiff department for special enforcement proceedings of Kazan; Kirov regional branch bailiffs of the city of Kazan), in the field of education in terms of the activities of general education and preschool educational institutions (MBEI

"Verkhneuslonskaya secondary school", MBPEI "Kindergarten No. 208 of a combined type with the Tatar language of education and training" Novo-Savinovsky district of Kazan, MBEI Lyceum No. 78 "Farvater", Kazan), in the field of healthcare (State Autonomous Healthcare Institution "Arsk Central District Hospital" on the restoration of the right to apply to the Bureau of Medical and Social Expertise), in the housing sector (the Executive Committee of the Vysokogorsky District on the restoration of the right to reside in well-maintained residential area location; Ministry of Education and Science of the Republic of Tatarstan on the restoration of the right of a person from among orphans to be recognized as needing housing), on issues of gasification of a settlement, as well as state support for citizens living in rural areas, etc.

In 2020, the practice of involving the Commissioner to participate in constitutional proceedings was continued. Over the past period, in accordance with Article 24 and part three of Article 51 of the Law of the Republic of Tatarstan "On the Constitutional Court of the Republic of Tatarstan", the Commissioner was involved 6 times by the Constitutional Court of the Republic of Tatarstan to give an opinion on citizens' complaints in the areas of housing and communal services, the provision of social services, healthcare, social insurance, housing sector.

This initiative of the judicial body of constitutional control is important from the point of view of ensuring observance, protection and restoration of the rights, freedoms and legitimate interests of a person and a citizen.

Also, the representative of the Ombudsman took part 55 times in meetings of courts of general jurisdiction on migration issues, as a result of which, in 24 cases, a decision was made in favor of a foreign citizen or stateless person, including:

- in relation to 9 stateless persons, positive decisions were made to terminate the execution of decisions of district courts regarding administrative expulsion from the Russian Federation;
- in one case, the paternity of an Azerbaijani citizen was established in relation to three children, in connection with which it became possible to issue a residence permit for children;
- on 14 cases pursuant to the Decree of the President of the Russian Federation V.V. Putin No. 274 of April 18, 2020 "On temporary measures to regulate the legal status of foreign citizens and stateless persons in the Russian Federation in connection with the threat of further spread of a new coronavirus infection (COVID-19)", the rulings of district courts regarding administrative expulsion from the Russian Federation were canceled and placement in the Center for temporary detention of foreign citizens.

In 2020, the Commissioner was approached by 6 citizens who faced unfair actions of law firms, as well as on pension issues, 81 appeals were received, prepared

according to a single template with changes only to the applicant's personal data, which suggests that these appeals were also prepared by one law firm.

Each of the 6 victims who sent complaints to the Ombudsman reported that the forced appeal to a law firm to solve their problem led them to conclude a contract for the provision of legal services in the amount of 20 to 90 thousand rubles without actually providing the services specified in the contract with by providing on the day of its conclusion an already signed act on the performance of work.

There was also a case of an oral appeal by a citizen (a phone call), when a law firm, in order to strengthen its own image and attract clients, informed those who applied that it was carrying out its activities on behalf of the Commissioner.

The Commissioner and employees of the Office of the Commissioner carefully study complaints and statements regarding the activities of law firms. Citizens are given answers with explanations of the norms of the law, or in case of improper fulfillment of obligations under the contract for the provision of services, complaints are sent to the prosecutor's office; in the event of a crime against a citizen, complaints are submitted to officials of the preliminary investigation bodies for verification of the arguments.

Thanks to the well-coordinated joint work of state bodies, in relation to one of the law firms - Meridian LLC, located in the city of Kazan, the Office of the Federal Service for Supervision of Consumer Rights Protection and Human Welfare in the Republic of Tatarstan prepared a collective claim in defense of the interests of citizens affected from her activities. The damage from supposedly free consultations of Meridian LLC amounted to 1.5 million rubles for citizens.

In 2020, public assistants of the Commissioner provided active assistance to the consideration of citizens' appeals in municipal districts and urban districts of the Republic of Tatarstan. On behalf of the Commissioner, public assistants considered 233 messages of the USIS GLONASS +112 and 114 appeals of citizens with verification activities.

In the past year, 1845 appeals from citizens were directly addressed to public assistants. The main issues with which citizens turn to public assistants are still housing, including the provision of housing and communal services; issues of social protection and social security; health care, labor law issues, land issues and education issues. It should be noted that some of them can be resolved on the spot. Introduce some examples.

A resident of the Nizhnekamsk region, a disabled person of group I, contacted the USIS GLONASS emergency number +112 with a complaint about the owner of the vehicle, which blocked the passage to the entrance for a wheelchair user. Public Assistant to the Commissioner in the Nizhnekamsk region T.V. Troshina went to the house on this appeal, the question of assistance in installing the ramp was

raised. The public assistant addressed a letter to the director of Zhilye Management Company LLC I.G. Valaseev with a request to install handrails and a ramp at the entrance for a wheelchair user of group I. The request was fully granted. The applicant expressed her gratitude for the assistance.

