

Annual Project Results Report

Mobile Service Delivery

for Conflict-Affected Populations
in Eastern Ukraine

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and Peacebuilding Programme
(UN RPP)

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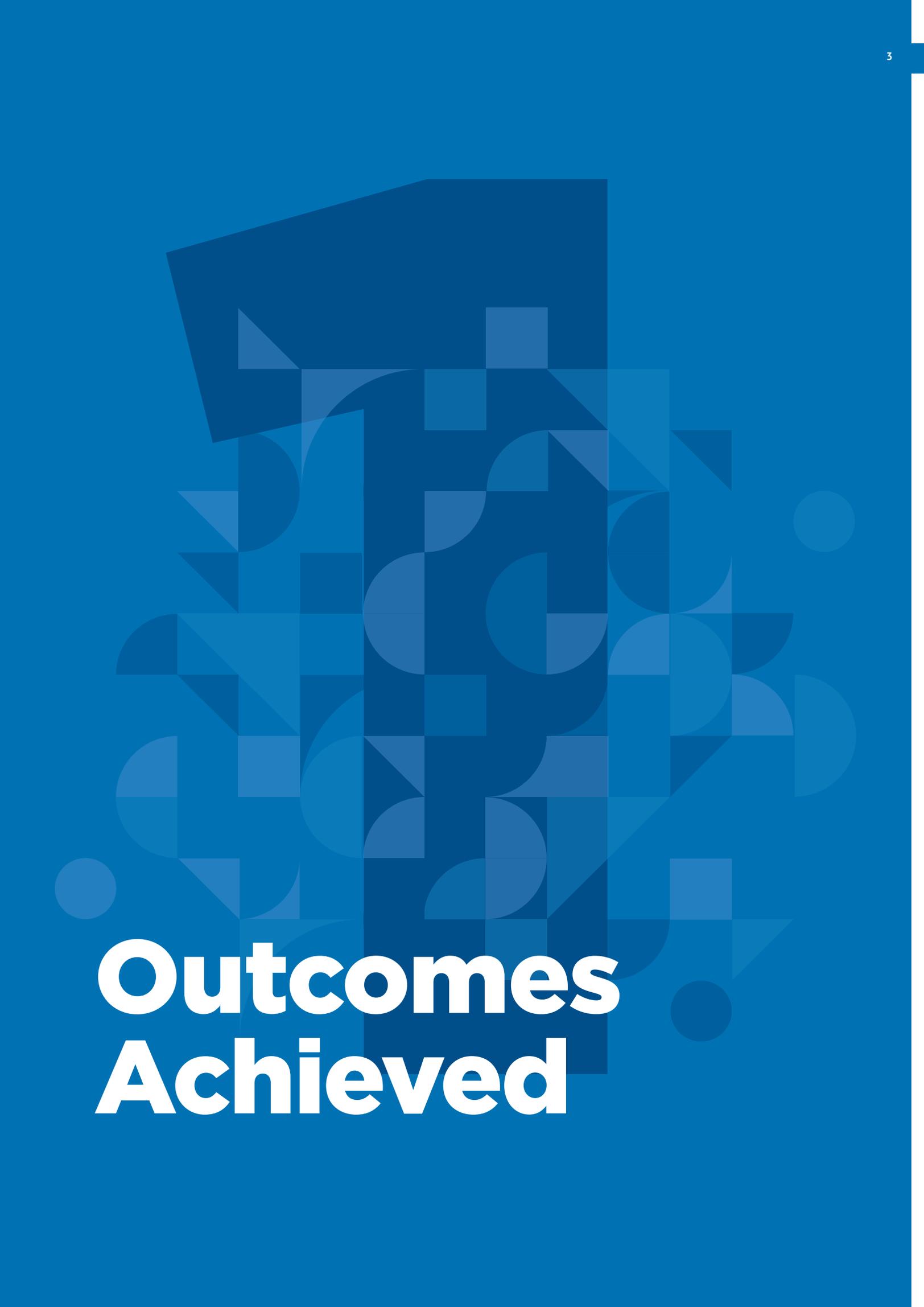
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**Outcomes
Achieved**

Progress Towards the Ultimate Outcome 1000

Improved stability, enjoyment of human rights, and gender equality, of conflict-affected population, especially women and vulnerable or marginalized groups, of Donetsk and Luhansk oblasts

The socio-economic impact of the armed conflict continues to drive uneven and perpetuate non-inclusive development across the country, particularly in eastern Ukraine, including with regard to the protection of human rights and gender equality, equitable access to social and economic benefits, access to quality healthcare, and freedom of movement for civilians living in the conflict zone. These dynamics aggravated existing social fragmentation and prejudices, further deepening regional divides and magnifying pre-conflict horizontal inequalities.

The novel coronavirus outbreak has starkly exposed inequalities worldwide and could set back human development for the first time since 1990. According to the UNDP's report "COVID-19 and Human Development: Assessing the Crisis, Envisioning the Recovery"¹, the combined impact of different shocks affecting health, education and incomes could signify the largest reversal in human development on record. The fall-out from the pandemic is expected to hit poorer economies and regions harder, as they're less able to deal with the socio-economic impacts of the virus. In mid-March 2020, the government imposed quarantine restrictions to minimize the risk of the coronavirus transmission across the country, including in the conflict-affected areas of eastern Ukraine. In May 2020, these restrictions began to ease, and an adaptive quarantine was introduced to counter the spread of the virus. The COVID-19 restrictive measures are implemented in each oblast in accordance with its risk level. The adaptive quarantine currently in place has been extended until 30 April 2021. As of 16 March 2021, there are 1,477,190 confirmed COVID-19 cases (28,697 deaths) in government-controlled areas (GCA) of Ukraine, including 66,647 cases in eastern Ukraine: in Donetsk (50,911) and Luhansk (15,736) oblasts. Although the number of cases in these eastern oblasts is among the lowest in the country, the pandemic, combined with the impact of the six-year long armed conflict in the region, is further challenging people, households and businesses in unprecedented ways.

From March to June 2020, all entry-exit checkpoints (EECPs) in eastern Ukraine were closed in an attempt to contain the spread of COVID-19 in communities along the 420-kilometer "contact line" as well as in the rest of Ukraine. Before the closure, approximately 1.2 million people crossed the "contact line" every month to obtain services, social benefits, education, employment, healthcare or visited their family members. As of today, the EECPs remain only partially operational. According to UN OCHA estimates, the closure has impacted more than one million people, including over 300,000 elderly and 163,000 vulnerable persons who have not been able to visit their families and friends, access essential services or withdraw cash since late March. February 2021 saw a small increase of civilian movement across the "contact line", with almost 40,000 individual crossings recorded compared to 29,000 in January, representing just 4% of the almost 990,000 crossings in February 2020. To a large extent, crossings have been limited to those people who have been granted humanitarian exemptions negotiated by the humanitarian community. In addition, people have been allowed to cross based on the pre-approved lists issued in NGCA.

Communities living close to the "contact line" were particularly impacted by the introduction of stringent restrictions to movement, imposed as a result of COVID-19. Access to adequate healthcare services, including emergency medical care remains challenging for people of all ages, especially for older persons and people living with disabilities in rural hard-to-reach settlements close to the "contact line". Donetsk and Luhansk oblasts have a high proportion of elderly population (36% of total population, compared to 23% nationwide), particularly in isolated settlements. Humanitarian data also show that most of all older persons in the conflict-affected region (97%) have at least one chronic illness, making them highly susceptible to complications if infected with COVID-19.

¹ <http://hdr.undp.org/en/hdp-covid>

These pressing challenges are addressed by UNDP within the framework of the project “Mobile Service Delivery for Conflict-Affected Populations in Eastern Ukraine.” The Project aims to alleviate the hardships of conflict- and now pandemic-affected Ukrainian citizens, mainly women, who have to travel long distances in order to access administrative, legal, psycho-social, home care, medical and information services.

The Project continues to build up an effective network of mobile administrative service centres (ASCs) in the government-controlled areas of Donetsk and Luhansk oblasts to alleviate the hardships of the conflict-affected people, especially women and vulnerable groups, and to ensure provision of timely and high-quality administrative, social and legal aid services to the local population.

During its second year, the Project delivered the first 6 mobile ASCs to Mariinka, Siversk and Vuhledar communities in Donetsk Oblast, and Popasna, Sievierodonetsk and Stanytsia Luhanska in Luhansk Oblast. Another 4 vehicles will be handed over to the communities of Kurakhove and Mariupol (Donetsk Oblast), Novoaidar and Hirske² (Luhansk Oblast) by April 2021.

The mobile ASCs, which are specially equipped trucks, drive to remote settlements and those near the “contact line” in eastern Ukraine, as well as to EECPs between government-controlled and non-government-controlled areas, to provide administrative and social services to the community residents. With the mobile ASCs, people who for certain reasons are unable to visit stationary centres, as well as residents of non-government-controlled areas (NGCA), are now able to receive the services they need quickly in the vehicles, right at the checkpoints or near their homes. For example, in Sievierodonetsk community the truck currently goes to the town of Syrotyne and the village of Borivske. In the nearest future, the mobile ASC will be able to travel to 17 more rural settlements of the territorial community, providing services to nearly 14,500 local residents.

The trucks are fitted with the mobile cases (each containing a printer, a laptop, a mobile router, an ID-card reader, a portable scanner and a webcam) for the purpose of accessing to and providing administrative, informational and legal aid services. Each vehicle has four workplaces for an ASC specialist, a social services specialist, a pension fund employee and a free legal aid lawyer.

The mobile ASCs are equipped with all the necessary technical infrastructure and communications: heating, air conditioning and ventilation systems, electricity and water



Photo credit:
Artem Hetman / UNDP Ukraine

New mobile ASCs are designed to improve public service delivery in everything from marriage and passports to securing land titles or registering a business. They are fully inclusive, with a special lift for people with disabilities.

² In November 2020 the new modular service centre, located at the EECP, was set up in Shchastia community, which would cover the needs of the local population, as well as those coming from NGCA. Hence a decision was made to transfer a mobile ASC to Zolote community, which was originally in the reserve list. In February 2021, Zolote became a part of Hirske community (civil-military administration) according to the Decree of the President of Ukraine <https://zakon.rada.gov.ua/laws/show/62/2021#Text>.

supplies, bathrooms with baby diaper tables, navigation and video surveillance, built-in furniture and computer equipment. Importantly, the vehicles are specially designed for persons with disabilities: the entrance is located in the rear of the truck body and is equipped with a lift - a platform for wheelchairs, which ensures safe and easy access to the ASC for people with disabilities. The body of the mobile ASC is vibration-insulated, noise- and heat-insulated.

Furthermore, each vehicle is furnished with a mobile case for energy audit aimed at monitoring the use of energy resources, control the quality of air, water, and comfort of the premises, promote energy-saving measures and provide energy audit services to the population in remote rural communities and those located close to the “contact line”.

The mobile ASCs can provide up to 180 administrative and social services out of nearly 200 services that are currently available at stationary centres. Among such services are:

- application for subsidies and receiving help from the government
- registration of business or real estate
- issuance of a child’s birth certificate
- pasting a photo in the national passport upon reaching the age of 25 and 45 years
- issuance of a pension certificate, etc.

With the COVID-19 quarantine imposed by the government in March 2020 and the public transportation restricted, half of the ASCs in Donetsk and Luhansk oblasts limited reception of visitors and reduced the number of services provided. Therefore, the mobile centres will help the local population avoid crowds of people and receive much-needed services close to home, reducing risks to their health. To prevent the transmission of the coronavirus, all precautionary measures, such as masks, hands sanitizers, temperature screening and the maintenance of a safe distance between ASC specialists and visitors will be arranged. Moreover, each vehicle is equipped with an automatic dispenser for disinfectants to mitigate the possible spread of COVID-19 among the local population, as well as with an automatic defibrillator to ensure timely administering of first aid, if required.

Based on the results of a series of meetings with the local authorities and civil society representatives, conducted during the first year of implementation, the service package of the mobile ASC was worked out. The developed package includes the most in-demand administrative and social services in Donetsk and Luhansk oblasts, and meets the needs of the vulnerable and marginalized groups.

The equipment and software of the mobile ASC meet the requirements of a stationary ASC workplace. Therefore, the number of administrative services provided by the mobile ASC corresponds to the number of services in a stationary centre (except for the passport services) and varies from 80 to 180 depending on the ASC capacity. Moreover, the memorandums of cooperation between the ASCs, social protection service and the pension fund were signed which allows for the implementation of joint field trips to provide a wide range of social services in the mobile ASC.

The services, provided by the mobile ASCs, are approved by the relevant decisions of the local councils or the heads of the civil-military administrations. Relevant information cards have been created for each service, containing information about the documents required to receive a service, timeframes and ways to obtain the result, regulations governing the procedure and conditions for certain administrative service.

Furthermore, the Project started working on the establishment of the 2 mobile psychosocial response service units in each oblast. The working groups have been created at the Donetsk Regional Centre for Social Services and the Luhansk Department of Social Protection to develop a regulatory framework for the operation of mobile emergency psychological and social



Photo credit:
Vitalii Shevelev / UNDP Ukraine

The number of administrative services provided by the mobile ASC corresponds to the number of services in a stationary centre and varies from 80 to 180 depending on the ASC capacity.

response service. Overall, 31 (80% women) representatives of local authorities, civil society, and experts in social work and psychological assistance became members of these working groups. The work of the mobile units will be focused on rendering necessary psychological aid for people living along the “contact line”, especially women, who experience psychological distress related to continuous armed conflict, COVID-19 pandemic or gender-based violence.

Importantly, the mobile service units will not only help make administrative and other critical services as accessible and convenient as possible but will also promote the long-term recovery and development of communities affected by the armed conflict in eastern Ukraine.

Progress Towards the Intermediate Outcome 1100

Enhanced equitable delivery of needs-based, gender-responsive services by mobile unit staff and volunteers that meet the needs of conflict-affected people of Donetsk and Luhansk oblasts, especially women and vulnerable or marginalized groups

The Project is firmly focused on alleviating the unprecedented pressures and hurdles faced by citizens of the region, mainly women, to carry out their administrative tasks, due to difficult access to and protracted provision of administrative, legal aid and information services. These challenges also prevent access to basic services, as well as hinder the human rights of the population, in particular, those of women.

The Rapid Gender Assessment of the situation and needs of women in the context of COVID-19 in Ukraine, conducted by UN Women in early 2020, confirmed that internally displaced women experience particular challenges due to additional problems in access to resources and public services in the context of the quarantine. The armed conflict and the economic crisis have deepened gender inequality and affected the realization of human rights. Women, constituting the majority of the internally displaced persons (60%), face multiple discrimination in access to public services.³

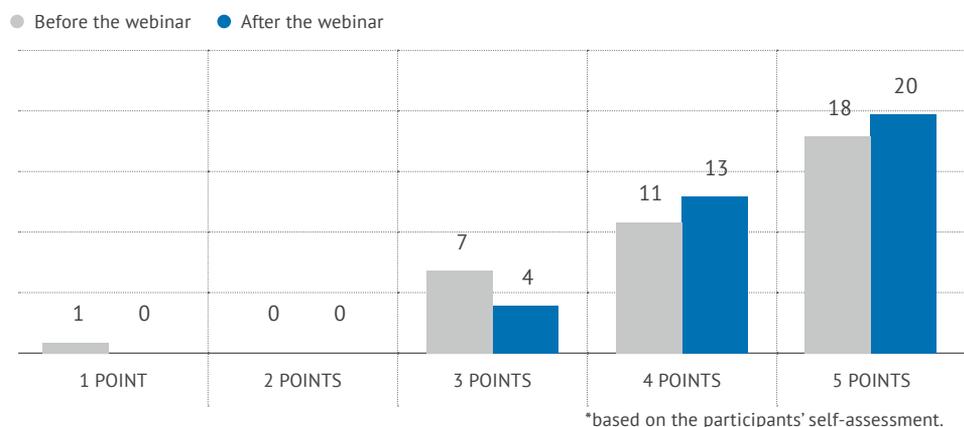
³ Rapid Gender Assessment of the situation and needs of women in the context of COVID-19 in Ukraine, UN Women, 2020
<https://eca.unwomen.org/en/digital-library/publications/2020/05/rapid-gender-assessment-of-the-situation-and-needs-of-women>

During the first year of the Project implementation, a detailed Project Gender Equality Strategy was developed by the UNDP Gender Mainstreaming Specialist, in cooperation with a gender equality consultant contracted by Global Affairs Canada. Based on the strategy developed, the Project's interventions are focused on capacity-building of the local authorities to ensure public services respond better to the needs of women and vulnerable people. Importantly, the mobile ASC services are adapted (in terms of physical access, case handling procedures and information provision) to the needs of women facing multiple forms of discrimination, including elderly women, women with disabilities, women with children, and survivors of gender-based violence. Moreover, the Project's activities are aimed to improve understanding of human rights principles among all who are engaged in the process – both ASC staff and officials from the local authorities.