To the public assistant to the Commissioner in the Arsky district R.A. Khidiyatova was approached by a citizen living in the village of Apaykina Gar about the issue of blocking the road at the exit from the village by timber trucks, which created inconvenience for the residents of the village. After R.A. Khidiyatov to the leadership of the State Budgetary Institution "Arsky Leskhoz" timber harvesting, piled on the edge of the road, was removed, and it was decided that in the future loading from this section of the road would not be carried out.

To the Public Assistant of the Ombudsman in the Tetyushsky District I.V. Gavcheva received a call from an elderly citizen regarding the provision of preferential medicines.

The public assistant went to the applicant for a detailed conversation and clarification of the situation. During the conversation, it turned out that the applicant needed Xarelto on an ongoing basis. The public assistant requested a register of prescriptions for medicines dispensed free of charge from 01/01/2020 to 09/20/2020. In it, the fact of the issue of medicines to the applicant was not indicated. After I.V. Gavcheva to the chief physician of the Tetyushskaya Central District Hospital R.R. Salavatullin, the issue of providing the applicant with medicines was resolved.

To F.G. Yarullina, a public assistant to the Ombudsman in the Alkeevsky district, was approached by a resident of the village. Bazarny Matakhi in relation to a lonely neighbor, born in 1924, who needs the services of a nurse. The public assistant, together with the applicant, applied to the department of social protection of the Ministry of Labour, Employment and Social Protection of the Republic of Tatarstan in the Alkeyevsky district. Since October 1, 2020, an elderly pensioner has been using the services of a nurse.

Also, public assistants of the Commissioner in the past year took part in monitoring polling stations for their accessibility for persons with disabilities, observance of the electoral rights of suspects and defendants, citizens hospitalized for the duration of the All-Russian vote on the approval of amendments to the Constitution of the Russian Federation and presidential elections Republic of Tatarstan; multi-apartment residential buildings intended for the resettlement of residents of emergency residential buildings, for their suitability for habitation; organization of adaptive physical culture and sports classes in the municipal districts of the Republic of Tatarstan.

## **Conclusion**

Based on the problems outlined in the report, the Commissioner proposes to state bodies and local self-government bodies to consider the possibility of implementing a number of measures in order to ensure, respect and protect the rights and freedoms of man and citizen.

1. In order to exercise the electoral rights of citizens:

1.1. The Central Election Commission of the Republic of Tatarstan and the Public Chamber of the Republic of Tatarstan continue to work jointly with the Commissioner for Human Rights in the Republic of Tatarstan to observe the electoral rights of citizens and work with young voters within the framework of the sessions of the Forum of Voters of Tatarstan "My Voice".

1.2. Local self-government bodies should continue the practice aimed at ensuring the electoral rights of citizens with disabilities, including those recognized as disabled, in terms of excluding the location of voting rooms above the ground floor of buildings that do not have elevators or other devices designed to lift people with disabilities health, including those recognized as disabled.

2. In order to implement the labor rights of citizens:

2.1. State bodies exercising control (supervision) over compliance with labor legislation to take measures aimed at collecting wage arrears from persons authorized to act on behalf of a legal entity (persons determining the actions of a legal entity), which was declared invalid and excluded from the Unified State register of legal entities.

2.2. The Ministry of Labour, Employment and Social Protection of the Republic of Tatarstan to instruct the subordinate bodies of the employment service:

take comprehensive measures for the employment of unemployed citizens who have previously been repeatedly denied employment in connection with filling a vacant position at the time of application (immediately upon receipt of information about the vacancy, inform the unemployed person about this, including by telephone re-offer the unemployed to express consent to the transfer of their personal data to employers who have applied to the employment service for the selection of necessary workers for a particular profession (specialty) or position);

when placing information on the recruitment of unemployed citizens for vocational training courses on the official website of the employment service body, include information on the dates of receipt of applications.

3. In order to realize human rights to social protection:

3.1. The Cabinet of Ministers of the Republic of Tatarstan to amend the Procedure and conditions for providing a monthly cash payment for a child aged three to seven years inclusive, approved by the Resolution of the Cabinet of Ministers of the Republic of Tatarstan dated April 10, 2020 No. 267, in terms of providing persons caring for a disabled person of group I, as well as for the elderly who, according to the conclusion of a medical institution, need constant outside care or who have reached the age of 80, the right to receive a monthly cash payment for a child aged three to seven years inclusive, if they have no income.

3.2. The Ministry of Labour, Employment and Social Protection of the Republic of Tatarstan should intensify the work of social service institutions to identify lonely elderly citizens in need of outside assistance in order to provide them with comprehensive assistance.

3.3. The state institution - the regional branch of the Social Insurance Fund of the Russian Federation in the Republic of Tatarstan - shall timely post on the official website information on the cost of all technical means of rehabilitation and (or) services, determined by the results of the latest purchase of technical means of rehabilitation and (or) provision of services.

3.4. The Ministry of Sports of the Republic of Tatarstan should develop proposals aimed at increasing the proportion of people with Down syndrome who are systematically involved in physical culture and sports, as well as children with cerebral palsy who go in for swimming.