During the reporting period, 37 (33 women) ASCs employees and representatives of the local authorities, engaged in rendering administrative services in the Project's target communities, took part in a series of webinars dedicated to the issues of gender equality and non-discrimination. Specifically, the participants increased their knowledge in understanding gender equality and gender mainstreaming in the work of an ASC, received practical skills in identifying and responding to cases of discrimination, sexual harassment, gender-based violence, or other manifestations of violent behaviour towards ASC administrators, as well as adhering to the principle of non-discrimination in provision of administrative services. The implemented training programme helped promote development of not-stereotypical communication as well as an individual approach to administrative service provision to clients. This, in its turn, will ensure the establishment of trust in the administrative service centres by various community groups.

Notably, 89% of the participants considered the issues covered during the training programme as important for their work (Figure 1). Moreover, more than half of the participants marked the increase in their knowledge related to gender equality and non-discrimination (Figure 2).

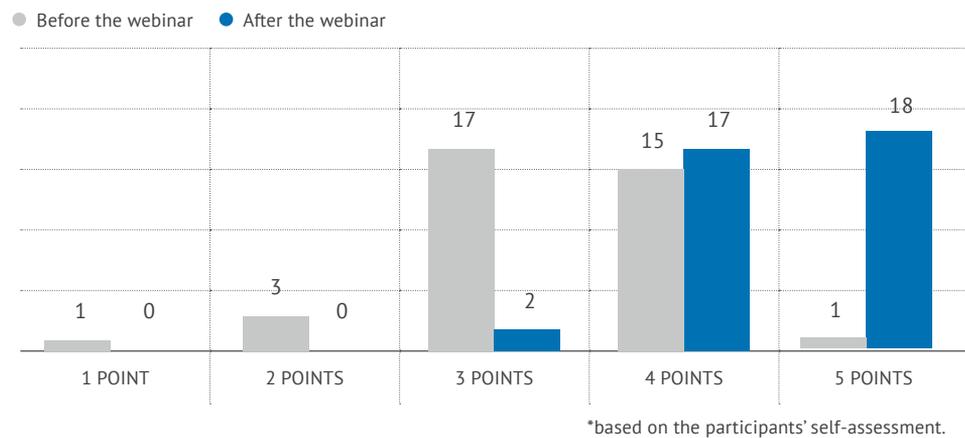
Figure 1. Importance of the issues covered by the training programme*



Furthermore, the Project has launched a webinar entitled “Understanding gender equality and gender-mainstreaming in the work of an ASC” which is available on the UN RPP learning platform “School of Resilient Communities”⁴. The webinar explains in detail the gender equality approach and its importance for the ASC operation, international and national commitments on gender equality and addressing the gender stereotypes. In addition, on 15 February 2021 a new learning course entitled “Gender equality and the human rights-based approach in a daily work of ASCs” was launched, and it is expected that over 300 ASC employees will undergo the course during the nearest months.

⁴ <https://unrpp.school/p/webinars>

Figure 2. The level of knowledge of the training programme participants*



Ultimately, a dedicated digest⁵ with examples of normative documents for the ASC operation, developed by the Project, includes a separate section focused on the gender analysis of the legislation regulating administrative services. The digest also provides recommendations on gender mainstreaming in the provision of administrative services explaining how this approach helps improve interaction between different groups of women and men and the local authorities, as well as bring administrative services closer to the needs of vulnerable groups, thereby enhancing the inclusiveness of the society.

Considering the high demand for legal aid services among the conflict-affected population, especially those crossing EECs and those residing in remote settlements, the Project is working to ensure the availability of such services in the mobile ASCs. It is envisaged to engage free legal aid experts in partnership with the Coordination Centre for Legal Aid Provision, as well as legal specialists from the local administrations in the joint field trips of the mobile ASCs.

However, due to the COVID-19 pandemic and subsequent quarantine restrictions, the work of the free legal aid centres was limited, therefore this activity was postponed to the third year of the Project implementation.

To date, a series of online meetings have been held with the representatives of UNHCR and the free legal aid centres, and preliminary agreements have been reached that the free legal aid specialists will join the teams of the mobile ASCs. In Sievierodonetsk community, a memorandum of cooperation was signed with the representatives of free the legal aid office for the implementation of joint trips. The first visits of the legal experts are scheduled for April 2021.

To provide the whole range of in-demand administrative services to the population residing in remote communities and those located close to the “contact line”, 10 portable workstations with the necessary software were procured for the mobile ASCs.

The workstations are designated for rendering services by ASC officials, such as registration of documents confirming Ukrainian citizenship, certifying a person or his/her special status and taking their biometric data. To perform such functions, these mobile cases ensure the work of ASC administrators in the interface of the web-based service while executing the established procedures and operations required for registration and issuance of official documents (passport of a citizen of Ukraine or an ID card, passport of a citizen of Ukraine for travelling abroad). Therefore, the workstations are equipped with a personal computer with installed

⁵ <https://www.ua.undp.org/content/ukraine/uk/home/library/recovery-and-peacebuilding/mobile-admin-service-centres.html>

software and a set of specialised equipment for taking biometric data of a person during the registration and issuing of documents. Detailed composition of the workstation hardware is presented in Figure 3.

Figure 3. Composition of the mobile workstation

A workstation includes the following hardware components:

 Laptop	 Fingerprint reader
 LED monitor	 Tablet for signature
 Multifunction printer	 Full-page document reader with module for ID-cards
 Mouse and keyboard	 Numeric keypad for entering PIN codes
 Digital camera	 Uninterruptible power supply unit

Moreover, all vehicles are equipped with mobile Internet connection which allows to render administrative services in remote areas and to exchange information between a mobile and a stationary ASC. The mobile Internet connection has two communication channels: the main mobile operator and the backup, for maximum coverage of the service area.

In addition, 10 sets of equipment (each including an IP encoder, a router, a modem and an external 3G/4G antenna) were purchased for further arrangement of a confidential communication channel in the network of National Confidential Communication Systems. The purpose of the equipment is to protect official information while connecting to secure communication channels with further access to the Unified Information and Analytical System of Migration Processes of the State Migration Service of Ukraine.

The issuance of national identification documents (passports and ID cards) and passports for travelling abroad remain among the most in-demand administrative services in eastern Ukraine. However, such services are still not available at the mobile ASCs, and the Project is working closely with all relevant national stakeholders to find the most appropriate solution to this issue. Setting up a passport processing system in the mobile ASCs require ensuring proper data protection. Specifically, there is a need to develop a special monitoring system for the mobile ASCs, that can block connection to the Unified State Demographic Register in case of unauthorized access, violation of the service area or crossing the “contact line”.

In December 2020, a number of online meetings with relevant stakeholders were held on the establishment of a special monitoring system for the mobile centres. Today, the Ukrainian Special Systems is working on the development of the terms of reference for the design of the monitoring system for the ASCs in Donetsk and Luhansk oblasts. This software and hardware complex solution will allow to determine geographic coordinates, ASCs routes and authorise/restrict access to the Unified State Demographic Register. According to preliminary calculations, the creation of a special monitoring system can cost some 7 million UAH (250,000

USD) and can take up to 12 months. In this regard, the Donetsk Oblast State Administration addressed the Cabinet of Ministers of Ukraine with a request to assist in resolving the issue of providing passport services through the mobile ASCs network. As of today, the issue is under consideration by the relevant authorities.

Progress Towards Immediate Outcome 1110

Enhanced capacity of target local governments to deliver needs-based gender-responsive services to conflict-affected people living close to the contact line, especially women and vulnerable or marginalized groups

To ensure smooth operation of the mobile ASCs, the Project has supported local authorities in the development of the institutional and legal framework based on the national legislation in force.

The regulatory documents for the effective work of the ASC were developed following the research and focus group discussions and took into account the needs of people who have difficulties in physical access to the services (elderly, women with children, men and women with disabilities, etc).

The developed packages of the draft documents were presented and discussed during meetings held with each target community, and included the following samples:

- rules and regulations for operation of a mobile ASC
- organizational and technical requirements for the provision of administrative services at the ASC
- agreement on cooperation with the State Migration Service
- agreement on cooperation with the State Pension Fund
- agreement on cooperation with the State Service for Geodesy, Cartography and Cadastre
- agreement on cooperation with the social services department
- standard of quality of administrative service provision for ASC visitors.

The Project has further developed a dedicated digest⁶ with examples of normative documents necessary for the effective functioning of mobile ASCs. The main purpose of the digest is to provide local governments with examples of regulatory decisions on the introduction of administrative services through mobile ASCs and remote workplaces. Especially important are relevant comments and recommendations together with drafts of documents that may be useful in the preparation of local councils' draft decisions and for their executive authorities during the organization of the relevant mobile remote workplaces for administrators.

To date, due to the ongoing process of decentralisation and delayed local elections in a number of the communities in Donetsk and Luhansk oblasts, the regulatory documents for mobile ASC operation have not yet been adopted in some of the Project's target communities (detailed information is provided in Table 1).

The Project is also supporting the local self-government bodies and service providers to effectively use the analytical tools developed for systematic collection of data and client's feedback on the services rendered to the conflict-affected population. In this regard, the Project takes efforts to develop the skills and competences of ASC staff and volunteers in effectively using the data obtained through the feedback system. The online training course, held for the ASC personnel, specifically covered the issues of processing and analysing the aggregated data on the assessment

⁶ <https://www.ua.undp.org/content/ukraine/uk/home/library/recovery-and-peacebuilding/mobile-admin-service-centres.html>

Table 1.

Community	Oblast	Status of regulatory document adoption
Siversk	Donetsk Oblast	Adopted by the local authorities.
Vuhledar	Donetsk Oblast	Adopted by the local authorities.
Mariinka	Donetsk Oblast	The stationary ASC is closed from February 2021. The boundaries of the raion have changed with the town of Mariinka now belonging to Pokrovsk raion. The documents are expected to be adopted after the creation of the civil-military administration in Mariinka.
Mariupol	Donetsk Oblast	Will be adopted after the vehicle handover.
Kurakhove	Donetsk Oblast	Will be adopted after the vehicle handover.
Popasna	Luhansk Oblast	Adopted by the local authorities.
Sievierodonetsk	Luhansk Oblast	Adopted by the local authorities.
Stanytsia Luhanska	Luhansk Oblast	The boundaries of the raion have changed with the village of Stanytsia Luhanska now belonging to the newly created Shchastia raion. The stationary ASC in Stanytsia Luhanska was closed in February 2021. The documents are expected to be adopted after the head of the civil-military administration is appointed.
Hirske ⁷	Luhansk Oblast	Will be adopted after the vehicle handover.
Novoaidar	Luhansk Oblast	Will be adopted after the vehicle handover.

of the work of the mobile ASCs and the feedback, obtained through the information platform and the mobile application. In its turn, the dedicated questionnaires are available both online⁸ and in printed form at each of the mobile ASCs for monitoring, reporting and evaluation purposes.

Since not all of the Project's target communities have put into operation the received vehicles, the feedback system has not been fully utilised. At the moment, Sievierodonetsk community has collected over 100 paper-based questionnaires from the people who visited the mobile ASCs. The survey showed that 83% of the ASC visitors⁹ were completely satisfied with the services provided, and over 93%¹⁰ noted the professional expertise of the ASC staff. The analysed results will be used by the mobile ASCs to improve their work and provide services to the conflict-affected women and men, taking into account their differentiated needs and expectations.

Importantly, it was revealed that the significant proportion of local population in remote areas does not have the possibility to use digital resources to provide feedback. Thus, it is worth focusing on conducting surveys to assess the quality-of-service provision through printed questionnaires. In addition, it is foreseen that the volunteers, who will be supporting the work of the mobile ASCs, will actively disseminate these feedback tools (both paper questionnaires and online forms).

⁷ According to the Decree of the President of Ukraine of 19 February 2021, Zolote became a part of Hirske community (civil-military administration). <https://zakon.rada.gov.ua/laws/show/62/2021#Text>

⁸ <https://tsnap.dn.ua/ua/undp-poll/>, <https://tsnap.lg.ua/ua/undp-poll/>

⁹ 82% of women and 84% of men.

¹⁰ 86% women and 95% men.

Progress Towards Immediate Outcome 1120

Increased knowledge and skills of target local governments to deliver needs-based gender-responsive services to conflict-affected people living close to the contact line, especially women and vulnerable or marginalized groups, through mobile ASCs

The Project's activities under this immediate outcome are targeted at providing the relevant training to the staff of the mobile centres to enable them to render high-quality administrative, legal and information services to the conflict-affected people in eastern Ukraine.

To ensure there is a continuous capacity-building and learning process for the officials of target communities, and considering the restrictions imposed to contain the spread of COVID-19, the UN RPP launched an online learning platform "The School of Resilient Communities"¹¹. The platform enables local government officials and community leaders to strengthen their capacities and gain much-needed knowledge and skills related to decentralisation reform implementation and community development without leaving their homes and exposing themselves to the risk of coronavirus infection. Currently the web portal offers 3 training courses developed specifically for the ASC specialists, such as:

- 1. Legal and administrative aspects of an administrative service centre operation.** The course is designed to enable the service providers to organize the full operation process and use the available resources efficiently and can be especially useful for the ASC staff of the newly amalgamated communities. The main issues covered by the course are: functioning of a mobile service centre, its structure, requirements for organization and location; the specifics of the ASC work and administrators' duties and responsibilities; skills and knowledge required for the position of an administrator; specifics of interaction with ASC clients; as well as the procedure for registration of services and delivery of results.
- 2. Practical aspects of providing administrative services in the field of land relations.** The course covers practical aspects of the application of recently updated land legislation in the field of administrative services and will help improve the professional skills of employees of administrative service centres and the local self-government bodies. The course provides comprehensive knowledge in the field of land relations and provision of administrative services, including on the current legislation in this area, provision of administrative services by executive authorities, local self-government bodies and subsidiaries of the State Land Cadastre; free transfers of land to citizens, introducing services in the field of land relations through ASCs, registration of land as an object of real estate and legal rights to it.
- 3. Gender equality and the human rights-based approach in the daily work of Administrative Services Centres.** The course defines basic concepts, including international obligations and national regulations to ensure equal rights and opportunities for women and men. The training materials provided under this course will be useful to the employees and heads of ASCs, as well as to the representatives of local authorities. The training curriculum covers such aspects as the application of a human rights-based approach and the principles of gender equality in administrative service provision, adhering to the principle of non-discrimination in rendering administrative services, overview of the best practices in providing administrative services in Ukraine, gender mainstreaming in internal organizational structures of ASCs, use of feedback tools to improve the availability of administrative services to the population.

¹¹ <https://unrpp.school/>

The above-mentioned training courses were developed in cooperation with the Ministry of Digital Transformation of Ukraine and are available for the staff of administrative service centres and local self-government bodies throughout the country. As of today, over 2,200 ASC employees have already registered for the learning courses offered by the Project, and 65% of them has successfully passed the training programme (more details are provided in Table 2).

Table 2. Training courses for the ASC personnel in numbers.

Course title	Number of people registered	Number of certificates of completion issued
Legal and administrative aspects of an administrative service centre operation	940	583 (521 women)
Practical aspects of providing administrative services in the field of land relations	1,189	814 (718 women)
Gender equality and the human rights-based approach in the daily work of ASCs ¹²	119	77 (74 women)

Introduction of services for residents of territorial communities through a mobile ASC using a mobile case can cause the need to increase the staff of the administrative service centre or redistribution of responsibilities between the available ASC personnel. In this regard, the Project has developed draft regulations on amending job descriptions for the ASC staff and staffing structure, as well as elaborated job requirements for a driver of the vehicle and procedures of hiring a driver for a mobile ASC. The proposed draft documents are available in the digest of examples of normative documents necessary for the effective functioning of mobile ASCs, described in Output 1114.