3.5. The Office of the Federal Bailiff Service for the Republic of Tatarstan, together with the National Bank for the Republic of Tatarstan of the Volga-Vyatka Main Branch of the Central Bank of the Russian Federation, to develop a solution on problematic issues of foreclosure on the funds of debtors, in respect of which, in accordance with Federal Law No. 229-FZ "On Enforcement Proceedings" establishes restrictions and (or) which cannot be levied.

4. In order to implement the right of children left without parental care to raise them, the Ministry of Education and Science of the Republic of Tatarstan should send recommendations to the guardianship and guardianship authorities of municipalities of the Republic of Tatarstan on assessing moral or personal qualities, abilities to perform the duties of a guardian (trustee) when considering applications citizens who have expressed a desire to become a guardian (custodian).

5. In order to respect the rights of citizens to health protection and medical care, the Ministry of Health of the Republic of Tatarstan should take additional measures aimed at organizing timely appointments with specialists of medical organizations providing outpatient care under the program of state guarantees of free provision of medical care to citizens on the territory of the Republic Tatarstan.



6. In order to respect the rights of minor children in the field of education, local governments:

exercise control over the conduct of advance explanatory work in general educational organizations on the admission of students to the 10th grade, including the organization of individual selection for admission to specialized education;

to strengthen control over the timely implementation of repair work in educational institutions.

7. In order to implement the housing rights of citizens, the Ministry of Education and Science of the Republic of Tatarstan, when considering applications for the provision of housing for specialized housing stock, in each case, take into account the provisions of the Procedure for compiling a list of orphans and children left without parental care, approved by the Decree of the Government of the Russian Federation of 04.04 .2019 No. 397, which are subject to the provision of residential premises in terms of the requirements for the list of documents that the applicant is required to submit for inclusion in the specified list.

8. In order to realize the human right to a favorable environment, the Ministry of Ecology and Natural Resources of the Republic of Tatarstan should intensify its work as a moderator of the GIS RT "Public Control" in the category "Dumps".

9. In order to respect and protect the rights of persons serving sentences of deprivation of liberty or forced labor, released from places of deprivation of liberty:

9.1. To the Office of the Federal Penitentiary Service for the Republic of Tatarstan:

assist the employment service authorities in organizing field job fairs in correctional institutions for convicts whose sentence is less than six months, with the participation of heads (officials) of organizations in which there are vacancies;

when concluding agreements with employers on the employment of convicts sentenced to forced labor, take measures to prevent violations of the labor rights of convicts in terms of remuneration (in cases where employers establish wages for those sentenced to forced labor in the amount of less than the established minimum wage, send relevant information to the control and supervisory organs).

9.2. Local self-government bodies to organize the work of the interdepartmental commission on the issues of resocialization of persons released from places of deprivation of liberty, in accordance with the Model Regulations on the municipal interdepartmental commission on the issues of resocialization of persons released from places of deprivation of liberty, approved by the Resolution of the Cabinet of Ministers of the Republic of Tatarstan dated July 29, 2019 No. 631 .

10. For the purpose of legal education of the inhabitants of the republic:

10.1. The Cabinet of Ministers of the Republic of Tatarstan should consider including in the State Program "Ensuring public order and combating crime in the Republic of Tatarstan for 2014-2025", approved by the Decree of the Cabinet of Ministers of the Republic of Tatarstan No. 764 dated October 16, 2013, a project for the rehabilitation of convicts psychoactive substances, implemented by the Commissioner together with the Kazan public organization of relatives of drug addicts "Vera" and the Regional public organization "Prevention and initiative in the field of public health protection and prevention of socially negative phenomena";

10.2. The State Committee of the Republic of Tatarstan for Archiving, the State Labor Inspectorate in the Republic of Tatarstan, the Ministry of Labour, Employment and Social Protection of the Republic of Tatarstan to continue joint work with the Commissioner to organize training seminars-conferences for managers and personnel workers of organizations and enterprises on the observance of labor rights of citizens;

10.3. The Ministry of Construction, Architecture and Housing and Communal Services of the Republic of Tatarstan, the State Housing Inspectorate of the Republic of Tatarstan, the Self-Regulatory Organization of the Regional Non-Commercial Partnership "Commonwealth of Organizations Managing Apartment Buildings of the Republic of Tatarstan", the Non-Commercial Partnership "Regional Center for Public Control in the Sphere of Housing and Communal Services of the Republic of Tatarstan" accept participation in the implementation of the project of the Commissioner for holding training seminars-meetings for managing organizations on issues of observance of the rights of citizens in the field of housing and communal services;

10.4. Tatar regional organization of the All-Russian Public Organization of the Disabled "All-Russian Order of the Red Banner of Labor Society of the Blind", the Tatar Republican branch of the All-Russian Public Organization of the Disabled "All-Russian Society of the Deaf", the Tatar Republican Organization of the All-Russian Society of Disabled People - "Society of the Disabled of the Republic of Tatarstan" to take part in the implementation of the project of the Commissioner - School of legal knowledge for persons with disabilities and parents (legal representatives) of children with disabilities.

Commissioner for Human Rights  
in the Republic of Tatarstan S.Kh.Saburskaya

Kazan  
February, 2021