As of today, in 4 target communities (Siversk, Vuhledar, Popasna and Sievierodonetsk), the mobile ASCs are fully staffed: a driver has been hired, and administrators, registrars, social security and pension fund specialists are assigned for field works. In addition, an IT specialist is assigned to each of these 4 mobile centres for setting the programmes and applications necessary for the operation of the mobile ASC. In Mariinka and Stanytsia Luhanska communities the required staff has not yet been assigned due to the current transition period related to the establishment of the civil-military administrations there.

Progress Towards the Intermediate Outcome 1200

Increased equitable usage of administrative and legal services by conflict-affected people of Donetsk and Luhansk oblasts, especially women and vulnerable or marginalized groups

The Project's activities under this immediate outcome are targeted at providing the relevant training to the staff of the mobile centres to enable them to render high-quality administrative, legal and information services to the conflict-affected people in eastern Ukraine. In order to provide easy and rapid access to the administrative services that are delivered by the mobile ASCs in the target locations, the Project has developed a dedicated information website¹³ and a mobile application (currently available for Android smartphones¹⁴). The convenient and

¹² The course was launched on 15 February 2021.

¹³ <https://tsnap.lg.ua/ua/>, <https://tsnap.dn.ua/ua/>

¹⁴ <https://play.google.com/store/apps/details?id=ua.tsnap.mobile.lg>, <https://play.google.com/store/apps/details?id=ua.tsnap.mobile>

intuitive navigation as well as a version for visually impaired persons enable all categories of users to use the website and the mobile application. The website and the mobile application are available in Ukrainian and Russian languages.

The SMS notification system, provided in a separate section of the website¹⁵, enables users to sign up for up-to-date information about the ASC routes and schedules that will be delivered by SMS. This is especially important for people living in remote areas and rural settlements where there is no or limited access to the Internet and allows to reach more potential ASC clients in eastern Ukraine. Moreover, each vehicle is equipped with a GPS sensor (tracker), which transmits information to the monitoring system on the website.

Both the information website and the mobile application will be actively promoted after all 10 mobile ASC are put into operation. It was however noted that the website allows to perform all the functions of the application, which may lead to further revision of the feasibility of supporting the mobile application and focusing on the further development of the website.

During the reporting period, 21 (19 women) heads of the ASC, IT specialists and representatives of the local self-government bodies, engaged in the work of the mobile service centres, were trained in the use of the information platform, developed by the Project for each oblast. The online training programme covered such issues as the introduction to the design and main features of the information platform, administering the web pages related to ASC routes and schedules, latest news, available services and customer's feedback.

Moreover, a series of training videos on working with the platform was created enabling the staff, engaged in the work of the mobile ASC, to quickly learn or refresh the necessary skills (Annex 6). It is planned to hold additional webinars for the representatives of the administrative service centres and selected volunteers after all 10 vehicles are put into operation.

By the end of the year, the information platform will be fully transferred to the regional authorities and will be administered by the dedicated departments of the Donetsk and Luhansk Oblast State Administrations. In addition, an extended 2-day training course will be conducted with the staff of the regional administrations who will be responsible for the platform operation and support.

The routes and schedules for the mobile ASCs in 10 target communities in Donetsk and Luhansk oblasts were designed during the first year of the Project implementation, covering over 220 communities in eastern Ukraine as well as NGCA residents crossing EECs. The up-to-date information about the routes available in each community and current schedules of the mobile service centres are available on the dedicated information platform¹⁶, the mobile app and by using SMS-notifications.

Furthermore, the Project has carried out activities to identify service points (waiting zones) for the mobile ASCs in each of the target communities. As a result, 55 settlements were identified for the establishment of such special stops. It is planned to equip the first 20 service points for the vehicles by April 2021. Each service point will include a waiting zone equipped with seating for visitors (protected from rain and snow), a fuse box with a 220 V supply, and will be provided with Wi-Fi hotspot. A mobile ASC will be connected to the fuse box by a 30-metre extension cable. Apart from this, each stop will have an information stand for disseminating up-to-date information on mobile ASC operations, bicycle parking, additional benches and lighting poles (using solar energy) where necessary. At present, the terms of reference have been prepared for conducting a tender to identify a contractor for the construction of the remaining 35 stops.

¹⁵ <https://tsnap.lg.ua/ua/undp-sms/> , <https://tsnap.dn.ua/ua/undp-sms/>

¹⁶ <https://tsnap.lg.ua/ua/undp-cars/> , <https://tsnap.dn.ua/ua/undp-cars/>

Photo credit:
Vitalii Shevelev / UNDP Ukraine

In 2021, all mobile ASCs will be connected to special stops with information stands for disseminating up-to-date information, bicycle parking, additional benches and lighting poles. At the moment, mobile ASCs deliver administrative services near local councils' buildings.



To ensure mobile ASCs are accessible to all groups of the population, including the elderly and persons with disabilities, all service points will be equipped in accordance with the principles of the universal design.

In addition, in June 2020, the Project held an online meeting with the Ministry of Digital Transformation of Ukraine and agreed to support the Ministry's initiative on the implementation of a unified system for ASCs with the possibility of online learning for staff, monitoring and individual approach. The platform, entitled "Centre Diia", will be a sub-system of the national Diia website and will provide the citizens with all necessary information regarding the services rendered by the ASC, including mobile centres, the availability of administrative centres in locations of interest and will also allow to make an appointment in the selected centre.

Progress Towards Immediate Outcome 1210

Enhanced access to needs-based gender-responsive services by conflict-affected people living close to the contact line, especially women and vulnerable or marginalized groups.

The Project has developed a user-friendly information platform for Donetsk and Luhansk oblasts¹⁷, which enables access to relevant information and services for the conflict-affected population, as well as set up feedback mechanisms for interactions between service providers and beneficiaries. The platform includes up-to-date information on schedules and routes of the mobile ASCs operation in the corresponding oblasts, the list of the main administrative, legal and social services available, contact information and the latest news about the Project and the ASC network development. In addition, the website enables its users to submit their feedback related to the work of the administrative service centres in their locations. The option to send information with schedules and routes of mobile ASCs to one's relatives and friends using the SMS notification system is also provided by the platform.

Furthermore, the Project, in cooperation with the Ministry of Digital Transformation of Ukraine, is working on the launch of the national online platform "Center Diia". This platform will provide

¹⁷ <https://tsnap.dn.ua/ua/undp-main/> , <https://tsnap.lg.ua/ua/undp-main/>

complete information regarding the work of the administrative service centres throughout the country. The citizens will have access to all ASCs with relevant information on services and the availability of administrative centres in locations of interest, map of all Ukrainian ASCs and their accessibility. The ASCs employees will receive access to educational programmes and materials, up-to-date information on legislation and best practices of the ASC operation, as well as support from the experts of the Ministry of Digital Transformation regarding various operational issues.

The programme has developed a user-friendly questionnaire to assess the quality of the services rendered and a feedback form that are incorporated into the information website¹⁸. In addition, mobile ASCs use printed questionnaires to receive feedback from the local population. The forms allow to collect feedback information, disaggregated by geography, gender, age, disability and types of services, on the following issues:

- awareness level of the availability of the information platform for mobile ASCs
- satisfaction with the quality, relevance and timeliness of information provided by the platform
- satisfaction with the quality, relevance and timeliness of administrative and legal services provided by the mobile ASCs
- general experience with using the client feedback system.

Moreover, the questionnaire and the feedback form allow the clients to provide the main reasons for dissatisfaction with their experience in using mobile ASCs and the information platform (including, but not limited to the attitude of ASC staff, accessibility, availability of certain services, navigation and completeness, and applicability of the information presented at the website, etc.).

In addition, the citizens will have the opportunity to familiarize themselves with the statistics of all ASCs operating in Ukraine, including the mobile centres, and to provide their feedback on using the services of such ASCs through the future national online platform “Center Diia”.

Progress Towards Immediate Outcome 1220

Increased awareness by conflict-affected people living close to the contact line, especially women and vulnerable or marginalized groups, about the availability of administrative and legal services provided through mobile ASCs

The work on mobilizing civil society representatives to provide information services to the conflict-affected population and to support the work of mobile ASCs is currently underway.

A network of over 80 committed women and men will be developed: at least 8 volunteers from each of the target communities, including at least 1 person from each remote settlement. It is envisaged to engage youth, civic leaders, employees of the village councils, librarians and other active citizens to the volunteer network. The selection is planned to be carried out through the local councils since they are best informed about the population in their areas and can recommend suitable candidates.

The first group of volunteers (23 women and 6 men) from the communities of Sievierodonetsk and Popasna (both in Luhansk Oblast) was formed, and an introductory meeting on further

¹⁸ <https://tsnap.lg.ua/ua/undp-poll-feedback/> , <https://tsnap.dn.ua/ua/undp-poll-feedback/>

cooperation with the volunteers was held. However, due to the transition period related to the creation of the civil-military administrations in the communities along the “contact line”, the mobile ASCs did not make visits to most of the settlements and therefore the volunteers were not engaged in the field work. More active involvement of volunteers will begin as soon as all the vehicles are put into operation.

It is planned to conduct training sessions with the selected volunteers, preferably offline due to the lack of stable access to the Internet in remote communities and lack of the required equipment for taking online learning sessions. The training programme will cover the following aspects:

- The concept of volunteerism. The role and goals of a volunteer.
- Public involvement and communication tools, use of gender-sensitive approaches.
- Skills and competencies in the provision of information.
- Getting feedback from the population.

The volunteers will become the Project’s focal points in the communities, who will be able to provide the most relevant information for the residents on the work of the mobile ASCs, as well as compile requests for specific services or specialists in order to ensure the availability of such services during the next visits of the ASCs to the settlement. In addition, the volunteers will demonstrate the capacities of the ASC information platform, including the electronic feedback form. However, if necessary, they will also disseminate paper questionnaires for those residents who cannot use the digital tools but would like to provide their feedback.

Due to the COVID-19 pandemic and subsequent quarantine restrictions, this activity is planned to be completed during the third year of the Project implementation.

Taking into consideration the results of the study on the needs, preferences and expectations of the target population regarding administrative services, conducted in 2020, the Project developed information cards on the services provided by mobile ASCs.

The services, described in the info cards, included the following:

		applying for a passport for travelling abroad
	receiving an excerpt from the State Land Cadastre	
	applying for a passport for travelling abroad for children up to 16 years	
	receiving an excerpt from the Single State Register of Legal Entities, Private Entrepreneurs and Organisations	
	applying for an ID card	
	obtaining information from the State Register of Proprietary Rights on Real Estate	
	registering as a private entrepreneur	
	registering property rights on real estate	
	registration and de-registration of place of residence	
	changing or re-issuing a driving license	
	receiving a reference on the family composition	

Moreover, information brochures with the list of administrative services provided by ASCs, routes and the schedule of the mobile ACS for the target communities have been developed. Info cards and brochures are available in Annex 7. Information cards are distributed directly at the stationary and mobile ASCs. Importantly, due to changes in legislation, information cards will be updated on a regular basis.

In addition, information about the mobile ASCs routes and schedules is made available through the information platform and via SMS-notification.

After all the target communities are formed, the information about the routes will be updated and disseminated through the local councils, mobile ASCs and the established network of the volunteers. The active information campaign is planned to start in summer 2021.

The Project is working towards increasing the digital literacy among the local population to enable them to benefit from the developed online tools and platforms and to receive comprehensive and up-to-date information about the services offered by the mobile ASCs. According to the AGORA study, only 39% of conflict-affected women and men in eastern Ukraine are comfortable with using a computer or a smartphone, and even less among the elderly (19%) and representatives of vulnerable and marginalized groups (28%)¹⁹.

In this regard, it is envisaged to set up computer literacy centres aimed at conflict- and COVID-19 affected population aged 50 years and older (in particular women and vulnerable groups) to be trained on how to access and use online public services, search and communication tools.

As an initial step, the Project commissioned a survey to evaluate the feasibility and actual needs of the 11 local communities that expressed their willingness to implement this initiative. Afterwards, consultations with the relevant departments of Donetsk and Luhansk Oblasts State Administrations were held, and monitoring visits to the territorial communities were carried out. As a result of this process, 5 communities have been selected for the establishment of the digital literacy centres: Popasna, Rubizhne and Shchastia in Luhansk Oblast, Kramatorsk and Novohrodivka in Donetsk Oblast.

To create the literacy centres in the selected communities, it is planned to purchase the necessary IT equipment and furniture as well as to conduct minor repair works at the designated premises.

The Project will also invest additional resources in building the capacities of local volunteers to provide quality information services to the customers of the mobile ASCs and to the local population, as well as experimenting with new forms and methods of capacity building, especially among the most vulnerable (women facing multiple forms of discrimination, the elderly, and persons with disabilities). Related activities will start in the third year of the Project implementation.

¹⁹ https://bit.ly/AGORA_Information_Hub



Reach

During the second year of implementation, the Project reached out to a number of central executive bodies, such as the Ministry of Digital Transformation of Ukraine, the Ministry of Reintegration of the Temporarily Occupied Territories and the State Migration Service of Ukraine and their subordinated enterprises (Annex 5 – List of Partners). Moreover, 42 communities in Donetsk and Luhansk oblasts expressed their willingness regarding the implementation of the Project's new activities. As a result of a thorough selection process, which included situation analysis, consultations with the regional authorities and on-site monitoring visits, the final list of the target communities was determined, namely:

- 5 communities (Kramatorsk and Novohrodivka in Donetsk Oblast, Popasna, Rubizhne and Shchastia in Luhansk Oblast) – to establish Computer literacy centres for the people aged 50 years and older;
- 3 communities (Vuhledar in Donetsk Oblast, Lysychansk and Popasna in Luhansk Oblast) – to set up 3 mobile home care units to support the most vulnerable groups.

In addition, the Project has started its work on the establishment of the 2 new module service centres at the EECs in Mariinka (Donetsk Oblast) and Zolote (Luhansk Oblast).

In total, 95 (67 women) representatives of the local self-government bodies and 127 (75 women) social service clients took part in the meetings on the elaboration of the service package and the furnishing of the mobile home care units. In addition, 31 (25 women) representatives of the local authorities, civil society, and experts in social work and psychological assistance have been engaged in the work on the elaboration of a regulatory framework for the operation of mobile emergency psychological and social response service units.

Overall, the meetings with representatives of local self-government bodies of the Project's target communities on various operational issues are held on a regular basis. Today, the main work on informing citizens on the work of mobile service centres is carried out by the local authorities. Additionally, it is planned to conduct targeted outreach events for the local population in summer 2021.

To date, about 500 residents have used the services of the mobile ASCs, which at the moment operates only in Sievierodonetsk community. Two more vehicles will commence their work in Siversk and Vuhledar communities in April 2021; the delay of the operation was caused by the long registration procedures and establishment of the local self-government bodies. The residents of the other 3 target communities (Mariinka, Popasna and Stanytsia Luhanska) are still unable to use the services of the mobile ASCs due to the current absence of civil-military administrations there.

During the reporting period, progress was made to ensure the sustainability of the service provision to the local population. The budgets for the operation of mobile ASCs were adopted, and required staff assigned in Sievierodonetsk, Siversk and Vuhledar communities. In Sievierodonetsk, the vehicle currently goes to 2 settlements, however upon the final establishment of the territorial community, the ASC will perform visits to 17 settlements. In Siversk and Vuhledar communities, the mobile centre will soon operate in all the remote settlements according to the developed routes.

In Mariinka, Popasna and Stanytsia Luhanska, the budget for the operation of a mobile ASC is planned to be adopted and additional personnel hired, where necessary, upon the creation of civil-military administrations.

Detailed information on each of the target community is represented in Table 3.

Table 3. Overview of target communities.²⁰

Community	Oblast	Area (sq. km)	Population	Number of settlements	Availability of stationary ASC	Number of services offered by ASC	Number of staff	ASC budget adoption
Siversk	Donetsk Oblast	194.4	13,445	7	Yes	145	4 (4 women)	Yes
Vuhledar	Donetsk Oblast	595.8	26,338	14	Yes	191	4 (4 women)	Yes
Mariinka	Donetsk Oblast	487.3	33,845	8	Yes	128	4 (4 women)	No
Mariupol	Donetsk Oblast	377.2	446,336	11	Yes	336	94 (88 women)	No
Kurakhove	Donetsk Oblast	355.1	39,362	28	Yes	86	5 (5 women)	No
Popasna	Luhansk Oblast	460.1	25,485	13	Yes	154	13 (10 women)	No
Sievierodonetsk	Luhansk Oblast	706.1	117,099	20	Yes	203	30 (29 women)	Yes
Stanytsia Luhanska	Luhansk Oblast	518.8	23,570	14	No	0	0	No
Hirske	Luhansk Oblast	167.7	32,842	11	Yes	60	4 (4 women)	No
Novoaidar	Luhansk Oblast	1,319.6	21,403	32	Yes	98	7 (7 women)	No

²⁰ In 2020, the government approved a new administrative-territorial structure of Ukraine by defining the borders of 1,469 territorial communities. Thus, the territories and composition of most of the Project's target communities have changed since then.

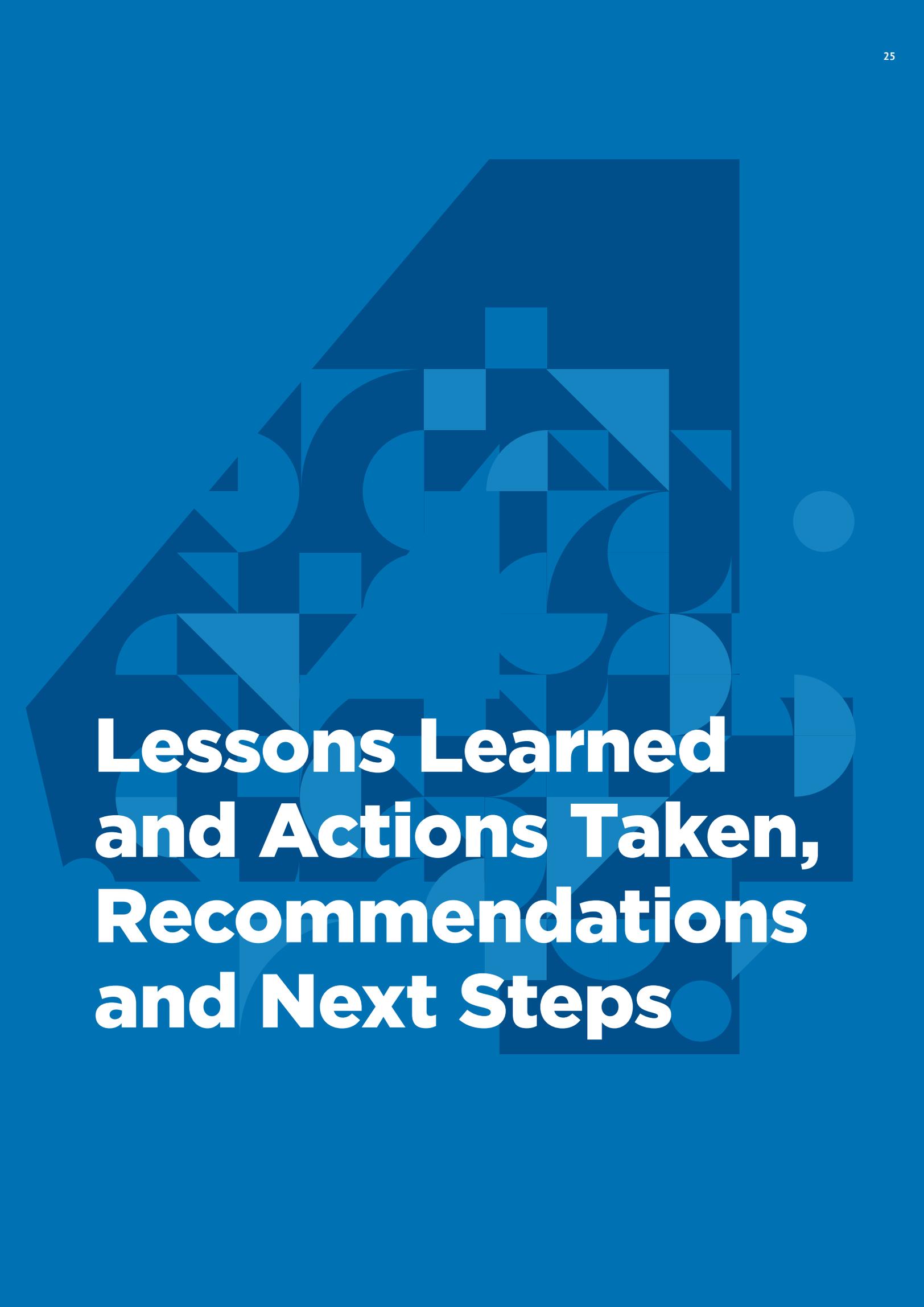
Changes to Theory of Change, the Logic Model and Performance Measurement Framework

The Addendum No 2 to the Grant Agreement between Department of Foreign Affairs, Trade and Development (DFATD) and UNDP to support the Project “Mobile Service Delivery for Conflict-Affected Population in Eastern Ukraine” was signed on 22 February 2021. The Amendment 2 increased the grant amount by 2.5 million Canadian dollars and extended the Project implementation period till 31 December 2022. The Logic Model and the Performance Measurement Framework (PMF) of the Project have been updated to reflect new activities and changes in the Project design that were introduced by the Addendum No 2. Both documents are available as Annexes to this report.

Under the Addendum 2 the following additional initiatives will be supported:

- Installation and furnishing of 2 new modular service centres at the EECPs in Mariinka (Donetsk Oblast) and Zolote (Luhansk Oblast) in order to bring services closer to people living in NGCA and territories affected by hostilities. The modular centres, constructed in line with the principles of universal design, will include an ASC, post office, bank, as well as legal advice, pharmacy, medical, social, and psychological services in one place.
- Set up of 2 regional emergency mobile psychosocial response service units in Donetsk and Luhansk oblasts.
- Establishment of 3 mobile home care units to provide shopping facilities, hairdressing and household services for the most vulnerable groups. The following communities will benefit from this activity: Vuhledar in Donetsk Oblast; Lysychansk and Popasna in Luhansk Oblast.
- Set up of a mobile medical station to provide medical examination, laboratory and radiological services for the residents of Donetsk Oblast.
- Opening of 5 computer literacy centres aimed at teaching conflict- and COVID-19 affected population aged 50 years and older (in particular women and vulnerable groups). The following communities will benefit from this activity: Kramatorsk and Novohrodivka in Donetsk Oblast; Popasna, Rubizhne and Shchastia in Luhansk Oblast.

During the course of implementation, it has been determined that the expected number of direct beneficiaries of the Project, who are actively using the services of mobile ASCs, might be lower than previously estimated. COVID-19 related restrictions and lockdowns, the closure of EECPs, and the uncertainty over the course of decentralisation reform in eastern Ukraine – all negatively affect the capacity of local actors to provide these much-needed administrative services. Once new infrastructure is in place and operating in all of the target communities, the Project team will organize a survey there and at the EECPs to collect the necessary data and reassess the targets in the PMF.



Lessons Learned and Actions Taken, Recommendations and Next Steps

1. Due to the COVID-19 pandemic and the subsequent quarantine restrictions, the Project had to explore new online solutions and e-tools to engage the target audience in learning through interactive platforms and digital channels.

The UN RPP launched an online learning platform “The School of Resilient Communities”, which enables local government officials and ASC specialists to strengthen their capacities and gain much-needed knowledge and skills related to providing administrative services and ASC operation without leaving their homes and exposing themselves to the risk of coronavirus infection. A series of training videos on working with the ASC information platform was created enabling the staff, engaged in the work of the mobile centres, to quickly learn or refresh their knowledge. Moreover, it is planned to hold additional webinars for the ASC representatives and volunteers after all 10 vehicles are put into operation. Notably, online training programmes and webinars provide opportunity to engage larger number of interested participants compared to limited capacities of similar offline activities.

Apart from that, with regard to the current pandemic situation, the mobile centres will help the local population avoid crowds of people and receive much-needed services close to their homes, reducing risks to their health. To prevent the transmission of the coronavirus infection, all precautionary measures, such as masks, hands sanitizers, temperature screening and the maintenance of a safe distance between ASC specialists and visitors will be arranged. Moreover, each vehicle is equipped with an automatic dispenser for disinfectants to mitigate the possible spread of COVID-19 among the local population.

2. Low level of digital literacy among the local population prevents them from benefiting from new online services and digital solutions, developed by the Project.

During the reporting year, it was revealed that the majority of the population in remote areas does not have the possibility to use the available digital resources, developed by the Project, to receive required information or provide feedback on ASC work. In this regard, the Project plans to establish 5 computer literacy centres aimed at conflict- and COVID-19 affected population aged 50 years and older (in particular women and vulnerable groups). The centres will provide their visitors with the knowledge and skills to access online public services and digital tools, such as the ASC information platforms for Donetsk and Luhansk oblasts. Equipped with the necessary knowledge, the citizens will be able to receive information on the services provided by the mobile ASCs, their routes and schedules in the communities of interest, conditions on receiving the necessary services and the list of documents required to obtain them. The

computer literacy centres are planned to be set out in the communities of Popasna, Rubizhne and Shchastia in Luhansk Oblast, and Kramatorsk and Novohrodivka in Donetsk Oblast.

With regard to establishing an effective feedback mechanism, the Project will also focus on conducting surveys through printed questionnaires to receive comprehensive data on the quality of services rendered to the population. In addition, the volunteers, who will be engaged in working with communities, will actively disseminate available feedback tools (both paper questionnaires and online forms).

3. The development of necessary technical documentation for the vehicles is a complex process that requires consolidation of efforts from all the stakeholders.

The process of elaboration of the specifications for the mobile centres and the development of a service package require joint work and coordination with the local self-government bodies, ASC clients as well as technical specialists to agree on the best design and outfit option to deliver quality gender-responsive services to the local population. This process may take more time and efforts and thus potentially affect the Project implementation timeframe. However, the accumulated experience of cooperation with the Project's partners allowed to generate viable algorithms and follow the best practices to develop similar document packages for the planned initiatives.

4. The coronavirus pandemic and the subsequent quarantine restrictions have had a significant impact on the social and psychological outcomes of the population, and limited access to essential services, especially for the most vulnerable groups.

People living along the "contact line" experience a permanent state of psychological distress, given that their sense of safety and security is negatively affected by the conflict. This chronic distress has been exacerbated by the COVID-19 pandemic and the quarantine restrictions. The lockdown measures have also led to an increase in gender-based and domestic violence cases. In addition, access to basic services (hairdressing salons, small stores, and household services) has been limited due to the restrictions imposed by the government. Social distancing and restricted access to public places, including medical institutions, have particularly increased the need for mobile home care services. To address these issues, the Project will establish

and support the operation of the 2 mobile emergency psycho-social response service units, 3 home care mobile units and a mobile medical station in eastern Ukraine.

The operation of the home care mobile units will be launched in the communities of Vuhledar (Donetsk Oblast), Popasna and Lysychansk (Luhansk Oblast). The 3 new vehicles outfitted with all necessary equipment will allow to bring the basic services, such as hairdressing, minor repairs of clothes, renovation and cleaning of premises, harvesting of firewood and other, closer to the most vulnerable residents of remote rural areas and those near the “contact line”.

The mobile psychosocial response service units will be established in each oblast to render necessary psychological aid for people living along the “contact line”, especially women, who experience psychological distress related to continuous armed conflict, COVID-19 pandemic or gender-based violence.

The arrangement of the mobile medical service station would allow to provide medical examinations, screening and laboratory services to the most vulnerable groups (elderly, people with disabilities, single parents, etc.) living in remote settlements in Donetsk Oblast and close to the “contact line”. In its turn, this will also alleviate the burden put on the medical institutions by the COVID-19 pandemic and allow to render more quality healthcare services to the residents. During the preliminary design of the medical service station, it was decided to outfit the vehicle with the equipment for X-ray, ultrasound, and laboratory diagnostics, as well as general examination facilities.

Furthermore, on the basis of the newly created module centre at the EECF in Shchastia (Luhansk Oblast), an ASC was established and the necessary equipment and furniture have been procured by the UN RPP for the provision of social and administrative services to the conflict-affected people coming from the NGCA. In 2021, UNDP will support the establishment of additional module centres at the checkpoints, which will cover a wide range of services²¹ in one service unit. In this regard, the Project, in coordination with the Ministry for Reintegration of the Temporarily Occupied Territories, supports the installation of the 2 module centres at the EECFs “Mariinka” and “Zolote”. The modular centre will provide an opportunity to receive the most essential public services in one place and will include:

- an administrative service centre
- a social protection office
- a pension fund office
- a banking facility
- a postal office
- a pharmacy and a medical station with a possibility to conduct COVID-19 testing
- a police station
- a free legal aid office.

Importantly, the facilities will be specially equipped for people with disabilities and will also include a baby care room. In addition, to ensure the efficient operation of the modular service centres, 2 passenger minibuses will be purchased to transport the employees from the nearby settlements.

²¹ Including administrative, banking, post and primary healthcare services.



Story of Change

Mobile ASC: Services next to home

Residents of the most remote settlements of the community of Sievierodonetsk in Luhansk Oblast can now receive quality services in the most convenient conditions.



Photo credit:
Vitalii Shevelev / UNDP Ukraine

Victoria Kostytska, 40, works as an administrator at the Sievierodonetsk Administrative Services Centre (ASC). Every Tuesday, she travels with the centre's team to provide public services to the residents of nearby villages, including her native village of Borivske, located 12 kilometres away from the regional centre.

"For five years I've been working as the head of the real estate registration and real estate encumbrance sector of the administrative services department," says Victoria. "As soon as I learned about the initiative to provide mobile services, I was very happy to be in the team of employees who would be among the first in the oblast to go on such trips," says Victoria.

Previously, property documents, as well as other administrative and social services, could be obtained by residents only at the stationary ASC in Sievierodonetsk. At the end of October 2020, UNDP under the UN Recovery and Peacebuilding Programme and with the support of the Government of Canada, transferred to the community a modern and convenient mobile administrative service centre, which can provide such services near to clients' homes.

Victoria says a large number of people are interested in visiting the centre – in four months of making mobile ASC trips, they have provided services to more than 100 local residents.

Photo credit:
Vitalii Shevelev / UNDP Ukraine



"There are usually very few state registrars available, so residents rush to ask a variety of questions – for instance about the registration of property rights, their own business, or real estate," Victoria says. "Besides, there are often requests to receive the services of the State GeoCadastr and the State Architectural and Construction Inspectorate, apply for a subsidy, and receive assistance from the state, etc."

The arrival of the mobile ASC was a really big event for the whole village. About 6,000 residents, half of whom are of retirement age, rarely have the time or money to spend on a trip to the regional centre, while the number of documents for registration is only growing every year.

Kateryna Ahafonova, 71, a resident of Borivske, is glad that for the first time she was able to obtain the services she needed right in her native village: "Having a mobile ASC near the home is really great," she says. "I'm sure the people of Borivske felt the local authorities are taking care of them and giving them attention. I'm very grateful that such polite, professional and attentive specialists were able to quickly resolve my issues and even give me advice on how to obtain certificates in the future."

Victoria says many of her fellow villagers also take care of relatives who require special care, meaning they can't leave them to travel to the city to obtain public services.

"I'm glad that more and more residents of Borivske are learning about the possibility of getting services on the spot," Victoria says. "The village head often calls all deputies on her own so that more people can learn about the mobile centre," Victoria smiles. "And when visitors see one of their neighbours among the administrators, they understand that they can trust them, and will definitely receive help and support here properly."

Today, the mobile ASC runs through the villages of Borivske and Syrotyne, and in the future it will cover all remote settlements that belong of the Sievierodonetsk community.

